

**GOVERNMENT OF INDIA  
HOME AFFAIRS  
LOK SABHA**

UNSTARRED QUESTION NO:4037  
ANSWERED ON:20.12.2005  
COMPLAINTS AGAINST CALL CENTRES  
Nikhil Kumar Shri

**Will the Minister of HOME AFFAIRS be pleased to state:**

- (a) whether the employees of Call Centres are indulged in allegedly stealing the data from the company;
- (b) if so, the details of such complaints received by Delhi Police during each of the last three years;
- (c) whether the Government proposes to put a check on such illegal activities of call centers; and
- (d) if so, the details thereof?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI S. REGUPATHY)

(a) & (b): No complaint regarding stealing of data from Call Centres by their employees was received by Delhi Police during the years 2002, 2003 and 2004. However, two such complaints have so far been received during the current year. On the basis of one of these complaints, Delhi Police registered a case FIR No. 370/05 at PS Anand Vihar on 07.07.2005 and arrested four accused persons who were later released on interim bail by the Court. The other complaint is under process.

(c) & (d): Section 66 of the Information Technology Act 2000 provides for stringent penalties for infringement of such activities including breaching of confidentiality, privacy and hacking of a computer system.