

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 1934
TO BE ANSWERED ON 12TH DECEMBER, 2024**

HIGH RATE OF SPAM CALLS

**1934 SHRI C. VE. SHANMUGAM:
SHRI IRANNA KADADI:**

Will the Minister of Communications be pleased to state:

- (a) whether Government is aware that spam call rates in the country are one of the highest in the world, if so, the details thereof;
- (b) the status of 'Do Not Call' Registry;
- (c) whether the 'Do Not Call' registry is defunct now because the companies make calls from the mobiles of employees, making it difficult for the customers, if so, the details thereof; and
- (d) the steps taken by Government to bring down spam call rates?

ANSWER

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

(a) to (c) Telecom Regulatory Authority of India's (TRAI) Regulations, viz. Telecommunications Commercial Communications Consumers Preference Regulations, 2018 (TCCCPR-2018), deals with spam communications (calls or messages). The TCCCPR-2018 regulations have been followed by a number of Directions for implementation of provisions of the regulations. To avoid the inconvenience caused by UCC, a telecom subscriber can, through availing Do Not Disturb (DND) registration facility, opt to block all commercial communications or can selectively block commercial communications as per preference categories. A separate 140xx series is allocated to Telemarketers (TMs) for making telemarketing calls. If one registers for DND registration, he/she does not receive any call from 140 series. As 140xx series is used extensively for promotional calls, consumers at times do not respond to service calls made from 140xxx series. This has resulted in use of 10-digit numbers by Principal Entities (PEs) for making service calls. As on 31st October 2024, there are 22.09 crores subscribers, who have opted for DND registration facility.

- (d) TCCCPR-2018 and Directions have provisions for:
- i. Registering preferences for Commercial Communication where a telecom subscriber can opt to block all commercial communications or can selectively block commercial communications as per preference categories and registering complaint against Senders of UCC through Mobile App, sending SMS to short code 1909 and calling on 1909.

- ii. Blacklisting of Registered Entities and Telemarketers for violation of TCCCPR-2018.
- iii. Action against Unregistered Telemarketer (UTM) such as giving a warning, putting them under Usage Cap or disconnecting in case of repeated violations.
- iv. Financial Disincentives (FDs) against the Access Providers for failing to curb UCC.

Further, on 13.08.2024 TRAI issued directives, mandating that any entity found to be making promotional voice calls in violation of regulations would face actions. Consequent to this Direction, Access Providers have taken widespread actions which led to a significant reduction in the complaints. After the issuance of the Direction, 1150 entities/individuals have been blacklisted and 18.8 lakhs telecom resources have been disconnected. Reduction in the complaints against the UTMs for Aug- Oct 2024 is as under:

Month	Complaints against UTMs	Change
August 2024	1,89,419	
September 2024	1,63,167	13% less as compared to August
October 2024	1,51,497	20% less as compared to August
