

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

**LOK SABHA
UNSTARRED QUESTION NO. 4685
TO BE ANSWERED ON 29TH MARCH, 2023**

FINANCIAL FRAUDS USING TELECOM SERVICES

**4685. SHRI SUDHAKAR TUKARAM SHRANGARE:
SHRI RAJENDRA AGRAWAL:
SHRI SHIVAKUMAR C. UDASI:
SHRI SUNIL KUMAR SONI:
SHRI VIJAY BAGHEL:
SHRI ARUN SAO:
SHRI MOHAN MANDAVI:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has taken any initiative to frame a new action plan to curb financial frauds using telecom services;
- (b) if so, the details thereof; and
- (c) the details of the fresh steps taken by the Government to curb the large number of incidence of financial frauds through telecom resources?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

(a) to (c) 'Police' and 'Public order' are state subject as per the seventh schedule of the constitution of India. States/UTs are primarily responsible for the prevention, detection, investigation and prosecution of crime including cyber-crime/fraud. To strengthen the mechanism to deal with cyber crimes in a comprehensive and coordinated manner, Central Government has taken various initiatives to frame a new action plan to curb financial frauds using telecom services:

- i. The Indian Cyber Crime Coordination Center (I4C) has been established to provide a framework and eco-system for LEAs (Law Enforcement Agencies) to deal with cyber crimes in a comprehensive and coordinated manner.
- ii. The National Cyber Crime Reporting Portal (www.cybercrime.gov.in) has been launched to enable the public to report all types of cyber-crimes, with special focus on cyber crimes against women and children. The 'Citizen Financial Cyber Fraud Reporting and Management System' has been launched for immediate reporting of financial frauds and to stop siphoning off fund by the fraudsters.
- iii. A toll-free Helpline number '1930' has been operationalized to get assistance in lodging online cyber complaints.

- iv. Issuance of alerts/advisories; capacity building/training of law enforcement personnel/prosecutors/judicial officers; improving cyber forensic facilities etc have been undertaken.
- v. To spread awareness on cyber-crime, several steps have been taken that include dissemination of messages through SMS, I4C social media account ie Twitter handle (@Cyber dost), Facebook (CyberDostI4C), Instagram (cyberdosti4c), Telegram (cybserdoti4c), Radio campaign, engaged MyGov for publicity in multiple media, publishing of handbook for Adolescents/Students, organizing of Cyber Safety and Security Awareness week, in association with police department in different States/UTs etc.
- vi. Telecom Regulatory Authority of India has issued directions to TSPs (Telecom Service Providers) on 16-02-2023 to prevent the misuse of headers & message templates for cyber-crime/fraud.
- vii. More than 15 Lakh mobile numbers detected to have been issued on fraudulent credentials, have been disconnected by Department of Telecommunications (DoT).
