

# Digital Unit (DIU)

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**In news :** Government to Set up the Digital Intelligence Unit to tackle mobile phone loan frauds, unsolicited calls

## Key updates

A high level meeting chaired by the Union Minister of Communication held recently with the **objectives to address the rising concern and irritation of consumers over Unsolicited Messages on mobile phones**, repeated harassment through SMS, promising fraudulent loan transactions and above all make digital transaction safe and secure

## What are the methods of harassment?

The method of harassment includes unsolicited commercial messages or calls.

Telecom resources are also being used to carry out financial frauds and dupe the common man of his hard-earned money.

Officials pointed out that even the subscribers registered in Do-Not Disturb (DND) service continue to receive commercial communication from Registered Tele-Marketers (RTMs) and further Unregistered Tele-Marketers (UTMs) are also sending commercial communication to the subscribers.

## Key directives and penalty for violations

- In the meeting, the Minister of Communication directed the officials to take strict action against erring telemarketers and individuals involved in harassment of telecom subscribers.
- Clear directions were issued to the officials to take strict and tangible action to stop such activities immediately.
- The Minister of Communication directed the officials of

DoT to conduct a meeting with Telecom Service Providers (TSPs) and Tele-Marketers to apprise them of the seriousness of the issue and to ensure the compliance of laid down rules and procedures in this regard.

- In case of any violation, it was proposed to impose Financial penalty against the tele-marketers including disconnection of resources in case of repetitive violations.

### **Redressal mechanism**

It was decided that **for effective handling of Unsolicited Commercial Communication (UCC) and also the financial frauds being done through misuse of telecom resources**, a web/ mobile application and SMS based system shall be developed for redressal mechanism. This will enable telecom subscribers to lodge their complaints related to matters involving UCC.

### **Special strategies**

Minister also directed to devise special strategies including **blocking of telecom operations due to rising concern** in Jamtara and Mewat region for curbing fraudulent activities involving usage of telecom resources.

### **Digital Intelligence Unit (DIU)**

The officials apprised the Minister that for UCC and financial fraud related complaints, time is of utmost essence and a quick time bound action will help in reducing such menace. Accordingly, **a Nodal agency, named as Digital Intelligence Unit (DIU) will be set up.**

### **Function of DIU**

The main function of DIU will be to **coordinate with various Law Enforcement Agencies, Financial Institutions and telecom service providers in investigating any fraudulent activity involving telecom resources.**

## **T AFCOP**

It was announced that at License Service Area level, Telecom Analytics for Fraud Management and Consumer Protection (T AFCOP) system will also be created.