

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

**LOK SABHA
UNSTARRED QUESTION NO.5451
TO BE ANSWERED ON 28th MARCH, 2018**

FAKE CALL RACKETS

5451. SHRI KODIKUNNIL SURESH:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has received any complaints about increasing number of phone calls made by dubious fake call rackets that dupe people by promising jobs, various offers and fraudulently obtaining sensitive financial information;
- (b) if so, the details thereof including the number of such complaints received during each of the last three years; and
- (c) the action taken/being taken by the Government in this regard?

ANSWER

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)**

(a) & (b) Department of Telecommunications (DoT) receives a large number of complaints every year through phone, physical and electronic medium including online Centralised Public Grievance Redress and Monitoring System (CPGRAMS) Portal under various categories. However, no specific category of complaint is available in CPGRAMS regarding fake call rackets. Sometimes DoT receives complaints related to the subject matter. Whenever DoT receives such type of complaints, like dubious fake call rackets that dupe people by promising jobs, various offers and fraudulently obtaining sensitive financial information, DoT advises complainants to approach the Law enforcing agencies like Police etc, for lawful action. DoT at its level also investigates the matter with respect to telecom resources used / call details related to such complaints and brings it in to the notice of local police or any other law enforcing agency as the case may be, for suitable action.

(c) DoT helps the Law Enforcement / financial Agencies by facilitating & providing information related to telecom network, technical aspects, and telecom resources / Call details, if required. It has been observed that cyber-crime activities for frauds in financial transactions are being carried out in an organised manner primarily from some districts of Jharkhand targeting ignorant persons from all over India. Ministry of Home Affairs (MHA) has already constituted an Inter-Ministerial Committee on Phone Frauds (IMCPF) led by MHA with representatives from various Ministries / Departments, including Department of Telecommunications, to assess various aspects of dealing with phone frauds.
