

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 1130
TO BE ANSWERED ON 5TH DECEMBER, 2024**

BLACKLISTING OF ENTITIES BY ACCESS PROVIDERS

1130 DR. ASHOK KUMAR MITTAL:

Will the Minister of Communications be pleased to state:

- (a) the details of entities blacklisted by the access providers in compliance with the Telecom Regulatory Authority of India (TRAI);
- (b) the steps taken by Government to address the rising issue of spam calls by entities;
- (c) whether Government is considering to bring concrete regulations to prevent unregistered telemarketers from misusing telecom resources, if so, the details thereof; and
- (d) if not, the reasons for the same?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

(a) Telecom Regulatory Authority of India's (TRAI) Regulations, viz. Telecommunications Commercial Communications Consumers Preference Regulations, 2018 (TCCCPR-2018), deals with spam communications (calls or messages) and came into force with effect from 28th February 2019. As per these regulations, 1150 unregistered entities/individuals (unregistered Telemarketers), 14668 Registered Senders/Principal Entities and 33 Registered Telemarketers have been blacklisted for making spam communications in violation of the TCCCPR-2018 regulations.

(b) TCCCPR-2018 enables the telecom subscribers for registering preferences for commercial communications in the Preference Register for 'Do Not Disturb (DND)' service. Registration of the preferences can be done through various modes such as mobile App, sending SMS or calling on 1909. Further, to have a uniform process across Senders and Access Service providers to acquire customers' consent, a Digital Consent Acquisition (DCA) system has been implemented by the Access Providers. DCA provides a transparent system for acquisition and revocation of Consent to receive commercial communications.

Additionally, on 13th August 2024, TRAI issued directives, mandating that any entity found to be making promotional voice calls in violation of regulations would face severe consequences. This includes disconnection of all telecom resources, blacklisting for up to two years, during which there will complete ban on acquisition of new telecom resources.

(c) & (d) TRAI's TCCCPR-2018 has provisions to prevent unregistered telemarketers from misusing telecom resources whereby specific action for such activities have been provided which includes giving them warning, putting them under Usage Cap or disconnecting in case of repeated violations.
