

Information Note to the Press (Press Release No. 22/2025)

For Immediate Release

Telecom Regulatory Authority of India

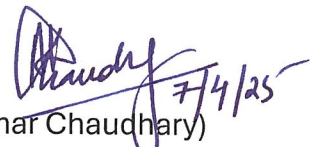
Subject: Beware of Fraudulent Calls Impersonating TRAI

There have been several Media Reports in the recent times that the Consumers are being targeted through telephonic calls or messages by fraudsters posing as TRAI officials threatening disconnection of Mobile Connection for being involved in illegal activities and for extraction of money.

In this regard, it is informed that the Telecom Regulatory Authority of India (TRAI) does not initiate communication with Customers regarding Mobile Number disconnection through messages or otherwise. TRAI has also 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 Centres or Customer Service Centres 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)