

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2889
ANSWERED ON 13th AUGUST, 2026**

ENHANCING PUBLIC AWARENESS AGAINST TELECOM FRAUDS

2889 SHRI VINOD SHRIDHAR TAWDE:

Will the Minister of Communications be pleased to state:

- (a) whether Government has undertaken initiatives to enhance citizen awareness against telecom frauds, spoofed calls and fraudulent communications;
- (b) the details of awareness campaigns and outreach programmes conducted through Sanchar Saathi and other platforms;
- (c) whether Government proposes to strengthen integration of the Digital Intelligence Platform with banks and payment service providers for real-time fraud detection; and
- (d) the steps taken to strengthen citizen-centric reporting and grievance redressal mechanisms for victims of telecom-enabled frauds?

ANSWER

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

(a) & (b) Yes. The Department of Telecommunications (DoT) has undertaken various measures to create public awareness to prevent telecom-related frauds, spoofed calls and fraudulent communications across the country through its initiatives under Sanchar Saathi. Explainer videos, infographics and awareness creatives have been regularly prepared and disseminated through DoT's social media platforms. Apart from these, citizen outreach has been carried out through multilingual news articles and ads, digital screens and hoardings in public spaces, TV and radio and local-level activities by DoT field units. Multilingual SMS awareness campaigns have also been undertaken through Telecom Service Providers to educate citizens about various facilities of Sanchar Saathi initiative. Informative material on various modus operandi used in digital fraud is hosted on Sanchar Saathi portal.

DoT has also launched the Sanchar Mitra Scheme, under which student volunteers conduct awareness activities at the grassroots level to educate citizens about digital safety, telecom fraud prevention, cyber hygiene, and the use of the Sanchar Saathi portal and mobile app.

(c) Digital Intelligence Platform (DIP) which is a secure online platform of Department of Telecommunications (DoT) for bi-directional information sharing for prevention of misuse of telecom resources in cyber-crimes and financial frauds has been strengthened by onboarding more than 1,600 organizations including banks, Unified Payments Interface (UPI) service providers, and payment system operators.

(d) Sanchar Saathi initiative of DoT enables citizens to report the suspected fraud communications. This crowd-sourced data is used by DoT to analyse and zero down on misuse of telecom resources. Based on 11.76 lakh reports of suspected fraud communication shared by citizens on Sanchar Saathi, 52.29 lakh mobile connections have been disconnected.

DoT has a structured mechanism for monitoring and redressal of the telecom related grievances including telecom-enabled frauds. Citizens can lodge telecom related grievances through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), which provides facilities for online registration, tracking, appeal and feedback as per Department of Administrative Reforms and Public Grievances (DARPG) guidelines. The grievances received through CPGRAMS are forwarded to the concerned Telecom Service Providers (TSPs) or DoT units for redressal. Periodic review meetings with TSPs and DoT units are held to monitor and improve the quality, effectiveness and timeliness of grievance redressal.

Telecom Regulatory Authority of India (TRAI) has also mandated Telecom Consumer Protection Regulation 2012, as per which Telecom Service Providers (TSPs) have to establish a two-tier grievance redressal mechanism comprising Complaint Centres and Appellate Authorities.
