

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

UNSTARRED QUESTION NO:6491  
ANSWERED ON:16.05.2012  
FRAUDULENT CALLS  
Jardosh Smt. Darshana Vikram

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

- (a) whether telecom subscribers are receiving fake calls regarding winning of lottery from several call centres of the country and from abroad;
- (b) if so, the details thereof;
- (c) whether excessive amount is charged or the credit-balance of the subscriber is transferred illegally on making a return call;
- (d) if so, the details thereof; and
- (e) the efforts made by the Government to create awareness among people about such calls?

**Answer**

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

(a) to (e) Madam, some complaint have been received from a few mobile customers that they had received missed calls from certain telephone numbers or calls/messages relating to winning of lottery etc. and that on calling back these numbers they were charged substantially. On verification of these complaints; the telephone numbers from where the missed calls and other mischievous calls/messages had come were found to be international numbers. In many cases such numbers relate to premium rate services for which higher charges apply. To address the problem of missed calls and other mischievous calls/messages coming from International locations prompting mobile customers to respond, TRAI has instructed the Access Service Providers to warn the customers about such calls and messages and to take other effective measures for addressing the problem.