

Information Note to the Press (Press Release No.26/2024)

For Immediate Release

Telecom Regulatory Authority of India

Subject: Frauds in the Name of TRAI

New Delhi, 06th June 2024: It has been brought to the notice of Telecom Regulatory Authority of India (TRAI) that fraudulent WhatsApp messages, SMS and voice calls are made to the citizen claiming to be from Telecom Regulatory Authority of India. Perpetrators are utilizing forged notices, designed to resemble official communication from senior officers of Telecom Regulatory Authority of India (TRAI). These notices falsely allege illegal activity associated with the recipient's mobile number and pressure them into contacting law enforcement or face service termination. Citizens are also threatened that mobile numbers will be disconnected if they don't respond. At times, Malicious actors may further attempt to trick individuals into installing malware or clicking on phishing links.

The Telecom Regulatory Authority of India (TRAI) does not initiate communication regarding mobile number disconnection through messages or official notices. 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.

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/>.


(S.B Singh)
Secretary(I/C)