ISSUES AND FACTORS OF ABUSING CELL PHONE IN BANGLADESH: A CASE STUDY IN DHAKA CITY

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Abstract

Cell phone is a modern communication device which has already reached every corner of the country and became a part and parcel of our daily life. A day without cell phone is unthinkable for many of us. It is advancing our life through easy communication with each other. However, the benefit of using cell phone has not just been limited to distant communication; it is being used in multiple ways. Cell phone abuse has become a global problem and affecting life of millions of people. With the advent of modern technology patterns of crime has almost been changed and cell phone is one of the advanced technological innovations in the world. Disturbing someone by providing missed calls/ fake calls, threatening someone over phone, teasing, cyber stalking etc. are the common forms of crime. Teenagers and youths are more vulnerable for such kind of anti-social behavior. The present study tried to investigate and understand the underlying issues and factors of abusing cell phone in Bangladesh through the case of Dhaka city. This study is particularly based on primary data gathered through Questionnaire Survey, Key Informant Interviews (KIIs) and Case Studies from cross sectional respondents. The study followed the purposive sampling method for data collection. The study examined the socio-economic and demographic background of cell phone users, types of cell phone and numbers of SIM cards used by the respondents. Finally the study tried to recommend some policy measures to deal with the abuse of cell phone. The study identified the nature of cell phone abuse, patterns of criminal act committed by the abusers of cell phone. It was revealed from the study that disturbing someone (about 70 percent) through missed call or whimsical call are found to be the worst form of abuse of cell phone. It was further evident from the findings that cell phone user's age, intimacy, role and responsibility of mobile operator and SIM card registration, inappropriate law and inefficient law enforcers, lack of ICT facilities, social and psychological traits and some other influential factors are responsible for abusing cell phone in Dhaka city.

Keywords: Abuse of cell phone, Cell phone, Crime, Deviance, Use of cell phone

Introduction

Development in the communication technology has made human life much easier than before. Cell phone is one of the most important technologies which has recently been developed and upgraded. It has been quiet impossible to lead our life without cell phone. Recently, the usage of cell phone has not just been limited to distant talking. Present government of Bangladesh has taken initiatives to make the country digital one, where the cell phone has given importance as a significant player. Cellular phones have become very popular to different professionals, students and other categories of people including women.

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Cell phone abuse is a worldwide problem which is now affecting millions of life of the people with no relief in sight (Lawrence, 2010)**.** Talking in cell phone at the public places could be very much disturbing for the bystanders. In this case s/he might consider himself/herself as a victim of cell phone. Making or receiving of one or two short calls in public can be tolerable but using of extensive cell phone or long time conversation over cell phone is very much annoying and could be an invasion to privacy. While in the immediate vicinity of strangers using their cell phone common symptoms may include: Inability to concentrate on what the users are doing, mild or severe irritability or annoyance and sensitivity to stupid or loud ring tones etc. (Lawrence, 2010). Unexpected behaviors are more often recalled and socially unacceptable actions bring greater attribution processing (Hastie, 1984). The timing of the disruption could also influence how well the perceiver remembers the event when it comes time to rate the other person. Many other parts of the world, such as Western Europe and parts of Asia have the cell phones much more entrenched in their culture (www.cellular online.com).

According to the Bangladesh Telecommunication Regulatory Commission (BTRC) (July, 2010), six mobile phone operators of Bangladesh added 13.29 million new cell phone subscribers during July 2009-June 2010 and the total number of mobile users in the country reached to 59.98 million (www.tazakhobor.com). Telecommunication as a business emerged in the early 90's in Bangladesh. Six international telecommunication companies have invested in this field and covered a vast communication network with GSM (Global Subscriber Module) and CDMA (Code Device Multiple Access) networking system. They are providing different services like voice call, short massages, multimedia massages, internet and other value added services for subscribers. In the era of science and technology, it has become a necessary tool for our life which is contributing to develop the demographic and rural investment, increase national income (TAX and VAT) etc. Cell phone companies sponsor various socio-cultural activities, help building awareness about different issues like AIDS, Vaccination programs, provide free hospital services to the poor and help the law enforcing agencies with the information to determine the position and activities of the criminals. Several market surveys have forecast the number of mobile phone users will be around 70 million at the end of 2011 (The New Nation, 2008).

Beside advantages, cell phone has some negative impacts especially on the students. Misuse of the mobile phone causes both loss of money and time and puts impact on all level of the citizens especially students. Thus the cell phone abuse and the extent of its victimization is a subject of worth studying. The techniques, attitude, rationalizations and motives are learned from one cell phone users to other abuser of cell phone. At present, students (teenagers) are showing deviant behavior for excessive use or abuse of cell phone. Most of them select cell phone as their unique recreational instruments. With the new multimedia cell phones, the criminals can take pictures of the credit cards, which give them the owner's name, number, and expiration date. One of the fastest growing crimes today is Identity theft which is another example of cell phone abuse. And criminals do not think to turn their phone off when they are about to commit a crime (www.about.com: urban legend, August 24, 2010). According to a new medical study, the teen obsession with yakking, text messaging and ring tone swapping on their cell phones might mean more than a whopping phone bill. For the most crazed, it's a sign of unhappiness and anxiety (Gellene, 2006). A survey of 575 high school students found that the top third of users students who used their phones more than 90 times a day frequently did so because they were unhappy or bored. They scored significantly higher

on tests measuring depression and anxiety compared with students who used their phones a more sedate 70 times daily. Two of every five youths in the United States from ages 8 to 18 own a cell phone, according to a recent survey. Students in grades seven through 12 spend an average of an hour a day on their cell phones - about the same amount of time they devote to homework (Gellene, 2006).

Objectives of the study

The major objective of the study is to understand the underlying issues and factors of cell phone abuse in Bangladesh through taking Dhaka City as case. The specific objectives are: i) to learn about the demographic characteristics of the cell phone users in Bangladesh; ii) to identify the different patterns of cell phone abuse; iii) to provide recommendations for protecting cell phone abuse.

Methodology

For pursuing objectives, the study employed both qualitative and quantitative method. It includes Survey, Key Informant Interviews (KIIs), Case Study and Review of Related Literature. In this regard, samples of 200 respondents, 5 case studies, 5 KIIs of different level including sociologist, criminologist, psychologist, doctors and personnel of law enforcement agency were selected by using purposive sampling method. To conduct the study, respondents were collected proportionately from three tiers of age group mentioning teenage (13-19 years), youths (20-30 years) and adults (above 30 years). A Structured questionnaire was used to collect objective data and data were analyzed by using SPSS and MS Office tools. Code Book was used to input coded data carefully. The study was conducted from April 2010 to October 2010 in the study area.

Literature review

There are some boys, who are so much curious to collect the girls' cell-phone numbers, have turned it into a device for annoying others. Their idea is to impress the girls and develop a so-called relation through the mobile phone. The boys often create serious problems for the girls in the name of developing friendship (The Daily Star: 5 December, 2008). RAB arrested a gang of eight students on October 29, 2010 who sent answers for multiple-choice questions via SMS to freshmen aspirants inside examination halls of Dhaka University admission test. A team of RAB-3 and officials of DU administration tracked the gang for a week after an admission seeker. The gang had helped the applicant cheat in various competitive exams for the last couple of years (The Daily Star: 2010). Two Dhaka University professors were threatened over phone for wanting extortion using the name of Subrata Bain (The New Age Extra: July 11-17, 2008).

Recently the picture of cell phone abuse in the hill tracks area is very much unsatisfactory. In this area many young girls' secret picture and video captured with or without their consent and later the abusers use those secret contents for illegal purposes. Bad people first made love with them and then make physical relation to some heinous purposes. Later, those contents are transferred to one cell phone to another cell phone through Bluetooth or infrared. Many of them uploaded those contents in the internet with the help some godfather. By this time, many victims migrated to another place and still their parents are facing much unexpected situation. Police personnel mentioned, a secret business of cell phone and hidden cam is running in the country and the hill tracts areas are not separate one (The Daily Ittefaq: April 29, 2010).

Extortion and threat to high profile peoples using cell phones are going unabated as law enforcers could hardly trace the criminals who manage their SIM cards without following proper registration procedure. The callers and the sellers of the RUIM (Removable User Identity Module) card are remaining out of the dragnet due to fake registration. Various gangs are also demanding hefty amounts from government high-ups, businessmen and wealthy people using such SIM (Subscriber Identity Module) or RUIM cards. If anyone does not want to meet their demands, the criminals threaten to kill them or abduct their children. Moreover, SIMs which is sold without any registration or by providing fake information is also being used for issuing threats for personal vengeance or teasing girls. Often criminals use photographs of other people to get the registration. RAB alone receives 70 such complaints on an average every day and police also receive a good number of such complaints. RAB and Police said that they were failed to trace offenders in 90 percent cases due to user's fake registration (Islam, 2010).

Dhaka is the densely populated city of Bangladesh, whether a prince or a pauper, the majority of the city-dwellers own a cell phone. It became a ubiquitous gadget offering more flexibility, mobility to living in the stagnant, ever-jammed city. The user groups include not only the juvenile group of teens and early twenties but also professionals, businessmen, and housewives. Not only family and personal affairs, but also businesses like banking, small trades are run and dealt over mobiles. Conversely, expansive, uncontrolled distribution and easy access of mobiles have also augmented crime rates (Samayeen, 2009).

Excessive use of Cell phone creates dependency among the cell phone users. It was found in a study that 37 percent of teens felt they wouldn't be able to live without a cell phone once they had it. This study also shows that the more friends a teen has, the more likely they are to feel dependent on their phone and let calls or text messages interfere with their daily schedule. The Pew Internet & American Life Project found that 39 percent of cell users ages 18-29 say they are not always truthful about where they are when they are on the phone. Parents often experience sticker shock when they receive the bill for their child's cell phone. Special ring tones, text, picture and video messaging, downloadable games, overage minutes and connecting to the Internet can all be very expensive and heavily used by teens (http://www.cmch.tv/mentors/ hottopic.asp?id=70). According to research by C&R Research, 22 percent of young children own a cell phone (ages 6-9), 60 percent (ages 10-14), and 84 percent of teens (ages 15-18. And cell phone companies are now marketing to younger children with colorful kid-friendly phones and easy-to-use features (http://www.cmch.tv/mentors/ hottopic.asp?id=70).

Cyber bullying is a term used to describe covert, psychological bullying behaviors among mainly teenagers through email, chat rooms, mobile phones, text messages, mobile phone cameras and websites. The rise of cyber bullying is attributed primarily to increased adolescent access to the internet and mobile phones, facilitated by the anonymity provided by the internet (Campbell, 2005). The Drug Use Monitoring in Australia (DUMA) annual report 2003 provides an overview of the patterns of drug use and criminal activity amongst police detainees and the most common method of contact for those who had paid cash for heroin, methamphetamine and cocaine was calling their dealer on a mobile phone (Milner, Mouzos, & Makkai, 2004).

Some of the target hardening tactics which manufacturers, carriers and providers have adopted to control mobile telephone fraud include the use of software to detect calls being transmitted from a counterfeit telephone at the same time as another legitimate source (call collisions), to block the receipt of calls from cloned telephones altogether,

velocity checks which are able to determine whether a telephone has moved too fast between serving areas to be legitimate, toll access restrictions to prevent unauthorized access to international dialing, unusual activity analysis to detect unusual usage patterns as an indication of fraud, dialed-number analysis which allows the carrier to block out high-risk countries or individual numbers, analysis of time of day, minutes of usage or credit activity for abnormal patterns of usage, radio frequency fingerprinting which measures the characteristics in a telephone's signal, and voice print matching which compares the subscriber's voice print with that recorded at the cell site (Sulc, 1994).

Younger and younger children are clamoring for cell phones. SQUIDOO (2010) stated in their online published article on Parenting and Cell Phones that there are several parenting pros and cons about cell phone uses. In *Pros* they mentioned, child will always be able to reach parents; No mistakes about who is picking them up or worry about getting home from an inappropriate party; With modern phones parents can track where your kids are, assuming the phone is on them; and Learning how to manage the pre-paid minutes is a way to learn budgeting and responsibility. In case of *Cons* the argued, Kids get thing so easily today that they don't appreciate much at all; They spend too much time on the phone and even less time with the family; Predators have yet another way to reach parents children; and Kids brains are especially vulnerable to the electro pollution that comes from the cell phone.

The scientific studies indicated that engagement in a cell phone conversation while driving significantly degrades driving performance and contributes to an increased risk of vehicular incidents. Various scientific studies described vehicle control degradation as a delay in brake activation three times longer than the reaction deterioration found in drivers under the influence of alcohol (Monteressi, 2003).

Mohankumar (2010) provided the information on Social Problems related to Cell phone Abuse: In attention blindness; Caller Hegemony; Cognitive load, Accidents and Psychological problems. Over use of Cell phones may cause two New generation Psychological problems. *No-Mo phobia (NoMobile phobia):* When we run out of credit or battery, lose of phone or are in an area with no reception, being phoneless can bring a panic symptom referred to as NoMo Phobia or No Mobile phobia. *Ringxiety- Ringtone anxiety***:** Ringxiety is the sensation and false belief that one can hear his or her mobile phone ringing or fell it vibrating. Humans are sensitive to auditory tones between 1000 and 6000 Hz. The ring tone frequency falls within this range. The term is also used to explain the condition in which a person frequently takes the cell phone to see whether there is any a miscall or messages.

Theoretical background of the study

According to *Marcus Felson and Ronald V. Clarke*, opportunities cause crime. Opportunities are highly specific, concentrated in time and space and depend on everyday movements. One crime may produce opportunities for another; some products offer more tempting crime opportunities. Social and technological changes produce new crime opportunities (Felson and Clarke: 1998). In case of Routine Activitie Theory, *Cohen and Felson* mention that Time, place, and interpersonal actions are at the heart of direct-contact predatory crimes because those crimes require the convergence of a suitable target, lack of capable guardians to commit a crime, and a motivated offender in time and space (Siegel, 1998). Through Rational Choice Theory, Cornish and Clarke (1986) describe before committing a crime, the reasoning criminal weighs the chances of getting

caught, the severity of the expected penalty, the value to be gained by committing the act, and his or her immediate need for that value.

In the Social learning theory *Cornell Montgomery* (1843-1904) found that crime and deviance is a product of learning the norms. Values and behaviors associated with criminal activity. Social learning can involve the actual technique of crime, delinquency as well as the psychological aspects of criminality. He proposed that social learning occurred through four main stages of imitation: close contact, imitation of superiors, understanding of concepts, and role model behavior (Hagan, 1987). Differential Association theory of Edwin Sutherland also states that criminal behavior is learned behavior and learned via social interaction with others. They learn how to commit criminal acts; they learn motives, drives, rationalizations, and attitudes (Paranjape, 2002). Sykes and Matza views in Neutralization Theory that the most committed criminals and delinquents are not involved in criminality all the time; they also attend schools, family functions, and religious services. Their behavior can be conceived as falling along a continuum between total freedom and total restraint (Hagan, 1987).But Travis Hirschi (1969) said in his *Social Control theory* that delinquent acts result when an individual's bond to the society is week or broken. (Adler, Mueller and Laufer, 2004). The other most influential theory of Sigmund Freud (Psychoanalytic Theory) breaks the human personality down into three critical parts: Id, Ego and Superego. He proposed that criminal behavior is either the result of mental illness or a weak conscience (Bartollas, 1990).

Results and Discussion

Demographic Characteristics of the Respondents

Sex

It is revealed from the study that almost 70 percent cell phone users are male followed by female (about 30 percent) (Table 1).

Age and Marital status

For the purpose of the study, respondents were collected proportionately from three tiers of age group mentioning teenage (13-19 years), youths (20-30 years) and adults (above 30 years). The study revealed that youth use cell phone more frequently. Study showed that most of the cell phone users in Bangladesh are single (about 61 percent) followed by married (about 37 percent) and others (divorced, separated, widowed) (about three percent) (Table 1).

Table 1. Demographic Characteristics of the Respondents (n=200)

Variables	Frequency	Percent
Sex		
Single	121	60.5
Married	73	36.5
Others	6	3.0
Total	200	100.0
Marital status		
Single	121	60.5
Married	73	36.5
Others	6	3.0
Total	200	100.0

Education Level		
Illiterate	17	8.5
Primary	26	13.0
SSC	27	13.5
HSC	47	23.5
Diploma	13	6.5
Graduate	54	27.0
Post graduate	16	8.0
Total	200	100.0
Occupations		
Unemployed/House Wife	27	13.5
Student	88	44.0
Wage earner	34	17.0
Govt./ Private service holder	28	14.0
Businessman	23	11.5
Total	200	100.0
Monthly Income (BDT)		
0-4000	116	58.0
4001-8000	38	19.0
8001-12000	20	10.0
12001- Above	26	13.0
Total	200	100.0
Average Income: 4615 BDT per Month		
Resident status		
Migrant Resident	154	77.0
Permanent Resident	46	23.0
Total	200	100.0

Education level

The study revealed that most of the cell phone users are educated and their level of education is graduation (about 27 percent) followed by HSC (about 24 percent), SSC (about 14 percent), primary (about 13 percent), illiterate (about 9 percent), post graduate (about 8 percent) and diploma (about 7 percent) (Table 1).

Occupation

The study revealed that most of the cell phone users are Student (about 44 percent) followed by Wage earner (about 17 percent), Govt./ Private service holder (about 14 percent), Unemployed/House Wife (about 13 percent) and Businessmen (about 12 percent) (Table 1).

Monthly income

It is found that about 59 percent cell phone users monthly income level is 0-4000 BDT followed by 4001-8000 BDT (about 19 percent), 12001 BDT- above (about 13 percent) and 8001-12000 BDT (about 10 percent) (Table 1). Average monthly income of the cell phone users is about 4615 BDT (Table 1).

Resident status

Most of the cell phone users in Dhaka city are migrant residents (about 77 percent) followed permanent resident (about 23 percent) (Table 1).

Data on SIM Card and Cell Phone

Cell Phone type

The study found that most of the cell phone users are using normal hand set (about 49 percent) followed by multimedia (about 46 percent) and about six percent users are using both multimedia and normal hand set (Table 2).

Table 2. Respondent's cell phone type, Cell phone and SIM Card number (n=200)

Variables	Frequency	Percent
Cell phone type		
Multimedia	91	45.5
Normal	97	48.5
Both type	12	6.0
Total	200	100.0
Number of cell phone		
1 Cell phone	158	82.5
2 Cell phones	32	16.0
Above 2 Cell phones	10	5
Total	200	100.0
Number of SIM card		
1 SIM card	86	43.0
2 SIM cards	72	36.0
Above 2 SIM cards	42	21.0
Total	200	100.0

Number of cell phone and SIM Card

It was found that most of the respondents are using single cell phone (about 79 percent) followed by 2 cell phones (about 16 percent) and above 2 cell phones (about 5 percent) (Table 2).

The study revealed that respondents of Dhaka city mostly using 1 SIM card (about 43 percent) followed by 2 SIM cards (about 36 percent) and above 2 SIM cards (about 21 percent) (Table 2).

Registration

SIM card registration is an important issue for a country to get a complete listing of the users. The study discovered that most of the respondents (about 70 percent) are not sure about the status of their SIM card's registration as they have collected those Cell Phone SIM from class mates, friends, lovers and relatives and about 43 percent respondents argued that their SIM cards are registered by themselves followed by non/ fake registered (about 25 percent) (Fig. 1).
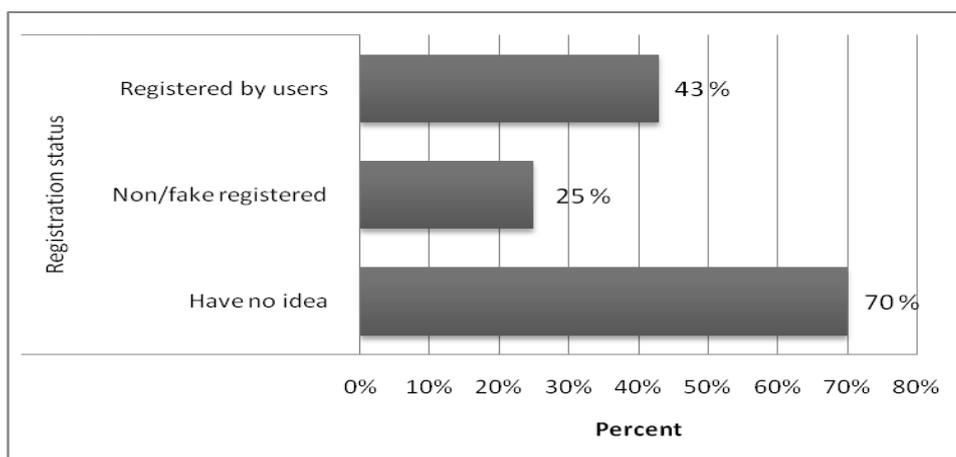
Fig. 1. Registration status of SIM card (n=200)

Purpose of using cell phone

The study revealed that most of the respondents (about 83 percent) use cell phone for communicating with the family members followed by others (communicate with friends circle, girl or boy friend and pleasure) (about 36 percent), education (about 34 percent), emergency (about 33 percent), administrative/ job related (about 15 percent) and business (about 13 percent) (Fig. 2).
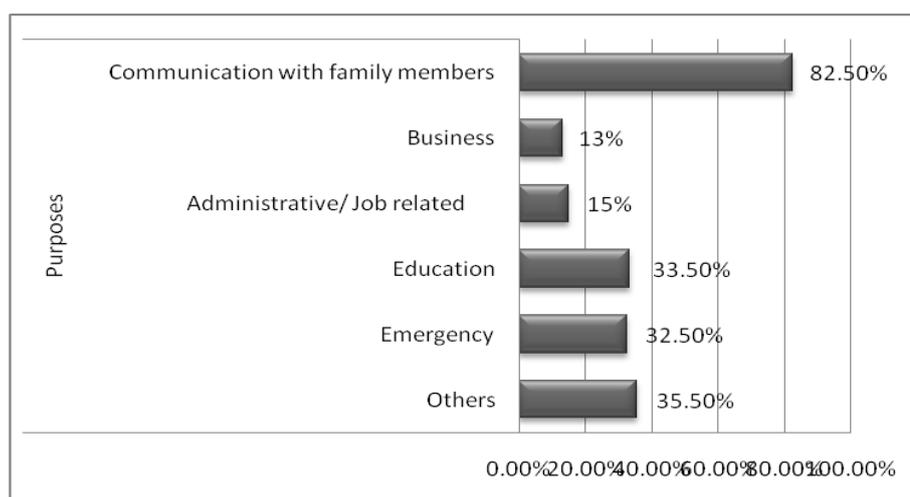

Fig. 2. Purposes of using cell phone (n=200)

Annoying matters of cell phone use

The study revealed that about 71 percent of the respondents seem playing ringtones without cause are very much annoying to them followed by speaking loudly over phone (about 57 percent), hearing song with loud volume (about 52 percent), alarm ringtones in the class/ library/ office/ meeting (about 46 percent), taking during driving (about 44 percent) and talking not following privacy (about 6 percent) (Fig. 3).
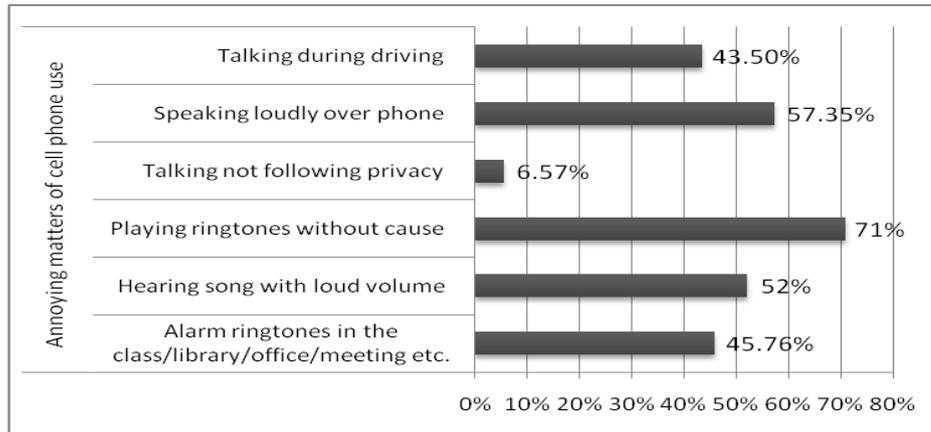
Fig. 3. Annoying matters to the cell phone user about cell phone use (n=200)

Experiences of cell phone abuse

The study uncovered that most of the respondents have the experience of being disturbed (about 61 percent) through cell phone followed by rumor (about 43 percent), threat (about 40 percent), missing schedule program (about 31 percent) for much talked at night and mobile fraud (about 27 percent) (Fig. 4).
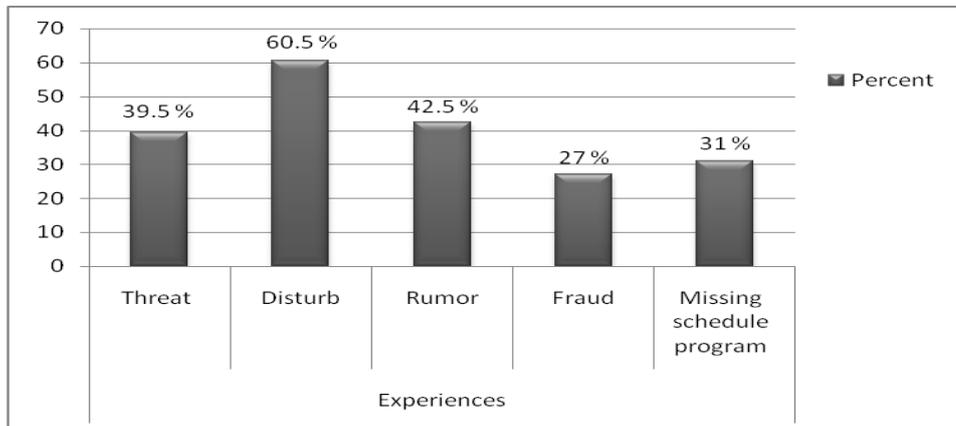

Fig. 4. Experiences of threat, disturbing, rumor, mobile fraud and missing any schedule program for using cell phone (n=200)

Patterns of cell phone abuse

The study ascertained different patterns of cell phone abuse in Bangladesh. Most of the respondents argued that the most significant type of cell phone abuse is disturbing someone (about 70 percent) followed by threat (about 56 percent), making love/ relation (about 51 percent), spreading rumor (about 45 percent), fraud/ cheating (about 40 percent), record secret contents for illegal use (about 37 percent), organizing criminal activity (about 36 percent), chatting (about 32 percent), obscene/ sexual/ adultery (about 23 percent), hacking/ spreading mobile virus (about 12 percent), illegal use in examination (about 11 percent) and others (about 10 percent) (Fig. 5).
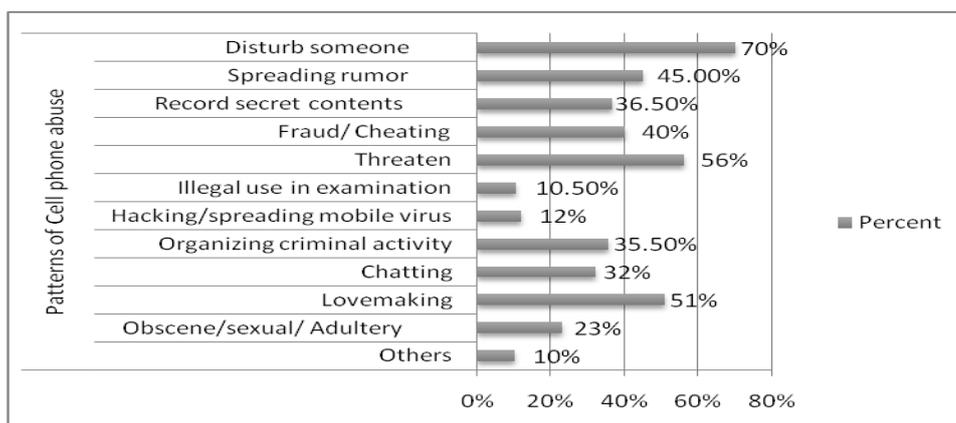
Fig. 5. Perception on the different patterns of cell phone abuse (n=200)

Key Underlying Issues and Factors of Cell Phone Abuse

From the findings of Survey, KIIs and Case Study, the study found some significant issues and factors which tends to recommend on controlling cell phone abuse.

Age Factor

Age is itself a cause of abusing cell phone. The study revealed that cell phone is being abused by mostly youths and teenagers. That means early age cell phone use is a major factor.

Cell phone user's Intimacy

Bad peer groups of cell phone users may induce cell phone abuse. Sexual relationship and over trust of cupules with each other are also responsible for abusing cell phone.

Mobile Operator as a Factor

It has been observed that mobile/cell phone operators have also a contributing factor for cell phone abuse. Their inappropriate way of advertisement in the media, irrational bonus offer (about 35 percent cell phone users dialed extra call and about 8 percent users send excessive SMS after getting bonus offer), free missed call (about 16 percent cell phone users give missed call for unnecessary purposes and about 38 percent users for both necessary and unnecessary purposes). It is also found that about 38 percent of the respondents gave missed to others numbers for both necessary and unnecessary purposes, low call rate/ FnF call rate (about 69 percent cell phone users believed low call rate influences cell phone abuse) facilities etc. are inducing cell phone abuse in our country. Through these services they also are creating a kind false dependency on cell phone.

SIM Card Registration

Unregistered SIM cards, fake SIM cards, possession of more SIM Cards by single users etc. leads cell phone abuses.

Law and Law Enforcers as a Factor

Lack of professional expertise of the law enforcing agencies to trace illegal cell phone users and lack of appropriate law related to cell phone uses and abuses are also responsible for cell phone abuses.

Information and Communication Technology Facilities

Modern information and communication technology facilities are a blessing of modern science. But, these facilities are also liable for abusing cell phone in our country including availability of multimedia cell phone and easy access to free porn websites. In the present day, cyber criminal uses well designed cell phone and criminal gangs also use cell phone as a supporting tool for organizing criminal activity. Beside these, lack of recreation opportunities or searching more pleasure over pain is a cause of cell phone abuse.

Social and Psychological Factor

There are some social issues which are also responsible for abusing cell phone including lack of awareness, lack of family cohesion and supervision, deviation from morality, use cell phone as a symbol of status and thinking cell phone as only recreational instrument etc.

Influential Factors

There are some Influential Factors exist in our society those are increasing cell phone abuse as well. These are writing cell phone number of others on taka, seats of vehicle or on wall; collecting cell phone number from Facebook or other free websites; collecting cell phone number from flexi load corner or refill shop; give cell phone number to other friends or relatives for threatening someone.

Conclusion

Now cell phone has reached every corner of the country and become a part and parcel of our everyday life. Passing a single day without cell phone is unthinkable for many of us. We are enjoying the facilities offered by this remarkable modern device. It is advancing our life. It has been much easier to communicate with each other than before which use is not just limited to distant talking; it is being used in multiple ways.

However, problem arises when some people misuse this blessing of science. Beside the positive advantages, it created bad cultures, abuse of the phone that makes loss of money & time and put its impacts among students especially those who are teenagers. So the cell phone use and abuse is become as a matter of deep concern among the parents, as well as to the government. Extortion and threat to high profile people using cell phones is going unabated as law enforcers could hardly trace the criminals who manage their SIM cards without following proper registration procedure. Its impact is not limited to social but also on health and human psychology. In our country, using cell phone, especially costly cell phone is a very risky job. Whenever we go out, we can't avoid worrying about its safety because it could be hijacked anytime and we could be victimized. By ensuring proper use of cell phone we can help Bangladesh to be Digital Bangladesh.

Recommendation

Now a days, cell phone abuse has become a common picture in our country. To control cell phone abuse, government as well as mobile phone operators along with the citizens have to take initiatives and should participate in revising policy measures. Based on the findings of the study following recommendations should be taken by the government, cell phone operators and cell phone users as well as their guardians.

1. Strict law should be enacted for selling and purchasing SIM cards to prevent unregistered SIM card abuse.

2. Low call rate increases cell phone abuse, especially at night mostly by the young generation. So, call rate should be introduced carefully.

3. Users should use scratch cards or use code numbers to recharge their cell phone account for ensuring the confidentiality of phone numbers and avoiding harassment.

4. Age should be defined by the government for getting SIM cards and parental consent must be obtained if users are teenagers. Controlling teenager's cell phone abuse mostly concerned with their parents. In this case, parents can set some guidelines for using cell phone.

5. A complete guidelines for the use of the Multimedia mobile phones should be incorporated to prevent misuse.

6. The Government should encourage the mobile phone operators to introduce Charge free or condition free unwanted calls block services.

7. Database should be maintained by verified information with socio economic background of all SIM card holder (or against a number) and that should be maintained by a specially empowered authority, and if necessary those information should also being made accessible to BTTB and law enforcers who can file any complain against a number, co-ordinate him, track his position and investigate him and if found guilty the person should be made judged and punished according to law in a short span of time.

8. Good interaction, understanding and controlling power of BTTB over cell phone Operators should be strong and effective.

9. All information of every single cell phone user should be collected, and if any abuse happened they must be pursued and be kept under law.

10. Disturbing and threaten someone (especially for extortion) over phone become a common picture in our country. So, it should be best to inform law enforcers after receiving the first threat call.

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