

GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY
RAJYA SABHA
QUESTION NO 18.11.2010
ANSWERED ON
NATIONAL DO NOT CALL REGISTRY .

1066

SHRI MOINUL HASSAN

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

- (a) whether even after registering in National Do Not Call Registry (NDNC) and complaints made to service providers subscribers continue to receive Unsolicited Commercial Calls;
- (b) if so, the reasons therefor;
- (c) whether TRAI would introduce a `Do Call Registry` in place of NDNC to reduce such calls;
- (d) whether there are any penal provisions for unsolicited private communications; and
- (e) if not, the reasons therefor?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

(SHRI SACHIN PILOT)

(a) to (c) Yes, Sir. The ministry is aware of the problems of Unsolicited Commercial Communications (UCC) being received by subscribers. As informed by TRAI, subscribers continue to receive UCC from both registered and unregistered telemarketers, even after registering in National Do Not Call Registry and complaints made to the service provider. TRAI Regulation prescribes disconnection of telecom resources in case of unregistered telemarketers for making UCC. In the case of registered telemarketers, regulation mandates the service providers to charge a higher tariff of Rs. 500/- on first violation and Rs. 1000/- for the second violation, followed by disconnection of telecom resources for the subsequent violation. However this mechanism is not very effective.

For addressing the above issues and to make the regulations more effective, TRAI is currently reviewing the UCC framework. TRAI initiated the process through issue of a Consultation Paper on "Review of Telecom Unsolicited Commercial Communications Regulations" on 11th May, 2010 soliciting comments of various stakeholders. Open House Discussions were held besides meetings with some Telemarketers, Service providers and Service providers Associations. TRAI is currently examining various measures for revising and strengthening the framework.

(d) Apart from provisions for higher tariffs for the defaulting telemarketers as described above, the service providers are also liable to pay an amount by way of financial disincentive, not exceeding Rs. 5000/- for the first non-compliance and not exceeding Rs. 20000/- for second or subsequent non-compliance of the Telecom UCC Regulations 2007.

(e) Does not arise in view of (d) above.