

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

UNSTARRED QUESTION NO:1617
ANSWERED ON:30.11.2009
HARASSMENT OF TELECOM SUBSCRIBERS
Ram Shri Purnmasi

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

- (a) whether the messages have started flashing on the Mahanagar Telephone Nigam Limited (MTNL) Landline telephones causing nuisance to the subscribers;
- (b) if so, the details thereof;
- (c) whether the guidelines regarding business promotional messages and calls laid down by Telecom Regulatory Authority of India (TRAI) are not being followed by telecom operators and the subscribers are being harassed in the matter; and
- (d) if so, the action taken/being taken by the Government to check harassment to the subscribers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) & (b) No, Sir. However, there are cases of telemarketing agents making calls to landline subscribers.

(c) & (d) MTNL is following guidelines laid down by Telecom Regulatory Authority of India (TRAI). For private operators the matter is being taken up with TRAI.