



The Unsolicited Commercial Communications (UCC) Code of Practice for Periodic Monthly Reporting ("CoP -Report")



A. Foreword:

- i. This document is formulated to comply with “The Telecom Commercial Communications Customer Preference Regulations released dated July 19th, 2018 by the Telecom Authority of India (TRAI). (‘TCCCP Regulations 2018’).
- ii. This document can be here after named as “Code of Practice-periodic monthly report - CoP-Report” .
- iii. The Code of Practice formulated in this document only refers to the Code of Practice related to the periodic monthly reports to be prepared by Access provider for monitoring Unsolicited Commercial Communication.
- iv. This CoP is the outcome of mandate given in TCCCPR-2018 and has evolved with the joint initiative and concurrence of all the Access Providers.



B. Sections:

- I. I. Effective Date
- II. II. Scope
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- IV. Format of Reports
- V. Process of Submission to TRAI
- VI. Amendment to CoP
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Section I. Effective Date

1. As per Regulation, TRAI can give inputs to the CoP post its submission. Therefore, this CoP will be effective after 15 days from the date of submission to TRAI ("CoP Effective Date"). In case of any observations from TRAI within 15 days, this CoP will be effective once such observations are addressed by TSP(s) and agreed with TRAI.

Section II. Scope

1. Data availability for meeting the provisions of TCCCP Regulation, 2018 regarding Periodic Monthly reporting
2. Aim to submit the report only digitally to TRAI

Section III: Formats and Process for collation of reports on daily basis by TSPs :

1. In terms of clause 8 of the TCCCPR 2018, every Access Provider is required to develop Codes of Practices for monthly reporting (CoP-Reports) and submit the same to TRAI as per Schedule- V.
2. The reports in COP are based out of TRAI mandate as have been provided in schedule V of TCCCPR, 2018, under the heading - "Action items for preparing code of practice for periodic monthly reporting".
3. Initially, TRAI had issued a Direction bearing No.311-04/2017 -QoS dated 6th August 2019 directing all Access Providers to submit following compliance Reports effective September 2019 on monthly basis and within 10 days from the end of each calendar month:
 - The PMR as per the Reports specified in Annexures 1 & II of the Direction, in writing duly signed by the authorized signatory and also electronically.
 - The PMR as per the formats specified in Annexure III, IV, & VI of the Direction to be submitted electronically.
4. Based on the representation of TSP's/ Access Providers, TRAI reviewed the PMR formats and introduced consolidated LSA-wise reporting of complaints and Action taken thereon, by both OAP and TAP so as to monitor the overall performance of the measures taken by Access Providers.



5. Therefore, TRAI issued another direction bearing No.F.No-D-27/1(1)/2021-QoS dated 15th February 2021 in supersession of the previous direction dated 6th August 2019.

6. By virtue of the revised Direction on PMR, the CoP Reports is being amended herein. 7. In terms of existing Direction dated 15th February 2021, the Authority has specified as under

To submit compliance reports, on quarterly basis, separately for each calendar month in every quarter, as per the Performance Monitoring Report formats specified in Annexure 1, II, III, IV, V and VI as a part of the Standard Code of Practice for periodic Reporting (CoP-Reports) within a period of 21 days from the end of the Quarter.

7. However, TRAI through Direction dated 24th June 2024 directed ... Now, therefore, the Authority, in exercise of the powers conferred upon it under section 13, read with sub-clauses (i) and (v) of clause (b) of sub section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and the provisions of the Telecom Commercial Communications Customer Preference Regulations, 2018 (6 of 2018) hereby directs all Access Providers to submit, along with the compliance reports as per the Performance Monitoring Report formats specified in the Annexures to the Direction No D-27/1(1)/2021-QoS dated the 15th February 2021, compliance reports, separately for each calendar month as per the Performance Monitoring Report formats specified in Annexure VII, VIII, IX, and X to this direction, as a part of Standard Code of Practice for periodic reporting (CoP-Reports), within ten days from the end of each calendar month starting from report for the month of July 2024.

1. The two broad heads of reporting are as follows:

- a. Data regarding registered senders: Records of complaints on daily basis for each service area
- b. Data regarding unregistered senders: Records of complaints from its customers and as received from Terminating Access Providers for sending UCC on daily basis for each service area.

2. The process of collation for above two heads of reporting is given in tables as follows:

Table 1: Data regarding registered senders RTM: Records of complaints on daily basis for each service area

Sr. No.	Information required	By OAP or TAP	Comments
a	Total number of complaints received on each day from its customers as TAP against any Registered Sender	TAP	<ul style="list-style-type: none">Registered sender in this case could be of the same TAP, or a different OAP.The complaints held to be invalid should be excluded.
b	Total number of complaints transferred to OAP including	TAP	<ul style="list-style-type: none">Registered sender in this case could be of the same TAP, or a different OAP.



	itself, against any Registered Sender.		<ul style="list-style-type: none"> The complaints held to be invalid, should be excluded.
c	Total number of complaints to be resolved as an OAP, according to the date of receipt of complaints	OAP	<ul style="list-style-type: none"> The complaints held to be invalid/ Valid by OAP, to be treated as resolved and included. . This information will have to be passed by TAP through DL-Complaints.
d	Total Number of Complaints rejected on account of insufficient details for further examination, according to the date of receipt of complaint	OAP	<ul style="list-style-type: none"> Date of receipt of complaints will mean date of customer complaint. This information will have to be passed by TAP through DL-Complaints. Insufficient details for further examination, should be a ground of rejection. May have further sub-grounds.
e	Total Number of Complaints to be resolved as OAP, according to the date of occurrence of UCC	OAP	<ul style="list-style-type: none"> The complaints held to be invalid/Valid by OAP, to be treated as resolved and included. Includes all complaints as OAP, where TAP is different or same TSP. Date of occurrence of UCC will have to be passed by TAP through DL-Complaints.
f	Total number of senders against whom complaints were reported under point (c)	OAP	<ul style="list-style-type: none"> Senders will mean unique end entities/senders registered with OAP, for both voice and SMS resources This information to be collated basis date of receipt of complaints
g	Total number of complaints out of reported complaints under point (f), which has been found to be valid after completion of investigation	OAP	<ul style="list-style-type: none"> Total Compliant as per point (c) above. Valid complaints are those which require action to be taken against the Sender The status of resolved and found to be valid will have to be updated once actioned.
h	Total number of senders out of reported senders under point (f), found to be non-compliant	OAP	<ul style="list-style-type: none"> Senders will mean unique end entities/senders registered with OAP, for both voice and SMS resources. Non-compliant means cases where action to be taken against the Sender. The status of resolved and found to be valid will have to be updated once actioned.
i	Total number of Senders out of reported senders under point (h) who were put under restricted limits of usage during the investigation phase	OAP	<ul style="list-style-type: none"> NA on TTL since usage capping cannot be done on wireline network systems, instead we close the complaint within 3 days and take required actions as mentioned in COP Complaint.

j	Number of commercial communication sent by each Sender reported under point (i).	OAP	<ul style="list-style-type: none"> Number of commercial communication would mean the number of SMS and calls (separately mentioned) submitted with the TAP, on the same day.
k	Total number of entities other than Senders, after completion of investigation, found to be not compliant to the provisions provided for in this regulation or CoP and action taken against them	OAP	<ul style="list-style-type: none"> Sender wise count of complaint
l	Report total number of complaints on a day for any sender reported under point h.	OAP	<ul style="list-style-type: none"> Sender wise count of complaint basis date of receipt of complaint Include complaint of the same day and which have been held as valid.
m	Action taken against the entities as reported under point k		<ul style="list-style-type: none"> Make categories of action taken. Provide count of entities under each such categories.

- There are various inputs to above report which may take time and are not available within same day of receipt of complaint. Hence, daily basis report should be kept on updating and final monthly report to be provided to TRAI latest by 10th day after the end of month.
- OAP- Originating Access Provider
- TAP-Terminating Access Provider

Table 2: Data regarding unregistered senders UTM: Records of complaints, from its customers and as received from Terminating Access Providers for sending UCC on daily basis for each service area.

Sr. No.	Information required	By OAP or TAP	Comments
(a)	Total number of complaints received from its customers as TAP against any unregistered sender	TAP	<ul style="list-style-type: none"> Information about voice resources to unregistered senders should be made available by OAP to all TSPs over DLT The complaints held to be invalid, should be excluded
(b)	Total number of complaints transferred on each day, to OAP including itself, against any unregistered sender	TAP	<ul style="list-style-type: none"> The complaints held to be invalid, should be excluded.
(c)	Total number of complaints to be resolved as an OAP, according to the date of receipt of complaints	OAP	<ul style="list-style-type: none"> The complaints held to be invalid/Valid by OAP, to be treated as resolved and included.

			<ul style="list-style-type: none"> • Date of receipt of complaints will mean date of customer complaint. This information will have to be passed by TAP through DL-Complaints. • Date of receipt of complaints will mean date of Transfer of complaint by TAP. This information will have to be passed by TAP through DL-Complaints.
(d)	Total number of complaints rejected on account of insufficient details for further examination, according to the date of receipt of complaint	OAP	<ul style="list-style-type: none"> • Insufficient details for further examination, should be a ground of rejection. May have further sub-grounds.
(e)	Total number of complaints to be resolved as an OAP, according to the date of occurrence of UCC	OAP	<ul style="list-style-type: none"> • The complaints held to be invalid/ Valid by OAP, to be treated as resolved and included. • Includes all complaints as OAP, where TAP is different or same TSP. • Date of occurrence of UCC will have to be passed by TAP through DL-Complaints.
(f)	Total number of senders against whom complaints were reported under clause (e)	OAP	<ul style="list-style-type: none"> • Sender here means unregistered Sender/Telemarketer • Sender would mean mobile or fixed line telephone number for the purpose to calculating total number.
(g)	Total number of complaints out of reported complaints under point (e), after completion of investigation, found to be valid complaint(s)	OAP	<ul style="list-style-type: none"> • Valid complaints are those which require action to be taken against the sender. • Status of resolved and found to be valid will have to be updated once actioned.
(h)	Total number of senders, under clause(f) against whom complaints were found to be valid	OAP	<ul style="list-style-type: none"> • Sender here means unregistered Sender/Telemarketer. • Sender would mean mobile or fixed line telephone number for the purpose to calculating total number.
(i)	Total number of senders out of reported senders under clause(h), who were put under usage cap, as an interim measure to control UCC during the investigation phase	OAP	NA on TTL since usage capping cannot be done on wireline network systems, instead we close the complaint within 7 days and take required actions as mentioned in COP Complaint.
(j)	Total number of senders out of reported senders under clause (i), who were put under Usage Cap or	OAP	<ul style="list-style-type: none"> • Create these categories of action taken, once a complaint is held as valid.



	disconnected, after conclusion of the investigation with following breakup: - <i>(i) number of senders who were given warning against first instance of violations;</i> <i>(ii) number of senders found to violating second time;</i> <i>(iii) number of senders found to be violating third or more number of times</i>		
(k)	Numbers of commercial communications sent by each sender, reported under clause (h)	OAP	<ul style="list-style-type: none">• Number of commercial communications would mean the number of SMS or calls (depending on UCC mode) submitted by OAP with the TAP, on the same day.
(l)	Total number of outgoing communications made by the sender(s), reported under clause(f) and exceeding the restriction limits from the deemed date of imposition of such restrictions	OAP	<ul style="list-style-type: none">• NA , since TTL bar the outgoing services as restriction is not possible in wireline systems.

- OAP- Originating Access Provider
- TAP-Terminating Access Provider

Section IV. Process of submission to TRAI

- Report to be submitted as per timelines specified by TRAI Direction dated 24th June 2024 within ten days from the end of each calendar month starting from report for the month of July 2024.



Section IV. Formats of Reports

F2 R Sender OAP 1

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script: Each TSP as OAP is required to submit the complaints, related to RTM, received from LSAs of all TAPs including itself (TAP -LSA wise).

Name of TSP as OAP:	Month: Aug																Year: 2024															
Name of LSA of TAP	Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Manipur	Odisha	Punjab	Rajasthan	Tamil Nadu (incl)	Uttar Pradesh	Uttarakhand	West Bengal	Total Complaints												
LSA Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20												
TAP-wise breakup of Complaints Received by TSP as OAP (TAP - LSA wise)																																
Name of TAP																																
A Andhra Pradesh	22	0	1	22	15	2	0	2	19	0	4	3	9	0	0	0	1	5	9	2	0	124										
B Assam	18	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20											
C Bihar	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0											
D Delhi	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0											
E Gujarat	21	7	3	0	24	3	0	0	7	1	2	0	13	18	0	2	0	5	16	3	2	135										
F Haryana	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0											
G Karnataka	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0											
H Kerala	0	0	0	7	3	0	0	0	0	5	0	0	4	0	0	0	3	1	1	0	24											
I Kolkata	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0											
Summary of Complaints handled by OAP (TAP -LSA wise)																																
No. of Complaints received by TSP as OAP from TAP(s) including itself	I	61	7	5	37	42	6	0	2	24	6	6	3	22	30	0	2	1	13	24	6	4	305									
No. of complaints to be recorded as OAP (including those complaints from previous month)	J	61	7	5	37	42	6	0	2	24	6	6	3	22	30	0	2	1	13	24	6	4	305									
No. of records entered when complaints were reported as "A"	K	34	2	5	32	29	5	0	2	26	6	6	2	16	21	0	2	1	10	16	5	4	229									
No. of complaint(s) found valid, after completion of investigation	L	1	0	0	2	1	0	0	0	1	0	0	1	1	1	0	0	0	1	0	0	0	16									
No. of complaints found invalid**	M	60	7	5	35	41	6	0	2	24	5	6	3	21	29	0	2	1	12	10	6	4	289									

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Notes:

- 1) Insufficient details
- 2) CDR not matched
- 3) Customer has opted preference (Furnish proof of preference under Action Taken field in observer dashboard provided by TSPs for TRAI)
- 4) Customer has given consent to Sender (Furnish proof of consent under Action Taken field in observer dashboard provided by TSPs for TRAI)
- 5) Other Reasons**

For the field "Other Reasons" for declaring any complaint invalid, following supplementary sheet need to be filled (Mandatory): (i.e. Row M(c) of the above

Name of LSA of TAP	Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Manipur	Odisha	Punjab	Rajasthan	Tamil Nadu (incl Chennai)	Uttar Pradesh (Uttar)	Uttarakhand (Uttar)	West Bengal	Total Complaints				
LSA Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20				
No. of complaint recorded as Report																								
No. of complaint found invalid due to - Reason 1 (i.e. Reason 1 as per RTI Act, 2005)	M(a)-1	20	4	2	17	13	5	0	2	12	0	2	2	7	14	0	2	0	5	12	3	2	0	124
No. of complaint found invalid due to - Reason 2 (i.e. Reason 2 as per RTI Act, 2005)	M(a)-2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
No. of complaint found invalid due to - Reason 3 (i.e. Reason 3 as per RTI Act, 2005)	M(a)-3	4	3	0	8	2	0	0	0	2	1	0	0	5	2	0	0	0	0	1	1	0	0	24
Total	M(c)	24	7	2	22	15	5	0	2	14	1	2	2	12	16	0	2	0	5	13	4	2	0	150

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F3 R Sender OAP 2

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Annexure - III of Direction No. D-27/1/11/2021-QoS dated 15.02.2021.																															
Format for Monthly PMR No. TRAI/QoS/UCC/Registered Entity/PMR-3																															
Description: Each TSP as OAP is required to submit the details of complaints, related to RTM, handled by TSP (OAP-LSA wise).																															
Name of TSP as OAP:		TTL																													
Name of LSA of OAP		Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan	Tamil Nadu	Uttar Pradesh	Uttarakhand	West Bengal	Other	Total						
LSA Code		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Total Complaints received by TSP as OAP from TAP(s) including itself		A	0	0	7	4	5	0	0	0	0	0	0	0	1	191	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of total complaints received against the UCC from SMS mode		A(i)	0	0	7	0	5	0	0	0	0	0	0	0	0	189	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of total complaints received against the UCC from Voice call mode		A(ii)	0	0	0	4	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of complaints to be resolved as OAP (including backlog complaints from previous month)		B	0	0	7	4	5	0	0	0	0	0	0	0	1	191	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of senders against whom complaints were reported under "B"		C	0	0	3	4	1	0	0	0	0	0	0	0	1	76	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of complaint(s) found valid, after completion of investigation		D	0	0	0	0	2	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total complaints found invalid**		E	0	0	7	4	3	0	0	0	0	0	0	0	1	188	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of complaints found invalid on account of insufficient details		E(i)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of complaints where CDR not matched		E(ii)	0	0	0	1	0	0	0	0	0	0	0	0	1	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of complaints found invalid as Customer has opted preference, as per the Regulations		E(iii)	0	0	0	1	3	0	0	0	0	0	0	0	0	83	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of complaints found invalid as Customer has given consent to Sender, as per the Regulations		E(iv)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of complaints found invalid due to Other Reasons***		E(v)	0	0	6	0	3	0	0	0	0	0	0	0	0	87	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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Number of senders found non-compliant as per TCCCPR, 2018 regulations or Code(s) of Practice (CoPs)		F	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of senders (out of reported under "F") against whom actions have been taken, during the investigation phase (check as per sender restricted limit of usage as per CoPs etc.)		G	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Number of Entities other than sender(s) found non-compliant as per TCCCPR, 2018 regulations or CoPs (Scrutinize RTM/Aggregator)		H	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

* In ideal situation, Row A and Row D should be same. Difference may be observed in exceptional cases, where backlogs occurred. Therefore, keep record of reasons for backlogs of complaints on DLT, if any.

** Reasons for declaring any complaint invalid can be: (Row E(i), E(ii), E(iii), E(iv) and E(v))

- Insufficient details
- CDR not matched
- Customer has opted preference (Furnish proof of preference under Action Taken field in observer dashboard provided by TSPs for TRAI)
- Customer has given consent to Sender (Furnish proof of consent under Action Taken field in observer dashboard provided by TSPs for TRAI)
- Other Reasons***

*** For the field "Other Reasons" for declaring any complaint invalid, following **supplementary sheet** need to be filled (**Mandatory**): (w.r.t. Row E(v) of the above sheet)

Name of LSA of OAP		Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan	Tamil Nadu	Uttar Pradesh	Uttarakhand	West Bengal	Other	Total						
LSA Code		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Number of complaints recorded as Reports																															
Number of complaints found invalid due to (Reason 1 (Transaction SMS CALL & Not a UCC)) ****		E(v)-1	0	0	6	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of complaints found invalid due to (Reason 2 (Complaint not DND registered))****		E(v)-2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of complaints found invalid due to (Reason 3 (Duplicate and Complaint Wrongly routed))****		E(v)-3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total		E(v)	0	0	6	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

****E(v)-1- Transaction SMS CALL
****E(v)-2- Complaint not DND registered
****E(v)-3- Duplicate and Complaint Wrongly routed

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F5 (UTM OAP-1)

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Name of LSA of TAP		Andhra Pradesh	Assam	Bihar	Delhi	Goa	Haryana	Himachal Pradesh	Jharkhand	Karnataka	Kerala	Kolkata	Madhya Pradesh	Gujarat	Maharashtra	Manipur	North East	Odisha	Punjab	Rajasthan	Tamil Nadu	Uttar Pradesh	Uttarakhand	West Bengal	Total Complaints		
LSA Code		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	6313			
TAP-wise breakup of Complaints Received by TSP as OAP (TAP - LSA wise)																											
Name of TAP																											
Airtel	A	597	20	70	863	171	47	6	12	336	76	102	88	380	389	3	13	86	92	401	72	47	13	4460			
BSNL	B	30	3	5	1	16	0	0	0	17	26	10	13	3	0	0	3	4	0	19	2	2	5	165			
MTNL	C	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1			
QTL	D	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
RJIL	E	361	19	68	433	377	36	12	3	345	119	104	70	319	418	1	35	66	92	236	63	50	41	3274			
Rcom	F	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
TTL	G	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
VIL	H	37	3	3	161	115	3	0	0	14	25	30	11	36	324	1	0	8	10	68	12	14	4	1015			
VMPL	I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Complaints handled by OAP (TAP-LSA wise)																											
As by TSP as OAP from TAP(s) including		J	935	45	152	1459	679	86	10	21	1432	246	254	182	804	1131	5	51	164	134	724	149	113	69	8313		
As resolved as OAP (including backlog month)		K	935	45	152	1459	679	86	10	21	1432	246	254	182	804	1131	5	51	164	134	724	149	113	69	8313		
Complaints received against whom complaints were		L	752	43	147	309	570	70	17	20	330	231	231	162	660	859	5	46	135	167	606	132	109	61	7012		
Found valid, after completion of		M	170	12	29	474	165	20	3	3	321	46	48	35	145	216	1	11	45	180	58	50	8	2077			
Found invalid		N	757	33	123	305	514	63	15	10	1111	200	206	147	640	855	4	40	119	145	606	111	83	61	6836		
Found invalid on account of insufficient		M(i)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Found invalid as CDR not matched		M(ii)	31	5	15	144	66	14	2	5	144	24	17	25	105	98	0	8	24	32	30	13	14	17	353		
Found invalid as Not a telemarketing or		M(iii)	614	26	104	771	406	44	15	10	839	163	178	106	452	701	3	50	85	100	466	82	65	37	5395		
Found invalid due to Other Reasons		M(iv)	52	2	4	70	42	5	0	3	68	13	11	16	43	56	1	2	10	13	50	10	4	7	482		

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SLOW WORKBOOK? 99% of your workbook has unused formatting and metadata that can be optimized to improve performance.

Check Performance

	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
25	Number of unregistered vendor who were given access visit their surface of violation, after completion of investigation	[MC]		24	0	0	51	60	4	0	0	82	0	7	23	16	152	0	1	1	0	10	4	0	0		437	
26	Number of unregistered vendor found violated second time and were re-invested, after completion of investigation	[MC]		2	0	0	12	04	1	0	0	6	0	0	3	1	9	0	0	0	0	0	0	0	0		55	
27	Number of unregistered vendor found violated third or more number of times and re-connected and blacklisted, after completion of investigation	[MC]		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	
28	Number of outgoing communication made by the unregistered vendors) Generated under "SO", and according the restriction limits from the demand date of imposition of such restriction	1	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
29	In ideal situation, Row A and Row B should be same. Difference may be observed in exceptional cases, where backlog occurred. Therefore, keep record of reasons for backlogs for complaints on DLT, if any.																											
30	Reasons for declaring say complaint invalid can be: (Row E(i), E(ii), E(iii) and E(iv))																											
31	1) Inefficient details																											
32	"Number of complaint found invalid on account of inefficient details" We are mention 1 case under this header because this case received daily more than 25 days																											
33	2) Other Reasons																											
34	*** For the field "Other Reasons" for declaring say complaint invalid, following supplementary sheet need to be filled (Mandatory) (w.r.t. Row E(iv) of the above sheet)																											
35	Name of LSA of OAP	Asheer Sood																										
36	LSA Code		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22		482		
37	Number of complaints recorded as Repeat																											
38	Number of complaints found invalid due to :Reason 1 (Transaction SMS CALL & Not a DND & Incomplete Informationally)-***	E(i)-1		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	
39	Number of complaints found invalid due to :Reason 2 (Complainant not DND registered)-***	E(ii)-2		9	0	5	15	11	4	0	0	41	0	5	2	10	16	0	0	1	1	2	0	1	0		141	
40	Number of complaints found invalid due to :Reason 3 (Duplicate and Complaint Wrongly raised):-***	E(iii)-3		1	0	0	1	16	1	0	0	203	0	2	1	7	15	0	2	0	0	0	0	0	0		241	
41	Total	E(iv)		4	0	5	22	27	7	0	0	329	0	7	3	17	31	0	2	1	1	2	0	1	0		482	
42	***E(i)-1: Transaction SMS CALL																											
43	***E(iii)-2: Complainant not DND registered																											

< > *** F 3 (R_Sender OAP 2) F4 (UTM TAP) F 5 - (UTM OAP 1) F 6 - (UTM OAP2) +

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Annexure VII RTM

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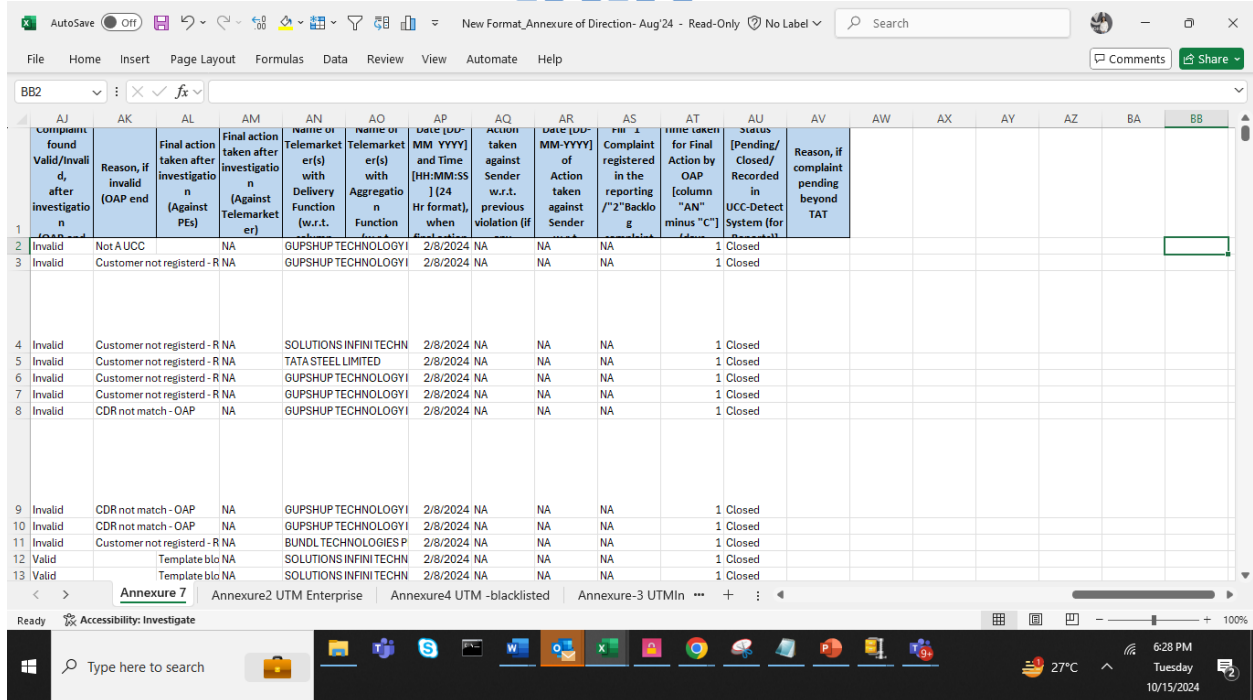
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NA	NA	C	NA	TA	*****	Yes	Yes	Karnataka	Yes	Yes	Yes	Active	NA	'110717135 SI	VIL	2024-04-19	Valid	C



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Registration ID	Complainant's Number	Complaint Date [DD-MM-YYYY] and Time [HH:MM:SS] (24 Hr format)	Mode of complaint [SMS to 1909/Call to 1909/IVRS/TSP-APP/TRAI-DND App/web portal/any other means (please mention the means)]	UCC Date [DD-MM-YYYY] and Time [HH:MM:SS] (24 Hr format)	Mode of UCC (SMS/Voice Call/Auto Dialler (Pre recorded)/ Auto Dialler (Live Agent)/Robo Calls)	Category of UCC*	Header/CLI/ telephone Number (used by UTM/RTM while making UCC)	Type of connection	UCC Description	Referred Telephon number (RTN) if an
A1109172252093155	9867281356	1-Aug-24	TRAJ APP	8/1/2024 0:00	Voice Call	NA	8069429139	SIP TRUNK	I-research services	
A1109172245330361	9061119424	1-Aug-24	Web	7/31/2024 0:00	Voice Call	NA	2268874887	SIP TRUNK	IDFC Bank Loan offers that I have not regis	
A1109172245363322	9061119424	1-Aug-24	TRAJ APP	7/31/2024 0:00	Voice Call	NA	2268874887	SIP TRUNK	IDFC Bank calling to offer loan that was u	
A1209172246812481	8121837934	1-Aug-24	TRAJ APP	7/31/2024 0:00	SMS	NA	8069450154	SIP TRUNK	Dear Customer. You have 6 missed calls fr	
A1209172246814446	8121837934	1-Aug-24	TRAJ APP	7/31/2024 0:00	SMS	NA	8062410243	SIP TRUNK	Dear Customer. You have 4 missed calls fr	
A1209172246862855	8121837934	1-Aug-24	TRAJ APP	7/31/2024 0:00	SMS	NA	7316125675	LEVEL DID PRI	Dear Customer. You have 4 missed call fr	
A1209172246863570	8121837934	1-Aug-24	TRAJ APP	7/31/2024 0:00	SMS	NA	4068167840	LEVEL DID PRI	Dear Customer. You have 5 missed calls fr	
A1009616031441010	9102883536	1-Aug-24	CS	8/1/2024 0:00	Voice Call	Communication / Bro	7316125675	LEVEL DID PRI	loan related call	
A1209172248266038	9870207020	1-Aug-24	APP	8/1/2024 0:00	Robo-Calls	NA	2269813597	SIP TRUNK	Online classes yqg	
A1009009406636751	9818211707	1-Aug-24	TRAJ APP	8/1/2024 0:00	Voice Call	Banking / Insurance /	7969265187	SIP TRUNK	Unsolicted call	
A1009625055502316	9892100386	1-Aug-24	TRAJ APP	8/1/2024 0:00	Voice Call	Real Estate	8068491415	SIP TRUNK	robotic call	
A1009539797683643	9818211707	1-Aug-24	TRAJ APP	7/31/2024 0:00	Voice Call	Banking / Insurance /	7969523763	SIP TRUNK	Unsolicted call	
A100943658355298	9818211707	1-Aug-24	TRAJ APP	7/30/2024 0:00	Voice Call	Banking / Insurance /	7969523767	SIP TRUNK	Unsolicted call	
A1209172248493215	7738086016	1-Aug-24	TRAJ APP	8/1/2024 0:00	Voice Call	NA	2069054504	SIP TRUNK	Random scam	



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U5										
L	M	N	O	P	Q	R	S	T	U	V
Referred Entity/Brand (on whose behalf call is made) if any	Name of Sender	Address of Sender	State/UT for Address of Sender	TAP Name	TAP LSA Name	CDR matched (Yes/No) (TAP end)	Time taken by TAP to match CDR (days)	If UCC Complaint Rejected by TAP, Specify the Reason**	Registered as Complaint [Fill "C"]/ Report [Fill "R"]***	Specify Reason for registration as Report (at TAP end if Report in Column "R").
1										
2	NA	ONPAGE INFOTEK LLP	88/A,SVR PLATINUM F	Karnataka	VIL	Mumbai			C	
3	NA	QUESS CORP LIMITED	PO NO: 4300000773	Mumbai	VIL	Kerala			C	
4	NA	QUESS CORP LIMITED	PO NO: 4300000773	Mumbai	VIL	Kerala			C	
5	NA	EXOTEL TECHCOM PRI	NO 15/A, SY NO-21, C	Karnataka	RJIL	Andhra Pradesh			C	
6	NA	EXOTEL TECHCOM PRI	CTRLS DATACENTER, E	Karnataka	RJIL	Andhra Pradesh			C	
7	NA	GO 2 MARKET INDIA P	BUILDING-1,CRYSTAL	Madhya Pradesh and	RJIL	Andhra Pradesh			C	
8	NA	SOLUTIONS INFINI TEL	YSB, CFC-1,SOFTWARE	Andhra Pradesh	RJIL	Andhra Pradesh			C	
9	NA	GO 2 MARKET INDIA P	BUILDING-1,CRYSTAL	Madhya Pradesh and	Airtel	Bihar and Jharkhand			C	
10	NA	WINDROOT BUSINESS	B-8 BASEMENT BLOCK	Mumbai	RJIL	Mumbai			C	
11	NA	BIOCIPHER TECHNOL	214, VRAJ VALENCIA	Gujarat	Airtel	Delhi			C	
12	NA	MAGICBRICKS REALTY	5TH BLOCK,INDIRA OJ	Karnataka	Airtel	Mumbai			C	
13	NA	OZONETEL COMMUNI	H811 ATMA HOUSE,ASH	Gujarat	Airtel	Delhi			C	
14	NA	OZONETEL COMMUNI	H811 ATMA HOUSE,ASH	Gujarat	Airtel	Delhi			C	
15	NA	SUMA SOFT PRIVATE L	14TH FLOOR,BETA-2,G	Maharashtra and Go	RJIL	Mumbai			C	

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AF5										
W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG
Action-Taken OAP Name	Date [DD-MM-YYYY] , OAP received complaint from TAP	Whether complaint being automatically transferred to OAP in real time?	If complaint is not transferred to OAP in real time then Time taken by TAP to transfer complaint to OAP [column "AA" minus "C"] (days)	OAP LSA Name	CDR matched (Yes/No) (OAP end)	Complainant's DND Preference	Number of Mobile Connections allotted to Sender	Number of Landline Connections allotted to Sender	Number of associated PRI/SIP allotted to Sender	Specify the Action Taken during Investigation - "Usage Cap" in case of UTM
1										
2	TATA	1-Aug-24	Yes	0	Mumbai	Yes	FULLY BLOCKED			
3	TATA	1-Aug-24	Yes	0	Kerala	Yes	FULLY BLOCKED			
4	TATA	1-Aug-24	Yes	0	Kerala	Yes	FULLY BLOCKED			
5	TATA	1-Aug-24	Yes	0	Andhra Pradesh	Yes	FULLY BLOCKED			
6	TATA	1-Aug-24	Yes	0	Andhra Pradesh	Yes	FULLY BLOCKED			
7	TATA	1-Aug-24	Yes	0	Andhra Pradesh	Yes	FULLY BLOCKED			
8	TATA	1-Aug-24	Yes	0	Andhra Pradesh	Yes	FULLY BLOCKED			
9	TATA	1-Aug-24	Yes	0	Bihar and Jharkhand	Yes	block only promotion			
10	TATA	1-Aug-24	Yes	0	Mumbai	Yes	FULLY BLOCKED			
11	TATA	1-Aug-24	Yes	0	Delhi	Yes	block only promotion			
12	TATA	1-Aug-24	Yes	0	Mumbai	Yes	block only promotion			
13	TATA	1-Aug-24	Yes	0	Delhi	Yes	BLOCK ONLY PROMOTION			
14	TATA	1-Aug-24	Yes	0	Delhi	Yes	BLOCK ONLY PROMOTION			
15	TATA	1-Aug-24	Yes	0	Mumbai	Yes	FULLY BLOCKED			



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File Home Insert Page Layout Formulas Data Review View Automate Help										
AQ5										
AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR
Date [DD-MM YYYY] and Time [HH:MM:SS] (24 Hr format), Action taken during investigation ("Usage Cap") by OAP	Complaint found Valid/Invalid, after investigation (OAP end)	Reason, if invalid (OAP end)	Final action taken after investigation	Date [DD-MM-YYYY] and Time [HH:MM:SS] (24 Hr format), when final action taken after investigation	Action taken against Sender w.r.t. previous violation (if any)	Date [DD-MM YYYY] of Action taken against Sender w.r.t. previous violation (if any)	Total number of complaints registered against Sender during last 1 week	Total number of complaints registered against Sender during last 1 month	Total number of complaints registered against Sender till date	Total number of distinct complainant which registered complaint against Sender till date
1										
2	INVALID	Not Promotional in N	Not Promotional in N	6-Aug-24						
3	INVALID	Not Promotional in N	Not Promotional in N	7-Aug-24						
4	INVALID	Not Promotional in N	Not Promotional in N	7-Aug-24						
5	INVALID	Not Promotional in N	Not Promotional in N	3-Aug-24						
6	INVALID	Not Promotional in N	Not Promotional in N	3-Aug-24						
7	Valid	NA	UTM Third Violation -	2-Aug-24						
8	INVALID	Not Promotional in N	UTM Third Violation -	7-Aug-24						
9	Valid	NA	UTM Third Violation -	2-Aug-24						
10	Valid	NA	Notice issued - to sub	9-Aug-24						
11	INVALID	Not Promotional in N	Not Promotional in N	3-Aug-24						
12	INVALID	Not Promotional in N	Not Promotional in N	5-Aug-24						
13	Valid	NA	UTM Third Violation -	6-Aug-24						
14	Valid	NA	UTM Third Violation -	5-Aug-24						
15	INVALID	Not Promotional in N	Not Promotional in N	5-Aug-24						

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File Home Insert Page Layout Formulas Data Review View Automate Help										
AQ3										
AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	BA
Total number of complaints registered against Sender till date	Total number of distinct complainants which registered complaint against Sender till date	Fill "1" Complaint registered in the reporting / 2 Backlog complaint form previous month	Time taken to apply "Usage Cap" by OAP [column "AQ" minus "C"] (days)	Time taken for Final Action by OAP [column "AU" minus "C"] (days)	Status [Pending/ Closed/ Recorded in UCC-Detect System (for Reports)]	Reason, if complaint pending beyond TAT				
1										
2					4 Closed	Complainant number remove from data base				
3					5 Closed	Complainant number remove from data base				
4					5 Closed	Complainant number remove from data base				
5					2 Closed	Complainant number remove from data base				
6					2 Closed	Complainant number remove from data base				
7					2 Closed	Action has been done againsts the Telemarketer				
8					5 Closed	Complainant number remove from data base				
9					2 Closed	Action has been done againsts the Telemarketer				
10					7 Closed	Action has been done againsts the Telemarketer				
11					2 Closed	Complainant number remove from data base				
12					3 Closed	Complainant number remove from data base				
13					4 Closed	Action has been done againsts the Telemarketer				
14					3 Closed	Action has been done againsts the Telemarketer				
15					3 Closed	Complainant number remove from data base				



Annexure UTM Blacklisted

Annexure-4(A): List of Senders and Mobile Numbers/ Landline Numbers/ SIPs/ PRI/ other telecom resources Blacklisted/ Disconnected by the Access Provider (as OAP) due to UTM violation						
Name of Blacklisted Sender	List of all Mobile Numbers/ Landline Numbers/ SIPs/ PRI/ other telecom resources allotted by the Access Provider to the Sender	Type of Connection (Individual or Enterprise)	Date of disconnection of Mobile Number/ Landline Number/ SIP/ PRI/ other telecom resources mentioned in Column B	Name of Access Provider who blacklisted the sender	Date of sharing of blacklisting information with the Access Provider mentioned in Column E	
A	B	C	D	E	F	
GO 2 MARKET INDIA PRIV		31194 Enterprise	28-Aug-24	Tata	30-Aug-24	
PARAHIT TECHNOLOGIES		20712 Enterprise	28-Aug-24	Tata	30-Aug-24	
CLOUDSHOPE TECHNOLC		12700 Enterprise	28-Aug-24	Tata	30-Aug-24	
A AND A DUKAAN FINAN		12714 Enterprise	28-Aug-24	Tata	30-Aug-24	
OZONETEL COMMUNICA		72680 Enterprise	28-Aug-24	Tata	30-Aug-24	
GLOBAL RESOURCES		59 Enterprise	30-Aug-24	Tata	30-Aug-24	
INFINITE INTELLIGENCE*		119 Enterprise	30-Aug-24	Tata	30-Aug-24	
PROPCHECK INDIA		30 Enterprise	30-Aug-24	Tata	30-Aug-24	
WINPROP PROJECTS LLP		29 Enterprise	30-Aug-24	Tata	30-Aug-24	
DYNAMIC ENTERPRISES		5 Enterprise	30-Aug-24	Tata	30-Aug-24	
SMIRITI MAKHARIA*		29 Enterprise	30-Aug-24	Tata	30-Aug-24	
N POWER GLOBE ONE SO		8 Enterprise	30-Aug-24	Tata	30-Aug-24	
PRASHANT CHHAPARWA		89 Enterprise	30-Aug-24	Tata	30-Aug-24	
V VENKATESH		29 Enterprise	30-Aug-24	Tata	30-Aug-24	
RAJ AKADE		119 Enterprise	30-Aug-24	Tata	30-Aug-24	
KRYSTALSHINE FINANCIA		28 Enterprise	30-Aug-24	Tata	30-Aug-24	
INFO BIRTH INNOVATION		25 Enterprise	30-Aug-24	Tata	30-Aug-24	

Annexure-4(B): List of Senders and Mobile Numbers/ Landline Numbers/ SIPs/ PRI/ other telecom resources Blacklisted/ Disconnected by the Access Provider (as OAP) due to UTM violation						
Name of Blacklisted Sender	Name of Access Provider who, as OAP, first blacklisted the Sender	Date of Receipt of Information about blacklisting of the Sender from the Access Provider mentioned in Column B	List of all Mobile Numbers/ Landline Numbers/ SIPs/ PRI/ other telecom resources allotted by the Access Provider to the Sender	Type of Connection (Individual or Enterprise)	Date of disconnection of Mobile Number/ Landline Number/ SIP/ PRI mentioned in Column D	
A	B	C	D	E	F	
KP CHOICE SECURITIES		89 Enterprise	10-Sep-24	Tata	16-Sep-24	
GOLDEN ENTERPRISES	Airtel	29-Aug-24	2647 Enterprise		30-Aug-24	
WEBXION TECHNOLOGIE	Airtel	29-Aug-24	2 Enterprise		30-Aug-24	



Section V. Definitions

In this Code of Practice, unless the context otherwise, the Definition of various terms used under different clauses of the document will be according to the Definitions given under Regulation 2 of the Telecom Commercial Communications Customer Preference Regulations, 2018.

Section VI. Version History

The space below is provided to keep a track and record details of Amendments of this Document

S.no	Version Number	Date Submission of TRAI to	Effective Date of CoP	Main/ Amendment Number
1	TTL CoP Reports 1.0	18th May 2022	As per clause mentioned in CoP	Main
2	TTL CoP Reports 2.0	22 nd October 2024	As per clause mentioned in CoP	First Amendment