

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

**RAJYA SABHA
STARRED QUESTION NO. 20
TO BE ANSWERED ON 21ST JULY, 2023**

CONTROLLING PESKY CALLS AND MESSAGES

20 SHRI RAJMANI PATEL:

Will the Minister of Communications be pleased to state:

- (a) whether Telecom Regulatory Authority of India (TRAI) has tightened the norms to control the menace of Pesky Calls and Messages to public and asked the telecom companies to include additional checks;
- (b) if so, the details thereof;
- (c) whether TRAI has any plans to ask for periodic compliance reports on such messages and action taken on the advisory; and
- (d) if so, the details thereof?

ANSWER

**MINISTER OF RAILWAYS, COMMUNICATIONS &
ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)**

- (a) to (d) A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF RAJYA SABHA IN RESPECT OF PARTS (a) to (d) OF RAJYA SABHA STARRED QUESTION NO. 20/5TH FOR 21ST JULY, 2023 REGARDING “CONTROLLING PESKY CALLS AND MESSAGES”.

(a) & (b) Yes Sir. To curb the Unsolicited Commercial Communications (UCC), Telecom Regulatory Authority of India (TRAI) has taken a number of measures through its regulations/directions issued from time to time. Earlier, TRAI had issued Telecom Unsolicited Commercial Communications Regulations, 2007 (TUCCR-2007) and Telecom Commercial Communications Customer Preference Regulations, 2010 (TCCCPR-2010). Based on feedback from the market, consumers and stakeholders, on 19.07.2018, TRAI notified Telecom Commercial Communication Customers Preference Regulation, 2018 (TCCCPR-2018) to deal with unsolicited commercial communication (UCC). The TCCCPR-2018 regulations were followed by directions on implementation of the provisions in the regulations. In the recent past, TRAI has issued Directions dated 16.02.2023, 02.06.2023 and 13.06.2023 to further curb the UCC.

(c) & (d) Yes Sir. To monitor performance of Access Providers, TRAI issued the Directions dated 6th August 2019 and 15th Feb 2021 to all Access Service Providers, to submit the Performance Monitoring Report (PMR). As per the reports received, the Access Service Providers have disconnected 15,382 and 32,032 connections during the calendar year-2021 and 2022 respectively for violating TCCCPR-2018. Further, TRAI has imposed Financial Disincentives (FDs) of Rs. 34,99,98,000/- on the Access Service Providers for failing to curb unsolicited commercial communications in their networks from Registered Telemarketers.
