

Regulator says powers limited to curb unsolicited calls

The Delhi High Court Tuesday was shocked to hear that even the telecom regulator does not have the powers to regulate direct marketing agents and others in curbing unsolicited calls.

A division bench of Justices Manmohan Sarin and Manmohan (Manmohan) expressed dissatisfaction over the fact that despite the formation of a National Do-Not-Call Registry, mobile phone users continue to receive pesky calls.

Filing a reply to the court's query, the Telecom Regulatory Authority of India (TRAI) submitted that it could ensure compliance of terms and conditions under the TRAI act but some companies still making the calls might not be registered with the Department of Telecommunications (DoT).

TRAI said it does not have the power to deal with direct selling agents as they are beyond its ambit.

The court also asked the Cellular Operators Association of India (COAI) to inform it of the number of complaints it had received in pursuance of the scheme prepared by TRAI to curb unsolicited calls.

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