

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA
UNSTARRED QUESTION NO. 2598
TO BE ANSWERED ON 7TH AUGUST, 2024**

KNOW YOUR MOBILE CONNECTIONS SCHEME

2598 SHRI GURMEET SINGH MEET HAYER:

Will the Minister of COMMUNICATION be pleased to state:

- (a) the current status of the implementation of the Do Not Disturb (DND) service and 'Know Your Mobile Connections' scheme;
- (b) the steps taken by the Government to ensure their effective operation; and
- (c) the manner in which the Government addresses and penalises violations of DND regulations by telemarketers and other entities?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

(a) & (b) The 'Know Your Mobile Connections' facility available on Sanchar Saathi portal (<https://sancharsaathi.gov.in>) allows a citizen to know the mobile connections issued in his name. Out of the mobile numbers displayed, a citizen can report any mobile number under 'Not My Number' or 'Not Required' category. Such reported mobile numbers undergo re-verification by the telecom service providers (TSPs) and are disconnected failing re-verification. Till date, about 40.6 lakh and 14.4 lakh mobile connections have been disconnected reported as 'Not My Number' and 'Not Required' respectively.

Telecom Commercial Communications Customer Preference Regulations, 2018 (TCCCPR-2018) issued by Telecom Regulatory Authority of India (TRAI) to curb Unsolicited Commercial Communications (UCC), enable the telecom subscribers for registering preferences in the Preference Register for 'Do Not Disturb (DND)' service. Registration of the preferences can be done through various modes such as mobile App, sending SMS or calling on 1909. TSPs are required to make this facility available for their customers on 24 hours x 7 days basis. Till date, about 22 crore subscribers have registered their preferences. Following major steps have been taken for the effective operation of DND service:

- (i) Department of Telecommunications (DoT) has allocated 140xxx series for commercial calls by telemarketers (TMs) and 160xxx series for service and transactional voice calls by banks and financial entities.
- (ii) TRAI has issued directions on 13th June 2023 to all TSPs to deploy artificial intelligence and machine learning based system to detect the unregistered telemarketers (UTMs) involved in sending UCC.

(c) TCCCPR-2018 provides provisions for imposition of financial disincentives against the TSPs failing to curb UCC in their networks from Registered Telemarketers (RTMs). Till date, TRAI has imposed financial disincentives of about 109 crore on the TSPs for failing to curb UCC in their networks from RTMs. Further, TSPs are required to act against UTMs, involved in sending UCC, such as giving warning, putting them under Usage Cap or disconnecting in case of repeated violations. As per report submitted by TSPs 15,382 telephones in 2021, 32,032 telephones in 2022 and 27,043 telephones in 2023 were disconnected for sending UCC.
