

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

UNSTARRED QUESTION NO:250  
ANSWERED ON:25.02.2015  
LEAKAGE OF CALL DETAILS  
Sawaikar Shri Advocate Narendra Keshav

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

- (a) whether there are complaints against some telecom operators leaking call details of customers to private security agencies and other unauthorised persons;
- (b) if so, the details thereof, operator-wise for the last three years and the current year; and
- (c) the action taken by the Government in this regard?

**Answer**

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a) & (b) Madam, Department of Telecommunications has not received any formal complaint against any of the telecom operators for leaking call details of customers to private security agencies and other unauthorized persons. However, there was media report in the Times of India with the headline 'Police dither on call record sale probe' on 6th May, 2012 about arrest of ten accused of a racket in Mumbai who were involved in CDRs to third parties. Further, an individual customer approached the Telecom Enforcement, Resources & Monitoring (TERM), Himachal Pradesh suspecting his son's call details leakage by M/s Bharti Airtel Limited and Bharat Sanchar Limited. After preliminary verification, complainant was advised to approach and lodge the complaint with Police.

(c) To strengthen the process, Department of Telecommunications has issued the Standard Operating Procedures (SOPs) on 2nd January, 2014 to Telecom Service Provider (TSPs) to handle Lawful Interception & Monitoring. In these SOPs it has been inter-alia mandated to facilitate the information against requests made by Nodal officers of Law Enforcement Agencies and other investigation authorities of LEAs/Security Agencies under Section 92 of Criminal Procedure Code (Cr. PC) and /or under any other Act having specific provisions.