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## CBI Busts Illegal Call Centre Racket Operating from Igatpuri Resort, Five Arrested

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– Categories: Crime



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The Central Bureau of Investigation (CBI) has uncovered a fake call centre racket operating from a resort in Igatpuri, Maharashtra, leading to the arrest of five individuals. The accused were allegedly running an elaborate cyber fraud scheme, posing as representatives of Amazon Support Services to deceive foreign nationals, primarily in the United States and Canada.

According to officials, the accused rented resort premises in Igatpuri where they set up an unauthorized international call centre. They contacted unsuspecting victims abroad by posing as Amazon customer service executives and manipulated them into transferring funds through gift cards and cryptocurrency.

A CBI team conducted a coordinated raid on the property and seized 44 laptops, 71 mobile phones, and various digital devices used in the operation. In addition to the tech equipment, the team also recovered ₹1.2 crore in cash, gold weighing 500 grams, and seven luxury vehicles worth approximately ₹1 crore. Investigators also found transactions involving about 5,000 USDT (roughly ₹5 lakh) in cryptocurrency and Canadian gift vouchers valued at ₹1.26 lakh.

The operation involved around 62 staff members who were divided into roles such as operators, verifiers, and closers. At the time of the raid, the fraudulent activities were ongoing, with agents actively making calls to potential victims abroad.

The CBI registered a case on August 8 against the five arrested individuals and others, including unknown persons and suspected complicit bank officials. Charges include criminal conspiracy, cheating, identity theft, and cybercrime under relevant sections of the Indian Penal Code and the Information Technology Act.

This development is part of a broader crackdown on cyber fraud and illegal call centres that have proliferated across India, targeting foreign nationals with sophisticated scams. Investigations into the racket are still underway, and further arrests may follow.