



**Bharat Sanchar Nigam Ltd.**

Public Grievances Cell  
Room No. 28, IR Hall, Eastern Court, Janpath  
New Delhi-110001

To,  
All Chief General Managers,  
Telecom Circles/Telecom Distts.

No. CDN/PG/7A-I-5/2013

Dated:29-08-2013

**Sub: Telecommunications Commercial Communications Customer Preference  
(Thirteenth Amendment) Regulation,2013 (10 of 2013).**

We are in receipt of TRAI's Press release No. 61/2013 dated 22<sup>nd</sup> August 2013 vide which TRAI has issued notification on the TCCCP (the thirteenth amendment) Regulation, 2013 to tighten the framework for controlling the mence of UCC (Enclosed). The salient features of the Amendment Regulation are as follows.

- 1.If on verification of a complaint it is found that the UCC has been sent by a subscriber who is not registered as a telemarketer, the service provider shall be liable to pay financial disincentives of Rs. 5000/- on each complaint.
- 2.Service provider shall submit, the 15<sup>th</sup> of every month, to TRAI the list of all bulk connections provided during the preceding month. Accordingly Circles are requested to send details to Regulation Cell through the GM (NWO-CM) Cell, BSNL C.O.
- 3.In case where UCC contains reference to another telephone number or an entity such as banks, insurance companies, builders for which the commercial transaction has been solicited, the telecom resources issued to the subscriber/ entity for which commercial transaction has been solicited, shall be disconnected across all service providers on receipt of a complaint, after serving notices each on first and second complaint.

Vide this amendment regulation, the regulation 19, 20 and 22 of the "Telecommunications Commercial Communications Customer Preference Regulation,2010" (6 of 2010) has been amended accordingly, details may be downloaded from [www.trai.gov.in](http://www.trai.gov.in)

You are, therefore, requested to take necessary action and do the needful to avoid the possibility of imposition of penalty on BSNL.

*BT*  
*29/8/13*  
(Brijesh Tyagi)  
DGM (PG)  
011-23357676

Copy to: 1. PGM (RegIn), BSNL C.O. for information.  
2. GM(NWO-CM), for information & n/a please.