

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 5552
TO BE ANSWERED ON: 06.04.2022

SPAM CALLS

5552. SHRI D.K.SURESH:
SHRIMATI SUMALATHA AMBAREESH:

Will the Minister of Electronics and Information Technology be pleased to state:

- (a) whether the Government has received complaints regarding spam and phishing calls;
- (b) if so, the details thereof during the last three years, State-wise;
- (c) whether the Government has identified the reasons for increase in the incidents of Unsolicited Commercial Communications (UCC);
- (d) if so, whether the Government has formulated any guidelines to prevent the spam calls and phishing calls; and
- (e) if so, the details thereof?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI RAJEEV CHANDRASEKHAR)

(a) to (c): The issues of spam and phishing calls fall within the purview of Ministry of Communications, Department of Telecommunications (DoT). As per the information received from DoT, to curb the menace of unwanted calls and messages i.e. Unsolicited Commercial Communications (UCC), Telecom Regulatory Authority of India (TRAI), under DoT, has issued a regulation namely “Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018” which puts in place a framework for controlling UCC.

In compliance of provisions of TCCCPR, 2018 and TRAI direction dated 15th Feb 2021, Access Providers submit Licensed Service Area (LSA) wise, monthly Performance Monitoring Reports (PMR) to TRAI. As per the PMRs submitted by Access Providers, the available counts of UCC complaints received against Registered Telemarketers (RTM) and Unregistered Telemarketers (UTM) during the period 1.4.2020 to 31.12.2020 and 1.1.2021 to 31.12.2021 are given in Annexure-A [Registered Telemarketers (RTMs)] and Annexure-B [Unregistered Telemarketers (UTMs)]. Complaints are also received through DOT field units. The State-wise consumer complaints received in the preceding three years by DOT field units is attached as Annexure-C.

(d) and (e): The TCCCPR- 2018 regulations require all relevant entities involved in sending commercial communications to get them 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. In turn, 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.

Annexure-A**Details of UCC complaints received with Access Providers against Registered Telemarketers (RTM)**

S. No.	Name of LSA	1.4.2020 to 31.12.2020	1.1.2021 to 31.12.2021
1	Andhra Pradesh	23189	31245
2	Assam	1098	1670
3	Bihar	2612	7450
4	Delhi	59513	61947
5	Gujarat	34669	34143
6	Haryana	2356	4590
7	Himachal Pradesh	707	1696
8	Jammu & Kashmir	478	1019
9	Karnataka	46760	55973
10	Kerala	9517	10778
11	Kolkata	7651	11264
12	Madhya Pradesh	17302	7192
13	Maharashtra	17920	40273
14	Mumbai	77184	88141
15	North East	531	437
16	Odisha	1223	2600
17	Punjab	5105	8637
18	Rajasthan	4874	8769
19	Tamilnadu (incl Chennai)	27484	34048
20	Uttar Pradesh (East)	3700	6266
21	Uttar Pradesh (West)	3197	5389
22	West Bengal	2041	4763
	Total Complaints	349111	428290

Annexure-B**Details of UCC complaints received with Access Providers against Unregistered Telemarketers (UTM)**

S. No.	Name of LSA	1.4.2020 to 31.12.2020	1.1.2021 to 31.12.2021
1	Andhra Pradesh	23709	69370
2	Assam	484	1769
3	Bihar	3931	10447
4	Delhi	64191	152893
5	Gujarat	21564	55087
6	Haryana	5649	6197
7	Himachal Pradesh	319	1787
8	Jammu & Kashmir	276	1394
9	Karnataka	47043	133978
10	Kerala	4222	10457
11	Kolkata	5688	17645
12	Madhya Pradesh	20395	10747
13	Maharashtra	15992	89701
14	Mumbai	47634	154188
15	North East	193	674
16	Odisha	1245	3754
17	Punjab	4181	14018
18	Rajasthan	3036	10445
19	Tamilnadu (incl Chennai)	26976	77117
20	Uttar Pradesh (East)	2681	9403

21	Uttar Pradesh (West)	3552	8544
22	West Bengal	4143	16162
	Total Complaints	307043	855771

Annexure-C

No of Consumer complaints received regarding spam and phishing calls as on 25.02.2022

S. No	State/UT	Name of LSA	No. of Consumers complaints received in the preceding 3 years regarding spam and phishing calls	No. of Consumers complaints received in current year regarding spam and phishing calls
1	Andaman & Nicobar	WB	0	0
2	Andhra Pradesh	AP	0	0
3	Arunachal Pradesh	NE	0	0
4	Assam	ASM	0	0
5	Bihar	BH	3	0
6	Chandigarh	PB	0	0
7	Chhattisgarh	MP	15	46
8	D&NH and D&D	GJ	0	0
9	Goa	MH	2	0
10	Gujarat	GJ	0	0
11	Haryana	HR	0	0
12	Himachal Pradesh	HP	0	0
13	Jammu and Kashmir	J&K	0	0
14	Jharkhand	BH	2	1
15	Karnataka	KTK	0	0
16	Kerala	KRL	1	0
17	Ladakh	J&K	0	0
18	Lakhsadweep	KRL	0	0
19	Madhya Pradesh	MP	3	5
20	Maharashtra	MH	26	2
21	Manipur	NE	0	0
22	Meghalaya	NE	0	0
23	Mizoram	NE	0	0
24	Nagaland	NE	0	0
25	NCT of Delhi	DL	0	0
26	Odisha	ODI	0	0
27	Puducherry	TN	4	0
28	Punjab	PB	0	0
29	Rajasthan	RJ	0	0
30	Sikkim	WB	0	0
31	Tamil Nadu	TN	17	2
32	Telangana	AP	0	0
33	Tripura	NE	0	0
34	Uttar Pradesh	UPE+U PW	0	0
35	Uttarakhand	UPW	1	1
36	West Bengal	WB	9	5
Grand Total			83	62
