

**CONSUMER PROTECTION ASSOCIATION
HIMMATNAGAR
DIST. : SABARKANTHA
GUJARAT**



Comments on

Draft

**THE TELECOMMUNICATION CONSUMERS EDUCATION AND
PROTECTION FUND (FIFTH AMENDMENT) REGULATIONS, 2019
(of 2019)**

We are thankful to TRAI for giving us an opportunity to comments on this Draft.

We strongly support the amendment in the regulation carried out to remove ambiguity and to maintain uniformity across all service providers in depositing any unclaimed consumer money of any form such as excess charges, security amounts, plan charges of failed activations or any amount belonging to a customer with few suggestions mentioned below.

We feel that service providers should play a more pro-active role in finding the whereabouts of unclaimed amounts.

- (i) Consumer lost their crores of rupees as a security deposits from 500 to 3000 rupees and unspent balance lying with different service providers due to disruption in the Telecom industry.
- (ii) Unclaimed money is the obligation of the service provider and there should be a transparency in it.
- (iii) There should be a search facility on the service provider's websites to enable consumers or beneficiaries to find out whether any unclaimed amounts due to them are lying with the service providers.
- (vi) The list published by the TSP should also provide a " FIND " option to enable the consumer to search by name.
- (v) The service provider should also give on the website, the information on the process of claiming the unclaimed amount and the necessary forms and documents for claiming the same. The service provider should have adequate operational safe guards to ensure that the claimants are genuine.
- (vi) Customer/beneficiaries should required to enter the details like Mobile number, PAN of the customer, Name of the customer, ADHAR number in the window provided on the website to find out the unclaimed amount.
- (vii) The service providers should update information regarding unclaimed amounts on their websites on half yearly basis.

(viii) Steps taken by the service providers to reduce unclaimed amounts as a part of the standard procedure on customer service should be monitor regularly.

(ix) The Reserve Bank of India has directed the banks for the same.
(Ref. RBI/2014-15/437, DBR No. DEF Fund Cell BC.66/30-01
002/2014-15)

Thanks.

Yours faithfully,

(Dr. Kashyapnath)
President