

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 1299
ANSWERED ON 30th JULY, 2026**

PREVENTING FRAUD-CALLS

1299 SHRI RAJINDER GUPTA:

Will the Minister of Communications be pleased to state:

- (a) whether Government is aware that, despite TRAI issuing over 7.31 lakh notices and disconnecting over 1.84 lakh telecom resources in 2025, Indian users reportedly received 4,168 crore spam calls and filed over 31 lakh DND complaints during the year;
- (b) whether TRAI maintains data on violations detected through AI-based monitoring, as against complaint-based enforcement and the number and value of Financial Disincentives (FDs) imposed since the February 2025 amendments; and
- (c) whether Government proposes to strengthen financial accountability of telecom operators for failure to prevent traceable fraud calls and SMSs that result in financial loss to consumers?

ANSWER

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

(a) Telecom Regulatory authority of India (TRAI) regulates commercial communications under the Telecom Commercial Communications Customer Preference Regulations (TCCCPR). The regulatory framework provides the complaint mechanism for the customers to report the unsolicited commercial communications (UCC), generally known as spam, and also the action to be taken against the UCC senders.

During the year 2025, a total of about 31 lakh UCC complaints were received by the access providers from the customers, and 7.99 lakh notices were issued by them to the senders/ telemarketers against the UCC complaints. As per the regulatory provisions, the access providers disconnected about 1.94 lakh telecom resources of the senders for violations in 2025.

Many of the spammers & unregistered telemarketers originate spam with ten digit mobile numbers to bypass the scrubbing by the Digital Ledger Technology (DLT) based system deployed by access providers under the TCCCPR, 2018. Further the access providers have been mandated to use Artificial Intelligence (AI) based system for the detection, prevention and monitoring of spam. The AI-based systems thus deployed helps in detecting such spam and alerts the user. As per the data provided by the access providers to TRAI, during the period from December 2025 to June 2026, the access providers have flagged about 5,762 crores calls as suspected spam on the basis of behavioural pattern analysis, for the purpose of alerting the customers.

(b) & (c) 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 as an attached office to deal with all types of cyber-

crimes in the country, in a coordinated and comprehensive manner. Data on financial loss to customers due to telecom-based frauds is not separately maintained by TRAI or Department of Telecommunications. TRAI has amended TCCCPR in February 2025. Since amendment, TRAI has issued 18 (eighteen) Financial Disincentive orders, with total value of ₹ 3.63 crores for violations of TCCCPR.
