

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

**LOK SABHA  
UNSTARRED QUESTION NO. 4551  
TO BE ANSWERED ON 30<sup>TH</sup> MARCH, 2022**

**STEPS TO PREVENT UNWANTED CALLS AND MESSAGES**

4551. KUNWAR DANISH ALI:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the steps taken by the Government for preventing unwanted calls and messages by the telemarketing companies and property dealers;
- (b) whether the Government has any plan to impose penalty on telemarketing companies and property dealers for messaging and calling mobile subscribers;
- (c) if so, the details thereof and the action taken by the Government in this regard;
- (d) whether telecom service providers are violating Telecom Commercial Communication Customers Preference Regulation-2018; and
- (e) if so, the details thereof and the steps taken/being taken by the Government thereon?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS  
(SHRI DEVUSINH CHAUHAN)**

(a) To curb the menace of unwanted calls and messages i.e. Unsolicited Commercial Communications (UCC) by the telemarketing companies and property dealers, TRAI has issued the Telecom Commercial Communications Customer Preference Regulations, 2018 (“TCCCPR-2018”) on 19.07.2018, which puts in place a framework for controlling UCC.

For curbing spam, these regulations require all relevant entities involved in sending commercial communications to get themselves registered with any of the Access Providers (i.e. Telecom Service Providers). Such entities include Senders or Principal Entities (PEs), Registered Telemarketers (RTMs) etc. Access Providers are required to establish a system to ensure that PEs and RTMs comply with the regulatory requirements. In case of non-compliance, there are provisions in the regulations that TRAI may impose Financial Disincentives on the Access Providers. Access Providers may impose financial disincentives on participating entities in case of violation of regulations that can be attributed to failure of functions assigned to such entities.

(b) to (e) These regulations i.e. the TCCCPR-2018 have provision to impose Financial Disincentives and TRAI has imposed Financial Disincentives of Rs. 34,99,98,000/- for the Quarter Ending June, 2020. Further, Show Cause Notices (SCNs) have been issued upto Quarter Ending June, 2021.

The details of violations reported by Telecom Service Providers i.e. Access Providers to TRAI under TCCCPR-2018 are as under:-

(i) UCC Complaints in last two Quarters reported by Access Providers are as below:

Quarter Ending	No. of Complaints reported by Access Providers
July-Sept, 2021	387280
Oct-Dec, 2021	305792

(ii) Actions taken in case of Unregistered Telemarketers (UTMs) for last two quarters is as below:

Quarter Ending	Imposed Usage Cap during investigation of complaints	Issued warning notices for first instance of violation	Imposed usage caps for second instance of violation	Disconnected connections for violating regulations for third time.
July-Sept, 2021	70175	106973	17241	4781
Oct-Dec, 2021	54468	87753	15973	5890

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