

Telecom Regulatory Authority of India

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Subject: TRAI decision on refund of security deposit after disconnection of telephone,

Background

The Authority has received complaints from subscribers stating that service providers are taking inordinately long time for refund of security deposit after disconnection of the telephone.

The Authority examined the issue and discussions were also held with telecom operators. The Authority also considered the prevalent Department of Telecommunication (DoT) norms regarding the time frame for refund of security deposit.

Decision

The Authority, after due consideration of all the relevant facts has decided a time frame of **60 (Sixty) days** within which service providers shall effect refund of the security deposit after adjustment of dues, if any, from the subscribers. **The Authority has also decided that the service providers shall pay an interest @ 10% per annum for the delayed period beyond 60 days.**