

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

**LOK SABHA
UNSTARRED QUESTION NO. 4249
TO BE ANSWERED ON 18TH MARCH, 2026**

ANTI-SPAM FRAMEWORK

**4249. ADV. ADOOR PRAKASH:
DR. AMAR SINGH:
SHRI K SUDHAKARAN:
SHRI CHARANJIT SINGH CHANNI:
SHRI SAPTAGIRI SANKAR ULAKA:
SHRI BENNY BEHANAN:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the number of spam call complaints received during the last three years, State/UT-wise;
- (b) the State/UT-wise number of telecom resources disconnected under the new TRAI framework, month-wise since its inception;
- (c) whether the Government is moving to action on AI-flagged suspected spam without formal complaints;
- (d) if so, the operating thresholds, safeguards against false positives and appeal mechanisms for wrongly impacted subscribers;
- (e) whether the Government is considering placing in the public domain any outcome metrics (spam reduction, fraud prevention, wrongful blocks) to ensure transparency and if so, the details thereof?

ANSWER

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

(a) Unsolicited Commercial Communication (UCC) or spam calls are regulated by Telecom Regulatory Authority of India (TRAI) under Telecom Commercial Communications Customer Preference Regulations (TCCCPR). As per the information provided by the Access Service Providers, UCC complaints received by the Terminating Access Service Providers during the last three years, are as follows:

Period	Complaints against Registered Telemarketers	Complaints against Unregistered Telemarketers	Total UCC Complaints
2023	1,39,886	12,22,946	13,62,932
2024	1,91,430	17,47,327	19,38,757
2025	5,07,761	26,02,074	31,09,835

(b) As per the information provided by the Access Service Providers, the details of resources disconnected under the new TRAI framework, month-wise since its inception i.e. from May 2025, is as under:

Period	Disconnection(Senders/ Numbers)
May-25	3949
June-25	4970
July-25	5141
Aug-25	5431
Sep-25	5428
Oct-25	1345
Nov-25	5300
Dec-25	1024
Jan-26	429

(c) & (d) TRAI vide its Direction dated 27.02.2026, mandated Access Service Providers to leverage the intelligence generated through their deployed AI/ML-based systems for initiating regulatory actions against suspected UCC. The said Direction, inter-alia, requires that whenever suspected spamming activity is detected through Artificial Intelligence (AI)/ Machine Learning (ML) systems deployed by the Access Service Providers, the concerned Access Service Providers shall undertake re-verification of the Know Your Customer (KYC) documents of the suspected UCC sender. In case of repetition of such activity, the Access Service Providers shall carry out the physical verification of the sender. If it is found that the telecom resources are being misused by the sender for sending UCC, the action against the telecom resources allotted to the sender shall be taken by the Access Service Providers, as per the Direction.

(e) TRAI publishes the relevant information through Annual Reports and Press Releases.
