

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 1938
TO BE ANSWERED ON 05th AUGUST, 2021**

FINANCIAL FRAUDS BY TELEMARKETING COMPANIES

1938 Shri Prabhakar Reddy Vemireddy:

Will the Minister of Communications be pleased to state:

- (a) in what manner, the Ministry is addressing pesky calls and messages and financial frauds by telemarketing companies and others;
- (b) whether it is a fact that there was a mechanism earlier called 'Do Not Call Register' and reasons for failure of this initiative;
- (c) whether there is any move to revisit the existing mechanism to control and contain pesky calls; and
- (d) if so, the details thereof?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

(a) To curb Unsolicited Commercial Communication (UCC), TRAI has issued regulations i.e. Telecom Commercial Communication Customers Preference Regulation-2018 (TCCCPR-2018) on 19.07.2018. As per the provisions of TCCCPR, 2018, every Access Provider shall ensure that no commercial communication is made to any recipient except as per the provisions of the Regulations. In case a subscriber receives UCC, then he can make a complaint by sending a SMS or making a voice call at 1909 or through TRAI DnD App/ Telecom Service Provider's App. The Telecom Service Providers are responsible to take further action on UCC complaints.

(b) Mechanism of 'Do Not Call Register' was available in the TCCCPR, 2010 under the provision of 'Customer Preference Registration Facility' and the same is also continued in the latest TCCCPR, 2018 issued on 19.07.2018.

The regulatory framework of TCCCPR 2010, was having various problem related to effectiveness and efficiency of the regulatory framework. In order to address the issues and concerns of TCCCPR, 2010, TRAI initiated a consultation process on Unsolicited Commercial Communications (UCC) on 14.09.2017. Subsequently, the revised Regulations i.e. Telecom Commercial Communication Customers Preference Regulation-2018 (TCCCPR-2018) was issued on 19.07.2018.

(c) & (d) As on date there is no proposal of TRAI to revisit the existing mechanism to control and contain pesky calls at present.
