

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

**LOK SABHA  
UNSTARRED QUESTION NO. 671  
TO BE ANSWERED ON 6<sup>TH</sup> DECEMBER, 2023**

**FAKE CALL CENTRES**

**671. SHRI MARGANI BHARAT:  
SHRIMATI CHINTA ANURADHA:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of the complaints received regarding the operation of fake call centres and being defrauded during the past three years;
- (b) the number of fake call centres that have been busted during the past three years;
- (c) the measures being taken to curb the growth of such centres;
- (d) whether the Government is aware that several of the scams are international in nature, with those being defrauded residing in other countries; and
- (e) if so, the details thereof along with the manner in which the Government plans to tackle it?

**ANSWER**

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

(a) to (e) Department of Telecommunications (DoT) in coordination with Law Enforcement Agencies (LEAs) /Telecom Service Providers (TSPs) is unearthing illegal telecom setups that allow international calls with spoofed Indian numbers. Such illegal setups are used to bypass the International Long Distance Operators (ILDOs), for anti-national activities, cyber-crimes and financial frauds etc. So far, 65 such illegal setups during FY 2023-24, 62 in FY 2022-23 and 35 in FY 2021-2022 have been unearthed. Further, to prevent the incoming international calls with spoofed Indian landline numbers, DoT has directed the International Long Distance Operators (ILDO) to drop international incoming calls with no CLI, improper CLI or having CLI prefixes such as +11, 011 & 11, +911 to +915.

Additionally, DoT is blocking the Apps allowing origination of spoofed calls. Such Apps are also blocked at Google Play Store and iOS App Store.

2) Department of Telecommunications has launched citizen centric Sanchar Saathi portal ([www.sancharsaathi.gov.in](http://www.sancharsaathi.gov.in)) which, inter-alia, facilitates the citizens to report international calls received with Indian Calling Line Identification (CLI), and to check mobile connections taken in their name and report the mobile connection(s) which are not taken by them. Telecom Service Providers (TSPs) are disconnecting such reported mobile connections after necessary subscriber re-verification. 13.08 lakh such mobile connections have been disconnected.

- 3) Further, DoT, using Artificial Intelligence and Facial Recognition powered solution, is detecting mobile connections taken with fake / forged documents. Till date, more than 67 lakh suspected mobile connections have been detected out of which 55.52 lakhs have been disconnected failing subscriber re-verification. More than 70,000 Point of Sales (SIM agents) involved in selling such mobile connections have also been blacklisted and 365 First Information report (FIRs) have been registered with police authorities against more than 1890 Points of Sale (POS). 1,31,961 mobile handsets, used either with mobile connections taken with fake / forged documents or involved in cyber-crime / financial frauds, have been blocked on pan-India basis.
- 4) Telecom Service Providers have disconnected approximately 2.78 lakh mobile connections reported by law enforcement agencies on National Cyber Crime reporting portal reportedly involved in cyber-crime / financial frauds.
- 5) The 'Police' and 'Public Order' are State subjects as per the Seventh Schedule of the Constitution of India. States/UTs are primarily responsible for the prevention, detection, investigation and prosecution of crimes/fraud through their Law Enforcement Agencies (LEAs). The Central Government supplements the initiatives of the States/UTs through advisories and financial assistance under various schemes for their capacity building.
- 6) To strengthen the mechanism to deal with cyber-crimes in a comprehensive and coordinated manner, the Central Government has taken steps for spreading awareness about cyber-crimes; issuance of alerts/ advisories; capacity building/training of law enforcement personnel/ prosecutors/judicial officers; improving cyber forensic facilities, etc.
- 7) The Ministry of Home Affairs has launched the National Cyber Crime Reporting Portal (<https://cybercrime.gov.in>) to enable the public to report all types of cyber-crimes. Cyber-crime incidents reported on this portal are routed automatically to the respective State/UT law enforcement agency for further handling as per the provisions of law.
- 8) The Department of Telecommunications (DoT) has issued revised guidelines on June 23, 2021, stating that Other Service Providers (OSPs), such as voice-based call centres, do not require any registration or license from the DoT. The DoT does not maintain any record pertaining to call centres.

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