

**GOVERNMENT OF INDIA  
MINISTRY OF HOME AFFAIRS**

**LOK SABHA  
UNSTARRED QUESTION NO. 1563**

**TO BE ANSWERED ON THE 12<sup>TH</sup> FEBRUARY, 2019/ MAGHA 23, 1940 (SAKA)**

**FAKE CALL CENTRES**

**1563. SHRI B.V. NAIK:**

**Will the Minister of HOME AFFAIRS be pleased to state:**

- (a) whether a large number of fake call centres are operating in the country;**
- (b) if so, the steps taken to eradicate these fake call centres so that people are not duped of their money;**
- (c) whether any regulations is in place for starting a call centre; and**
- (d) if so, the details thereof?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS  
(SHRI HANSRAJ GANGARAM AHIR)**

**(a) & (b): Some instances of fake call centres operating in the country have come to notice. Police and Public Order are State subjects as per the Constitution of India. State Governments are primarily responsible for prevention, detection and investigation of such incidents; and field units of Department of Telecom take necessary action whenever such reports come to notice.**

**(c) & (d): Telecom Enforcement Resource and Monitoring (TERM) Cells register the Other Service Providers (OSPs) throughout the country in their respective jurisdiction which includes call centres also. The terms and conditions for OSP registration are available on DoT website at the link <http://dot.gov.in.relatedlinks/registration-under-other-service-providers-osp-category>.**

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