

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

**LOK SABHA
UNSTARRED QUESTION NO. 3065
TO BE ANSWERED ON 19TH MARCH, 2025**

CONTROLLING OF SPAM CALLS BY TRAI

**3065. SHRI SELVAGANAPATHI T.M.:
SHRI EATALA RAJENDER:**

Will the Minister of COMMUNICATION be pleased to state:

- (a) whether as per the Telecom Regulatory Authority of India (TRAI)'s notified tighter rules for spam calls and text messages over telecom networks and amendments to the Telecom Commercial Communications Customer Preference Regulations, 2018, telcos are required to accept complaints against spam after up to a week of receiving such calls, act on unregistered telemarketers faster (within five days), and impose lower tolerance thresholds for reported spammers;
- (b) if so, the details thereof/implementation status along with complaints received/solved/violations noticed/action taken;
- (c) whether it is true that the Telecom Regulatory Authority of India will start a pilot project to on board paper based and past permissions given by customers for receiving commercial communications onto its digital distributed ledger technology platform; and
- (d) if so, the details thereof?

ANSWER

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

- (a) The Telecom Regulatory Authority of India (TRAI) has amended the Telecom Commercial Communications Customer Preference Regulations (TCCCPR), 2018 on 12.02.2025 which has, inter-alia, following provisions:
 - i. A customer can now make a complaint about spam/ Unsolicited Commercial Communication (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. As compared to earlier criterion of 'having 10 complaints against the sender in last 7 days' to trigger action, it has been modified to 'having 5 complaints against the sender in last 10 days'.
- (b) These amendments shall come into force after thirty days from the date of their publication in the Official Gazette except regulation 8, regulation 17; sub-clauses (a) and (b) of regulation 20; and sub-clause (b) of regulation 21, which shall come into force after sixty days of publication of these regulations in the Official Gazette. Moreover, TRAI issued directions on 13.08.2024 to disconnect all telecom resources of unregistered Senders/ Unregistered Telemarketers (UTMs) which

are being used for making spam calls and to blacklist such Senders. Access Providers have taken widespread actions which has led to a significant reduction in the complaints against UTMs from 1,89,419 in August 2024 to 1,34,821 in January 2025. More than 1150 Number of entities/individuals have been blacklisted & more than 18.8 lakh telecom resources have been disconnected.

(c) & (d) TRAI has not taken any decision to start a pilot project to onboard paper based and past permissions given by customers for receiving commercial communications onto its digital distributed ledger technology platform.
