

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 505
ANSWERED ON 23rd JULY, 2026**

RISING SPAM CALLS

505 SHRI I.S. INBADURAI:

Will the Minister of Communications be pleased to state:

- (a) whether Government has taken note of rising spam and fraudulent calls across the country and if so, the details thereof including complaints received and if not, the reasons therefor;
- (b) whether telecom operators are effectively curbing spam calls and messages and if so, the details thereof including compliance reports and if not, the reasons therefor; and
- (c) whether the implementation of caller identification systems has reduced spam calls and if so, the details thereof including effectiveness data and if not, the reasons therefor?

ANSWER

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

(a) Telecom Regulatory Authority of India (TRAI) governs Unsolicited Commercial Communications (UCC) under the regulatory framework viz. Telecom Commercial Communications Customer Preference Regulations (TCCCPR). Under the regulatory framework, action against spammers is primarily based on UCC complaints lodged by telecom subscribers. TRAI launched various consumer awareness campaign to encourage reporting of UCC by the consumers, which led to an increase in the reporting of complaints. The UCC complaints received by various Access Providers and reported to TRAI for year 2025 were 31.09 Lakhs and for year 2026 (up to May 2026) were 17.22 Lakhs.

(b) Key measures taken by telecom operators for curbing UCC under TRAI's regulatory framework of TCCCPR are as follows:

- i. To protect the interests of consumers while balancing the legitimate requirements of businesses for commercial communications, an ecosystem of Registered Telemarketers (RTMs) has been established based on Distributed Ledger Technology (DLT). All Principal Entities and Telemarketers engaged in commercial communications are required to register on the DLT platform. More than 3.35 lakh senders and 22,500 telemarketers have registered on DLT platform.
- ii. Consumers who do not wish to receive promotional communications from RTMs may register their preferences through multiple channels. Around 24.53 crore consumers have registered their preferences on the DLT-based Do Not Disturb (DND) platform. The Regulations mandate the use of 140-series numbers for promotional voice calls and registered headers for all commercial SMS communications. As per the information reported by the Access Providers, the DLT platform blocked more than

7.7 crore promotional voice calls and SMS per day during May 2026 based on the preferences registered by consumers.

- iii. Consumers may lodge complaints regarding UCC with their respective Access Providers within seven days of receipt of such communications. Since Jan 2024, more than 21.6 lakhs telecom connections of Unregistered telemarketers 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, enabling them to make informed decisions regarding such communications. As per the information reported by the Access Providers, more than 26.4 crore calls and SMS were flagged as suspected spam per day during May 2026.
- v. To enhance consumer protection against financial frauds, the 1600-series numbering has been designated for service and transactional voice calls made by entities in the Banking, Financial Services and Insurance (BFSI) sector, enabling consumers to distinguish such calls from ordinary 10-digit mobile numbers. As on date, more than 8,500 BFSI entities have been onboarded on 1600-series.
- vi. To ensure end-to-end traceability of commercial SMS, the Regulations mandate binding of the complete communication chain involving the sender and the telemarketers handling the message. Approximately 35 thousand Principal Entities have predefined their communication routes to enhance message security and prevent misuse of the system.

(c) Presentation of mobile number of a caller as caller identification has been a feature of mobile networks ever since the roll-out of mobile services in India.
