

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

STARRED QUESTION NO:312

ANSWERED ON:16.08.2010

UNSOLICITED CALLS

Gandhi Shri Feroze Varun;Singh Shri Pradeep Kumar

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the mobile/fixed telephone subscribers continue to receive unsolicited calls and Short Message Service (SMS) from telemarketing companies and others, despite the guidelines by the Telecom Regulatory Authority of India (TRAI) and operation of 'Do Not Call' registry;

(b) if so, the details thereof and the reaction of the Government thereto;

(c) whether the Government proposes to compensate the subscribers for breach of their right of privacy and also hike the financial disincentive for non-compliance of TRAI's regulations, as telemarketing companies are flouting the regulations with impunity;

(d) if not, the reasons therefor; and

(e) the other concrete action taken by the Government for curbing such calls?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI A. RAJA)

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF THE LOK SABHA STARRED QUESTION NO. 312 FOR 16TH AUGUST, 2010 REGARDING "UNSOLICITED CALLS"

(a) & (b) Yes, Madam. TRAI had issued the Telecom Unsolicited Commercial Communications Regulations, dated 5th June 2007 (as amended from time to time). However, a large numbers of Unsolicited Commercial Communications (UCC) complaints are being received by the service providers against both registered and unregistered Telemarketers. Further, it is observed that the subscribers do not take initiative to get themselves registered with National Do Not Call (NDNC) Registry and a large number of subscribers, despite having registered with NDNC Registry, do not complain to their service providers even on receipt of UCC. Till date about 11% of the total subscribers have registered themselves in the NDNC.

(c) & (d) No, Madam. However, TRAI Regulation has provision for levy of higher tariff on those telemarketer who violates the do not call list.

(e) In view of the limited effectiveness of the existing framework, TRAI has already issued a consultation paper on "Review of Telecom Unsolicited Commercial Communication Regulations" on 11th May, 2010 to seek suggestions/views of stakeholders on the issue. TRAI has held an open House Session on 12th August, 2010 to solicit stakeholders' views.