

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 1427
TO BE ANSWERED ON: 29.07.2016

INDIAN CALL CENTRES PERPETRATING IMPOSTER FRAUDS

1427. SHRIMATI WANSUK SYIEM:

Will the Minister of ELECTRONICS & INFORMATION TECHNOLOGY be pleased to state:-

- (a) whether US authorities have charged Indian call centres of perpetrating various imposter frauds targeting Americans and duping them into sharing personal financial details;
- (b) whether the Indian industry body, NASSCOM, has responded to the charges by Federal Trade Commission (FTC) of US and assured them of stern preventive action against the Indian call centre imposters;
- (c) whether FTC and NASSCOM have jointly planned to hold law enforcement workshops in four major cities in India this summer; and
- (d) if so, the details thereof?

ANSWER

MINISTER OF STATE FOR MINISTRY OF ELECTRONICS AND
INFORMATION TECHNOLOGY (SHRI P.P. CHAUDHARY)

(a): According to National Association of Software and Services Companies (NASSCOM), the US Federal Trade Commission (FTC) has reported that between January 2015 and August 2015, 23,709 complaints filed under the “tech support scams” category, with reported consumer loss of more than USD 5 million. FTC has further stated, “Our law enforcement experience indicates that many tech support scams originate from call centers located in India.”

(b): NASSCOM has been working closely with US FTC over the last few years to address the growing threat of deceptive and unlawful telemarketing in India. NASSCOM- Data Security council of India (DSCI) and FTC have hosted two meetings in India with the relevant stakeholders from India, US and Canada. First meeting was held on July 30, 2014 in New Delhi and next meeting on September 9, 2015 in New Delhi. Indian industry led by NASSCOM-DSCI has also participated in the meeting organized by FTC in the US.

(c): According to NASSCOM, no joint workshop with FTC is planned this summer. However, NASSCOM-DSCI have been organising cyber & forensic training workshops for law enforcement officers across the country.

(d): Does not arise.
