GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS

RAJYA SABHA
UNSTARRED QUESTION NO. 494
ANSWERED ON 23rd JULY, 2026

COMPLAINTS REGARDING UNSOLICITED COMMERCIAL COMMUNICATIONS

494# DR. BHIM SINGH:

Will the Minister of Communications be pleased to state:

(a) whether Government has made any national-level assessment of the financial losses suffered by citizens due to telecom-based digital fraud, in view of increase in complaints regarding unsolicited commercial communications to more than 31 lakh across the country during 2025; and

(b) the time-bound steps being taken by Government to make additional preventive measures, such as re-verification of KYC documents and disconnection of connections of suspected spammers, fully effective across the country under the directions issued by TRAI on 27 February 2026?

ANSWER

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

(a) Under the Government of India (Allocation of Business) Rules, 1961, matter 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 established the Indian Cyber Crime Coordination Centre as an attached office of the Ministry to provide a framework and ecosystem for law enforcement agencies to deal with cybercrimes.

Unsolicited Commercial Communication (UCC) are regulated by Telecom Regulatory Authority of India (TRAI) under Telecom Commercial Communications Customer Preference Regulations (TCCCPR). Data on financial losses suffered by citizens due to telecom-based digital frauds is not separately maintained by TRAI or Department of Telecommunications.

(b) TRAI issued a Direction on 27.2.2026 to leverage the AI-based UCC detection systems deployed by the three major Telecom Service Providers (TSPs) for initiating additional deterrent measures against senders who are repeatedly identified as ‘Suspected Spammers’ by such AI-based systems. TSPs have jointly finalized the thresholds, confidence scores and operational workflows for implementation of the Directions. Further, all TSPs have now commenced sharing of suspected Caller Line Identification (CLI) data with each other. They have also started issuing notifications to suspected senders based on the suspected CLI data received through the inter-operator sharing mechanism.

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