

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:1363
ANSWERED ON:21.03.2012
HACKING OF MOBILE PHONES
Gavit Shri Manikrao Hodlya;Kishor Shri Kamal

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the mobile phone particularly the GSM Mobile Services are vulnerable to hacking and unauthorised calls/ SMS can be sent from individual mobile number;
- (b) if so, the details thereof;
- (c) whether the Government has also received complaints from mobile customers for receiving international calls and thereafter their mobile balance has been deducted/ they receive bills for the calls they have not made;
- (d) if so, the details thereof; and
- (e) the steps taken by the Government on both the above aspects?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

- (a) & (b) Madam, Mobile phones, particularly Smart phones, are vulnerable to certain malware/virus/botnet, which are capable of stealing data, sending unauthorised SMS and making unauthorised calls from such phones.
- (c) & (d) A few complaints have been reported regarding receiving of International calls, deduction of balance and receiving of bills for the calls not made by the users.
- (e) Government has been regularly issuing alerts / advisories regarding vulnerabilities and malware affecting mobile phones. Awareness Short Messages Services(SMS) alerts were also initiated by Telecom Service Providers.