



TRAI Takes Action on Over 21 Lakh Fraudulent Numbers & one lakh entities in One Year

TRAI urges all mobile users to report spam and fraud via the TRAI DND App, not just block calls on their phones

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The Telecom Regulatory Authority of India (TRAI) has issued an advisory urging citizens to report spam calls/SMS through the **TRAI DND App**, highlighting that simply blocking numbers on personal devices does not stop spam at the source.

Over the past year, **TRAI- acting on citizen complaints facilitated the disconnection and blacklisting of more than 21 lakh mobile numbers & around one lakh entities** involved in sending spam and fraudulent messages. This demonstrates that **collective reporting by users plays a crucial role in curbing telecom misuse nationwide.**

This large-scale action was made possible **because citizens reported spam through the official TRAI DND App**. When a user reports a spam call or SMS on the **TRAI DND App**, it allows TRAI and telecom service providers to **trace, verify, and permanently disconnect the mobile numbers**. In contrast, **blocking a number on phone only hides it on your personal device- it does not prevent the scammer from contacting others using new numbers.**

Public Advisory

Citizens are advised to:

- **Download the TRAI DND App** from official app stores
- **Report spam SMS/calls using TRAI DND App instead of blocking them on phones** to help identify and disconnect offenders
- **Avoid sharing personal or banking details** on calls, messages, or social media
- **Disconnect immediately** if receiving threatening or suspicious calls
- **Report cyber frauds** to the National Cybercrime Helpline (1930) or www.cybercrime.gov.in
- **Report attempted fraud** through misuse of telecom resources using Sanchar Saathi's "Chakshu" feature

The Authority remains committed to ensuring a **safe, secure, and trustworthy telecom environment** for all citizens. Ongoing enforcement actions, technology-driven monitoring, and public participation through the **TRAI DND App** are essential to stop spam at the source.

TRAI urges all citizens - especially senior citizens, women users, and digitally new or less-experienced audiences - to stay alert, share this advisory, and report any suspicious communication promptly.

MI/ARJ

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