

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

**LOK SABHA
STARRED QUESTION NO.76
TO BE ANSWERED ON 26TH JUNE, 2019**

DO NOT CALL REGISTRY

***76. SHRI JAYADEV GALLA:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the status of 'Do Not Call Registry';
- (b) whether the Government has taken note of incidents of telemarketing companies calling customers from the personal phones of their employees thereby making it difficult for the customers to know the whereabouts of the call; and
- (c) if so, the details thereof and the reaction of the Government thereto along with the remedial steps taken/being taken by the Government in this regard?

ANSWER

**MINISTER OF COMMUNICATIONS, LAW AND JUSTICE AND
ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)**

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

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STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) to (c) OF THE LOK SABHA STARRED QUESTION NO. 76 FOR 26.06.2019 REGARDING “DO NOT CALL REGISTRY”.

(a) Sir, the National Do Not Call Registry was established by Telecom Regulatory Authority of India (TRAI) through Memorandum of Undertaking (MOU) with National Informatics Centre (NIC) in 2007, in accordance with the provisions prescribed in the Telecom Unsolicited Commercial Communications Regulations, 2007. TRAI has replaced this registry with the National Customer Preference Register (NCPR) established in accordance with the provisions contained in the Telecom Commercial Communications Customer Preference Regulations, 2010. TRAI had notified Telecom Commercial Communications Customer Preference Regulations, 2018 on 19.07.2018, which provides for Distributed Ledger Technology (DLT) based solutions for registration of customer preference with more options to the customers. At present, the customer preference registration is done through the NCPR portal of TRAI.

As on date 18th June, 2019, total number of active preference registered are 223973728 (Partial blocking – 38880160 and full blocking - 185093568).

(b) & (c) No information is available for incidents of telemarketing companies calling customers from the personal phones of their employees. However, for unsolicited commercial communications being sent by unregistered telemarketers, the regulations prescribe disconnection of telecom resources of an unregistered telemarketer by the service provider on receipt of a valid complaint, followed by blacklisting of his name and address for a period of two years. Upon blacklisting, all the other telecom resources availed by him from all service providers in the blacklisted address will also be disconnected. For effective redressal of customer complaints relating to Unsolicited Commercial Communication (UCC), regulations prescribe a framework.
