

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**RAJYA SABHA
UNSTARRED QUESTION NO. 1294
ANSWERED ON 30th JULY, 2026**

TELECOM FRAUDS AND SPAM CALLS

1294 SMT. REKHA SHARMA:

Will the Minister of Communications be pleased to state:

- (a) whether Government has undertaken any review of telecom-related cyber frauds, spoofed calls and spam communications;
- (b) if so, the details thereof;
- (c) the technological interventions introduced to curb such incidents; and
- (d) the results achieved, so far?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

(a) to (d) Under the Government of India (Allocation of Business) Rules, 1961, matters relating to cybercrime are allocated to the Ministry of Home Affairs (MHA). Further, 'Police' and 'Public Order' are State subjects as per the Seventh Schedule of the Constitution of India. MHA has set up the Indian Cyber Crime Coordination Centre (I4C) as an attached office to deal with all types of cyber-crimes in the country, in a coordinated and comprehensive manner.

However, for prevention of misuse of telecom resources in cyber frauds, Department of Telecommunications (DoT) has implemented technological based interventions. DoT has developed International Incoming Spoofed Calls Prevention System (CIOR) which is a system to identify and block incoming international spoofed calls displaying Indian mobile numbers that appear to be originating within India. Since commissioning of CIOR by DoT on 17.10.2024, it has shown significant results, blocking 1.35 crore calls in 24 hours and has resulted in nearly 99% reduction in spoofed calls with Indian calling line identification. Calls that still land on international gateways are blocked there itself.

Telecom Regulatory Authority of India (TRAI) governs Unsolicited Commercial Communications or spam under the regulatory framework viz. Telecom Commercial Communications Customer Preference Regulations (TCCCPR), 2018. TRAI has amended the TCCCPR on 12.2.2025 with focus on several vital issues, including strengthening consumer complaint redressal mechanisms, tightening the threshold norms for action against UCC, bringing in higher accountability of senders and telemarketers, curbing the misuse of 10-digit numbers for telemarketing, implementing stricter measures against unregistered telemarketers (UTMs) etc.

TRAI has made breakthrough use of technology for spam control through blockchain-based regulatory Distributed Ledger Technology (DLT) framework with following outcomes:

- i. More than 3.35 lakh senders and 22,500 telemarketers have registered on DLT platform.
- ii. Around 24.53 crore consumers have registered their preferences on the DLT-based Do Not Disturb (DND) platform.
- iii. Since Jan 2024, more than 21.6 lakhs telecom connections of UTM's have been disconnected by various telecom service providers for sending UCC.
- iv. AI-based solutions have been deployed by the major Telecom Service Providers to identify suspected spam calls and messages and alert consumers.
