

Complaints regarding unsolicited calls

420. SHRI BAISHNAB PARIDA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Telecom Regulatory Authority of India proposes to work out measures to control unwanted calls, if so, the details thereof;

(b) the number of complaints that have since been received against unsolicited calls; and

(c) the details of action that has since been taken against such telecom companies to wean them away from this business?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) Sir, Telecom Regulatory Authority of India (TRAI) notified the “Telecom Unsolicited Commercial Communications (UCC) Regulations, 2007” dated 5th June, 2007, putting in place a framework for controlling unsolicited commercial communications. It envisaged establishment of a National Do Not Call (NDNC) Registry to facilitate registration of requests from customers who do not wish to receive UCC. To improve the effectiveness of the framework, the TRAI had subsequently amended these regulations from time to time by issuing amendments.

In order to make the regulatory framework for curbing UCC more effective, TRAI issued “The Telecom Commercial Communications Customer Preference Regulations, 2010” on 1st December, 2010. As per the provisions of The Telecom Commercial Communications Customer Preference Regulations, 2010, registration of telemarketers has started on web portal www.nccptrai.gov.in from 15th January, 2011. Registration of customer preference on National Customer Preference Registry (NCPR) has started from 10th February, 2011. All the provisions of these regulations have come into force from 27th September, 2011.

(b) and (c) Total complaints received against Unsolicited Commercial Calls and the present status of actions taken against registered and unregistered Telemarketers are given below:

1. Total complaints received by service providers (From 27.9.2011 to 03.07.2014)	941691
2. Number of notices sent to unregistered telemarketers (From 27.9.2011 to 24.05.2013)	286910
3. Number of telephone disconnections of unregistered telemarketers (From 27.9.2011 to 03.07.2014)	494688

4.	Additional disconnection on account of UCC sent (Proactive/ call back numbers/Entities)	825404
5.	Number of notices sent to telemarketers with deduction in their security deposit and total amount deducted so far (From 27.9.2011 to 03.07.2014)	403, 1.73 crores
6.	No. of telemarketers blacklisted (From 27.9.2011 to 03.07.2014)	20
7.	No. of unregistered telemarketers blacklisted for 2 years till 03.07.2014.	224341

Market share of MTNL and BSNL

421. DR. T.N. SEEMA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether MTNL and BSNL are under heavy debt due to loss of market share of landline and mobile services in comparison to the private telecom companies;

(b) if so, the details thereof during the last three years and the current year and the reasons therefor along with the number of subscribers, separately for landline and mobile connections lost by the said two PSUs, PSU-wise; and

(c) the action taken/proposed to be taken by Government to improve the financial condition and provide quality services to increase customer base of these PSUs?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) and (b) Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are in financial distress. BSNL and MTNL are faced with declining revenues from loss of market share and increasing expenditure.

As on 31st March, the total debts on the books of BSNL and MTNL are Rs. 5948 and Rs. 14210 crores respectively. Details of the total debt as on 31st March of the concerned financial year and the current year as on 30th June, 2014 is given in Statement-I (See below).

Details of market share of landline and mobile connections of BSNL and MTNL for the last three years and current year is given in Statement-II (See below). Details of net additions/disconnections in landline and mobile customer base for the last three years and current year as on 31.5.2014 are given in Statement-III (See below).