

- (ii) 146 Base Transceiver Stations (BTSs) have been added in 2007-08 in Delhi and NCR.
- (iii) 123 BTSs in NCR have been upgraded with higher power/capacity BTSs in 2007-08.
- (iv) Additional 120 BTSs are planned to be added in Delhi in 2008-09 to improve coverage and capacity.

Controlling of unwanted calls

†3259. SHRI LALIT KISHORE CHATURVEDI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the details of provisions made by TRAI to check unwanted calls;
- (b) whether the above provisions would apply uniformly to mobile, W.L.L. and basic phones;
- (c) the details of rules to be applicable to telemarketing companies in the above context; and
- (d) the details of complaint/action mechanism available to a consumer in this regard at local level?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA MADHAVRAO SCINDIA):

(a) The Telecom Regulatory Authority of India (TRAI) has issued 'The Telecom Unsolicited Commercial Communications Regulations, 2007' dated 5th June, 2007 and its Amendment 'The Telecom Unsolicited Commercial Communications (Amendment) Regulations, 2008' dated 17th March, 2008. The provisions for checking the unwanted calls are detailed under Regulation 16 and 17 of the said Regulations. Salient features of these Regulations are given in Statement-I (See below).

(b) Yes, Sir.

(c) The Rules applicable to Telemarketing Companies are covered under Regulations 13, 14 and 15 of 'The Telecom Unsolicited Commercial Communications Regulations, 2007' dated 5th June, 2007. Salient features of these Regulations are given in Statement-II (See below).

(d) As per sub-Regulation (1) of Regulation 16 of the Telecom Unsolicited Commercial Communications Regulations, 2007, in case, any subscriber receives Unsolicited Commercial Communication (UCC) even after expiry of forty five days from the date of his request for registration in the National Do Not Call Registry, he should make a complaint to his service provider mentioning the call originating number, date/time of the call and the type of commercial message within 15 days from the receipt of UCC. The subscriber should insist for the complaint number, which should be kept for further reference. The action to be taken by the service provider on the complaint of the consumer is given in sub-Regulation (2) to (4) of Regulation 16 of the Telecom Unsolicited Commercial Communications Regulations, 2007 dated 5th June, 2007.

Statement-I

Salient features of "The Telecom Unsolicited Commercial Communication Regulations, 2007", dated 5th June, 2007 and its amendment dated 17th March, 2008 regarding Regulation 16 and 17 to check unwanted calls

- (i) For not receiving Unsolicited Commercial Communication (UCC) calls a subscriber has to register with National Do Not Call Registry (NDNC).
- (ii) In case a subscriber receives any Unsolicited Commercial Communication (UCC) after expiry of forty five days of his request of registration in the NDNC, he can make a complaint mentioning the call originating number to his service provider.
- (iii) The service provider after verification, forward the complaint to the service provider from whose network such UCC originated.
- (iv) If the originating access provider finds that the call is a UCC then he shall direct the sender to forthwith discontinue the sending of such a UCC to the complainant.
- (v) In case the sender of the UCC sends UCC again the originating access provider shall charge higher tariff in respect of such UCC.
- (vi) The TRAI through Telecom Tariff Order (Forty Seventh Amendment) 2008 has notified tariff of Rs. 500 for first such UCC and Rupees 1000 for second (subsequent) UCC.
- (vii) Disconnection of the telecom facilities of the telemarketer by the Service Provider if UCC is not stopped even after imposition of the prescribed Rs. 500 and Rs. 1000 tariff by the Service Provider.
- (viii) If the originating access provider finds that the sender has made UCC again after having charged at the specified rate, the originating access provider shall disconnect the telephone of such sender.
- (ix) No service provider shall also send UCC to its subscriber who has made a request for registration in the NDNC.
- (x) If service provider fails to act as per the regulation, it will be charged with a financial disincentive not exceeding Rs. 5000/- for first such instance and not exceeding Rs. 20000/- for each subsequent violation.

Statement-II

Salient features of "The Telecom Unsolicited Commercial Communication Regulations, 2007", dated 5th June, 2007 regarding regulation 13, 14 and 15 to check unwanted calls

- (i) Every Telemarketer is required to be registered by the Department of Telecommunications.
- (ii) In case the telemarketer fails to register with the Department of Telecommunications, his telephone connection shall be disconnected or provision of telecom service be discontinued by the Access Service Provider.

- (iii) While providing telephone connections/service, the Access Service Provider shall obtain an undertaking from the Telemarketer to the effect that he agrees not to make Unsolicited Commercial Communication (UCC) to any subscriber whose telephone number appears on National Do Not Call Register.
- (iv) In case the telemarketer fails to give the undertaking relating to UCC, his telephone connection shall be disconnected or provision of telecom service be discontinued by the Access Service Provider.

Extension of MTNL jurisdiction to Chennai

3260. SHRI B.S. GNANADESIKAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether Government has received any representation from the State Government of Tamil Nadu for extending the jurisdiction of MTNL to Chennai;
- (b) if so, the time frame for extension of MTNL to Chennai; and
- (c) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA MADHAVRAO SCINDIA):
(a) No, Sir.

(b) and (c) Do not arise in view of (a) above.

Water supply schemes in NE States

3261. SHRI MATILAL SARKAR: Will the Minister of DEVELOPMENT OF NORTH EASTERN REGION be pleased to state:

- (a) the number of water supply scheme as projects under NEC and NLCPR in different North Eastern States during the years 2006-07 and 2007-08;
- (b) the names of the schemes and the amount sanctioned against each;
- (c) the status of works of construction of these projects; and
- (d) if the progress of works is not satisfactory in respect to same projects, the reasons therefor?

THE MINISTER OF DEVELOPMENT OF NORTH EASTERN REGION (SHRI MANI SHANKAR AIYER): (a) and (b) The names of Water Supply Schemes (WSS) sanctioned under NEC and NLCPR in different North Eastern States during the years 2006-07 and 2007-08 and the amount sanctioned against each are given in the Statement (See below).

(c) and (d) the progress of schemes sanctioned by NEC is satisfactory. The Ranipur WSS, Sikkim is 25% complete and the Water Supply to ICDS Centres, Sikkim is 95% complete. The schemes sanctioned under NLCPR are all ongoing. In some cases there is delay in submission of utilization certificates by the State Governments.