

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

UNSTARRED QUESTION NO:3733
ANSWERED ON:10.09.2007
MISUSE OF TELEPHONE DIRECTORY
Rawale Shri Mohan

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

- (a) whether the various banks after taking the number from the telephone directory pester people to opt for credit cards; and
- (b) if so, the action being taken by the Government in this regard?

Answer

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

(a) & (b) Sir, a number of complaints regarding the receipt of Unwanted Commercial Calls from banks, credit card companies etc. have been received by the Government/Telecom Regulatory Authority of India (TRAI) from time to time.

TRAI has issued a Regulation titled "The Telecom Unsolicited Commercial Communications Regulations, 2007" for putting in place a mechanism called "National Do Not Call (NDNC) Registry" for curbing the unwanted telemarketing calls/messages. In addition, Department of Telecommunications (DoT) has issued guidelines for registration of telemarketers. These steps have been taken by TRAI and DoT to curb the menace of unsolicited telemarketing calls/messages.