

(c) and (d) Both BSNL and MTNL are providing satisfactory internet and broadband services. The faults, as and when they occur are attended promptly.

(e) TRAI has specified Quality of Service parameters for broadband connections. Some of the steps taken for redressal of the complaints are:-

- (i) Call centres for broadband fault booking.
- (ii) Special trained teams for attending to broadband complaints
- (iii) Regular technical training of staff.
- (iv) Outsourcing of broadband maintenance in several Circle.
- (v) Outdoor network is rehabilitated.

Unsolicited telemarketing calls

1723. SHRIMATI SHOBHANA BHARTIA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Telecom Regulatory Authority of India has decided to introduce a set of regulations to curb the menace of unsolicited telemarketing calls and SMS;

(b) if so, the details of the steps Government proposes to take in this regard;

(c) whether Government's 'National Do Not Call Registry' implemented in 2007 for subscribers to avoid unsolicited calls has completely failed to produce the desired results; and

(d) if so, to what extent would the new regulations check the menace of unsolicited calls?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT): (a) to (d) Yes, Sir. Telecom Regulatory Authority of India (TRAI) is currently reviewing the framework for controlling Unsolicited Commercial Communications (UCC) TRAI had issued the Telecom Unsolicited Commercial Communications (UCC) Regulations of 5th June, 2007 to curb the Unsolicited telemarketing calls. As per the regulations, those subscribers who do not want to receive UCC may register their telephone number with the National Do Not Call Registry and no telemarketer shall send any UCC to subscribers registered in the National Do Not Call Registry.

Sir, even after registering in National Do Not Call Registry, many subscribers continue to receive UCC. TRAI Regulation prescribes disconnection of telecom resources in case of unregistered telemarketers for making UCC. In the case of registered telemarketers regulation

mandates the service providers to charge a higher tariff of Rs. 500/- for first violation and Rs. 1000/- for second violation, followed by disconnection of telecom resources for the subsequent violation. However, this mechanism is not very effective.

For addressing the above issues and to make the regulations more effective, TRAI is reviewing the Telecom Unsolicited Commercial Communications Regulations 2007. TRAI initiated the process by issuing Consultation Paper on "Review of Telecom UCC Regulations" on 11th May, 2010 soliciting comments of various stakeholders. Open House Discussions were held besides meeting with some Telemarketers, Service Providers and Service Providers Associations. TRAI is currently examining various measures to control UCC, provide options to subscribers and to strengthen the framework. As per TRAI, the new Regulations are likely to be issued shortly.

Unsolicited calls

1724. SHRI KALRAJ MISHRA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether Telecom Regulatory Authority is formulating a regulation to curb the unsolicited calls;
- (b) if so, the detailed provisions of regulations; and
- (c) the date from which the above regulations would come into force?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT): (a) to (c) Yes, Sir. Telecom Regulatory Authority of India (TRAI) had issued the Telecom Unsolicited Commercial Communications (UCC) Regulations of 5th June, 2007 to curb the Unsolicited calls. As per the present regulations, those subscribers who do not want to receive Unsolicited Commercial Communications may register their telephone number with the National Do Not Call Registry and no telemarketer shall send any Unsolicited Commercial Communications to subscribers registered in the National Do Not Call Registry.

To further strengthen the current framework, TRAI is currently reviewing the framework for controlling Unsolicited Commercial Communications. TRAI initiated the process of Consultation to review UCC regulations and issued Consultation Paper on "Review of Telecom Unsolicited Commercial Communications Regulations" on 11th May, 2010 soliciting comments of various stakeholders. Open House Discussions were held besides meetings with some Telemarketers, Service Providers and Service Providers Associations. TRAI is currently examining various measures to control UCC, provide options to subscribers and to strengthen the framework. As per TRAI, the new regulations are likely to be issued shortly.

Telecom circles with 3G system network

†1725. SHRI OM PRAKASH MATHUR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

†Original notice of the question was received in Hindi.