

Information Note to the Press (Press Release No. 55/2024)

For Immediate Release

Telecom Regulatory Authority of India

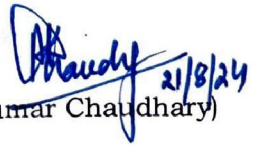
Subject: Beware of Fraudulent Calls Impersonating TRAI

New Delhi, 21st August 2024: It has been brought to the notice of Telecom Regulatory Authority of India (TRAI) that lot of pre-recorded calls are being made to the citizens claiming to be from TRAI. Citizens are threatened that their numbers will be blocked soon, and they are asked to give certain personal information.

The Telecom Regulatory Authority of India (TRAI) does not initiate communication with customers regarding mobile number disconnection through messages or otherwise. TRAI has not authorized any third-party agency to contact customers for such purposes. Therefore, any form of communication (call, message, or notice) claiming to be from TRAI and threatening mobile number disconnection should be considered a potential fraudulent attempt and must not be entertained.

The disconnection of any mobile number due to billing, KYC or misuse if any, is done by the respective Telecom Service Provider (TSP). Citizens are advised to be vigilant and do not get panicked to fall prey to suspected fraudsters. They are further advised to cross-verify such calls by contacting the authorized call centers or customer service centers of the respective TSP.

To prevent the misuse of telecom resources for cybercrime and financial fraud, citizens are encouraged to report suspected fraudulent communications through the Chakshu facility on the Department of Telecommunications' Sanchar Saathi platform. This platform can be accessed at <https://sancharsaathi.gov.in/sfc/>. For confirmed instances of cybercrime, victims should report the incident at the designated cybercrime helpline number '1930' or through the official website at <https://cybercrime.gov.in/>.


(Atul Kumar Chaudhary)
Secretary, TRAI