

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

**RAJYA SABHA  
UNSTARRED QUESTION NO. 2108  
ANSWERED ON 7<sup>TH</sup> AUGUST, 2025**

**RIISING RATE OF SPAM CALLS IN THE COUNTRY**

**2108 SHRI MASTHAN RAO YADAV BEEDHA:**

Will the Minister of Communications be pleased to state:

- (a) whether Government is taking appropriate measures to bring down the spam call rates in the country considering that India was fourth worst hit country in terms of spam calls in the year 2021;
- (b) if so, the details thereof;
- (c) if not, the reasons therefor; and
- (d) whether awareness raising initiatives to bring down the spam call rates in the country among the users are being made compulsory for the service providers, if so, the details thereof, and if not, the reasons therefor?

**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 Unsolicited Commercial Communication (UCC) or spam. TCCCPR-2018 has 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 service providers for failing to curb UCC.

Further, TRAI has amended the TCCCPR- 2018 on 12.02.2025 which has, inter-alia, following provisions:

- i. A customer can now make a complaint about UCC within 7 days of receiving spam as compared to earlier 3-day time limit.
- ii. Time limit for taking action by the access providers against the UCC from unregistered senders has been reduced from 30 days to 5 days.
- iii. To ensure prompt action against the senders of UCC, the criterion for taking action against them has been revised and made more stringent.

(d) TCCCPR-2018 Regulations mandate every access service providers to work for consumer awareness, inter-alia, including following:

- i. Procedures for registering preferences, registering & revoking of consent.
- ii. Making complaints, providing information or reporting UCC.
- iii. Informing consumers regarding not to involve in UCC & action in case of violation like disconnection of telecom resources.

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