

Telecom Regulatory Authority of India

Graded financial disincentive on service providers for UCC complaints under "The Telecom Commercial Communications Customer Preference (Thirteenth Amendment) Regulations, 2010".

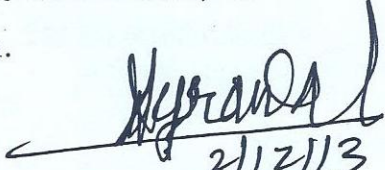
New Delhi, 2nd December, 2013:

1. The 13th Amendment to the TCCCPR Regulation dated 22nd August 2013 provides for action against service providers for UCC complaints. One of the provisions of these regulations is imposition of financial disincentive not exceeding Rs.5000/- per complaint on service providers. The implementation of the regulations resulted in reduction of UCC complaints. The number of complaints on weekly basis is significantly reduced, it has reduced from 12,848 to the week ending 22nd August, 2013 to 4046 for the week ending 17th November, 2013.
2. It is also observed that Service providers have started taking various measures to comply with the regulations including putting the SPAM based filtering mechanism, stringent terms and conditions in their CAF for providing a service, taking the necessary action against the complaints etc. which have resulted in the reduction of complaints.
3. In order to incentivize the service providers who take necessary steps to control the UCC, it has been decided by the Authority to have the following graded system of imposing the financial disincentive with effect from 16th September 2013.

Description	No of average complaints of service provider per week			
	0-50	51-300	301-700	>700
Financial Disincentive (per complaint in Rs.)	Rs. 0/-	Rs. 1000/- from the first complaint onwards	Rs. 2000/- from the first complaint onwards	Rs. 5000/- from the first complaint onwards

2/12/13

3. For any further clarifications please contact Mr. A.Robert J. Ravi, Advisor (CA&QOS) on 011-23230404 or e-mail: advqos@traf.gov.in.


2/12/13
(Rajeev Agrawal)
Secretary