

REMINDER

 Bharat Sanchar Nigam Ltd.
(A Government of India Enterprise)
27, IR Hall, Eastern Court, Janpath, New Delhi-110001

To
All Chief General Manager In charge of
Telecom Circles and Telecom Districts

No. CDN/PG/7A-I-5/2011-PG/

Dated: 02/08/2013

Sir,

Sub: Compliance on implementation of provisions of the "Telecom Commercial Communications Customer Preference (Twelfth Amendment) Regulations, 2013" and submission of weekly report regarding disconnection happened.

Ref: No. 7A-I-5/2011-PG Dated 15.7.2013

TRAI has issued the "Telecom Commercial Communications Customer Preference (Twelfth Amendment) Regulations, 2013" amending earlier regulation to provide an effective mechanism for curbing Unsolicited Commercial Communications for the benefit of telecom consumers both Basic and Mobile. Accordingly, territorial circles are required to take necessary action and submit weekly report, which is to be sent to TRAI on weekly basis. This regulation has come into effect from the date of its publication i.e. 24th May 2013.

In this regard some important points of this regulations are as under;

- a) Setting up a toll free facility for registration and acknowledgement on receipt of complaint;
- b) Checking correctness by the terminating access provider and investigating the nature of Call or SMS
- c) Disconnecting all telecom resources allotted to the subscriber/unregistered TM
- d) Making entry by originating access provider the name and address of such subscriber/TM into the National Telemarketer Register which includes a blacklist of telemarketers and a blacklist of subscribers.

If interested you may visit & download the "Telecom Commercial Communications Customer Preference (Twelfth Amendment) Regulations, 2013 from website on <http://traigov.in> under "Regulations" menu and then selecting "TCCCPR 21013".

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In order to facilitate weekly submission of report, detailed description and proforma on Number of Complaints received, Number of disconnection happened, Number of other telecom resources disconnected of the unregistered TM against whom complaint has been lodged, Number of disconnections since 24.5.2013, and cumulative disconnections till date is enclosed as Annex-I.

You are hereby requested to kindly nominate nodal officer and ensure start of sending report on weekly basis in Annexure-I, within a week of receipt of this letter through e-mail on dmpgbsnl@gmail.com and on Fax No. 011-2331 2021 so that compliance to TRAI can be submitted every week timely.

Encl.: Annex-I.

Thanking you in anticipation of early action.

Yours sincerely,


(Anil Kumar)
GM (CDN)

Tel: 011- 2371 7055

Copy for Information and n/a to: 1. PGM, Regulation, BSNL C.O.
2. Office Copy

Annexure-I

Points on which action is required to be taken by Circles for sending weekly report

- a) **Setting up a toll free facility** for registration of the complaint of the customer regarding receipt of unsolicited commercial communication, by way of voice call or SMS, with adequate resources with short code 1909.
- b) **Acknowledgement on receipt of complaint** by providing a unique complaint number and then verify whether, at the time of complaint, a period of seven days has expired from the date of registration of the subscriber in the customer preference register and whether the complaint as per the available call detail record is correct,.
- c) **Checking correctness** by the terminating access provider and forwarding to both the originating access provider from whose network such unsolicited commercial communication originated and to the authority maintaining National Telemarketer Register.
- d) **Investigating the nature of Call or SMS** and if found such call or SMS as unsolicited commercial communication, the access provider shall disconnect all the telecom resources of such subscribers/ unregistered TMs.
- e) **Making entry** by access provider the name and address of such disconnected subscriber into the black list maintained under regulation 18 in the National Telemarketer Register.

PROFORMA

Week ending (every Saturday) [to be sent every Monday morning before 9AM]

S. No.	No. of complaints received	No. of disconnections happened	No. of other telecom resources disconnected of the unregistered TM against whom complaint has been lodged	No. of disconnection since 24.5.2013	Cumulative disconnections till date