

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:2153
ANSWERED ON:14.03.2007
BLOCKING OF UNREGISTERED CALLS
Athawale Shri Ramdas;Madhwaraj Smt. Manorama

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether several lakhs of rupees has been imposed as fine on some private cellular operators on the charge of harassing mobile holders through unwanted calls as reported in the New Delhi edition of the 'Navbharat Times' dated January 16, 2007;
- (b) if so, the facts of the matter reported therein;
- (c) whether the Government has issued any guidelines to the cellular and other telecom companies for banning such calls;
- (d) if so, the details thereof; and
- (e) the reasons for non-compliance of these guidelines by the telecom companies?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) A complaint case was filed by Ms. Nivedita Sharma against M/s Bharti Televentures, ICICI Bank Limited and American Express Bank Limited alleging that she had received unwanted calls from the Banks and allegedly the source of the disclosure of her mobile number and other information was the telecom company. In the said case, the State Commission vide their Order dated 26.12.2006, imposed penalty as follows:

- (i) Rs. 50 Lacs on M/s Bharti and Cellular operators Association of India.
- (ii) Rs. 25 Lacs on ICICI Bank and American Express Bank.

In addition, a compensation of Rs. 50,000/- was awarded to the complainant.

(c) to (e) Government has instructed all the Telecom Service providers to take strict measures to stop any possible unauthorized sale of their customer information by their employees.