

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

**LOK SABHA  
UNSTARRED QUESTION NO. 2215  
TO BE ANSWERED ON 12<sup>TH</sup> MARCH, 2025**

**FAKE MESSAGES AND CALLS**

**2215. SHRI PRABHAKAR REDDY VEMIREDDY:**

Will the Minister of COMMUNICATION be pleased to state:

- (a) whether it is true that 82% of people are falling prey by clicking on fake messages as per study conducted by McAfee;
- (b) whether it is also true that phishing and text message scams are also on the rise;
- (c) the manner in which the Government looks at the recent trend that online scammers are extensively using Artificial Intelligence to target and is planning to address this menace;
- (d) whether the Government has issued some guidelines relating to spam calls, etc. during the 3rd week of February, 2025; and
- (e) if so, the details thereof and the extent to which this helps people from cyber scams?

**ANSWER**

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

- (a) Studies published by certain organizations in their own capacity are neither validated nor substantiated by the Government.
- (b) Matters relating to Cyber Crime are under the Ministry of Home Affairs (MHA) as per allocation of the business rules. Department of Telecommunications (DoT) is undertaking efforts to prevent misuse of telecom resources for cyber frauds. Further, 'Police' and 'Public Order' are State subjects as per the Seventh Schedule of the Constitution of India. MHA has established the Indian Cyber Crime Coordination Centre (14C) as an attached office to provide a framework and eco-system for Law Enforcement Agencies (LEAs) to deal with cyber-crimes. As per information reported to and tracked by The Indian Computer Emergency Response Team (CERT-In), a total number of 523, 1714, 869 and 785 Phishing incidents were observed during the year 2021, 2022, 2023 and 2024 respectively.
- (c) With the advancement of technology development, scammers are using new methods and Artificial Intelligence (AI) is one of them. To address the issues various steps are undertaken including development of an indigenous AI and Big data analytics tool to identify SIM taken on fake documents.
- (d) & (e) The Telecom Regulatory Authority of India (TRAI) has amended the Telecom Commercial Communications Customer Preference Regulations (TCCCPR), 2018 to further strengthen consumer protection against Unsolicited Commercial Communication (UCC) on 12.02.2025. The revised regulations aim to deal with evolving methods of misuse of telecom resource and promote a more transparent commercial communication ecosystem for consumers.

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