

Federation of Consumer Association, West Bengal (FCAWB)

1. The menace of UCC has caused a serious concern to all the tele consumers of India. Therefore to curb this problem an alternative form need be explored i.e “Do-Call-Register” will list the telephone numbers of telecom consumers who wish to receive calls related to telemarketing/ promotional offers and therefore tele-marketing companies will be allowed to call only these consumers whose name, address & call numbers are registered with DoT. Once such facility is made available to the telemarketers then U.C.C would be curbed.
2. We need to review the existing regulatory rule of UCC to make it more effective. The only effective ways are to open the “Do-Call-Register” under the supervision of DoT.
3. Since, we are in favour of promoting fair business practice therefore telemarketing cannot be completely curbed but it can be restrained for those consumers who are will to receive the UCC for their own interest.
4. The present complaint redressal system should be reviewed. In a democratic country like India we cannot just stop any form of business as it is directly regulating economic growth of the country.

Telemarketing business should also be allowed with some reasonable modifications of the existing system as there are ample avenues to find ways and means to resolve the complaints