

Information note to the Press

For Immediate Release

Information note to the Press (Press Release No. 37 /2016)

Telecom Regulatory Authority of India

TRAI Releases 'DND Services' Mobile App for managing Unsolicited Commercial Communications (UCC).

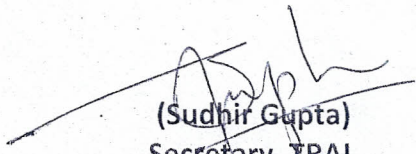
New Delhi 01st June, 2016: TRAI issued "The Telecom Commercial Communications Customer Preference Regulations (TCCCPR), 2010" on 1st December 2010 with the objective to provide an effective mechanism for curbing Unsolicited Commercial Communications. The regulations have been framed keeping in view the interest of the customers and telemarketers while ensuring effective implementation.

2. TCCCPR Regulations being complaint based regulation, there was a need to put in place a complaint mechanism which is easy to use by the consumer. Hence TRAI has developed a mobile App for easy registration of UCC complaints to the service providers. With this App, the consumer can also check the status of his complaint.

The app is available in the Google App store and Mobile Seva App store. The links for the apps are given below:

<https://play.google.com/store/apps/details?id=com.trai.dnd&hl=en>
<https://apps.mgov.gov.in/descp.do?appid=1087>

3. In case of any clarification, please contact, Shri. A Robert.J.Ravi Advisor (QoS &IT) at Tel. No. 23230404 or at email.id: advqos@trai.gov.in


(Sudhir Gupta)
Secretary, TRAI