

Sanjeev Arora (Punjab), Dr. Fauzia Khan (Maharashtra), Shri Abir Ranjan Biswas (West Bengal), Dr. Santanu Sen (West Bengal), Dr. V. Sivadasan (Kerala) and Shrimati Vandana Chavan (Maharashtra), Shri M. Mohamed Abdulla (Tamil Nadu), Dr. Kanimozhi NVN Somu (Tamil Nadu).

Now, Dr. Kanimozhi NVN Somu; 'Concern over continuing harassment due to spam calls and SMS despite TRAI regulations.'

### **Harassment due to SPAM calls and SMSs despite TRAI regulations**

DR. KANIMOZHI NVN SOMU (Tamil Nadu): Sir, the Telecom Regulatory Authority of India developed the National 'Do Not Call' Register in India in 2007. In spite of the TRAI regulations, there has been an increase in spam phone calls and SMSs on a massive scale. The Government's role in regulating measures to curb these calls has not been effective.

The issue of unregistered telemarketers is rampant and unyielding. Around 74 per cent of the people registered in the regulator TRAI's 'Do Not Disturb (DND)' list receive unwanted SMSs, which is evident from many studies. Out of 9,252 people who responded to the poll, 51 per cent stated that they receive calls 'selling financial services' and 29 per cent said that they receive calls 'selling real estate' and credit card solicitation. Access to customer contacts is a breach of privacy. There is a pressing need to have a preventive framework other than just filing complaints through TRAI.

Sir, I urge the Telecom Department to take immediate action to curb unsolicited calls and SMSs received despite the TRAI regulations or 'DND' registration, manage the operations of unregistered telemarketers by introducing block chain-based technology and take steps to address the existing errors in the complaints mechanism of TRAI.

MR. DEPUTY CHAIRMAN: The following hon. Members associated themselves with the matter raised by hon. Member, Dr. Kanimozhi NVN Somu: Shri M. Shanmugam (Tamil Nadu), Shri N.R. Elango (Tamil Nadu), Shri Tiruchi Siva (Tamil Nadu), Shri Sandosh Kumar P. (Kerala), Dr. John Brittas (Kerala), Dr. Fauzia Khan (Maharashtra), Shrimati Vandana Chavan (Maharashtra), Shrimati Priyanka Chaturvedi (Maharashtra), Shri Abir Ranjan Biswas (West Bengal), Shri Neeraj Dangi (Rajasthan), Shri Sujeet Kumar (Odisha), Dr. Amar Patnaik (Odisha), Shri Kanakamedala Ravindra Kumar (Andhra Pradesh) and Dr. Santanu Sen (West Bengal). Shri M. Mohamed Abdulla (Tamil Nadu).