

**THE GAZETTE OF INDIA: EXTRAORDINARY**  
**(PART III—SEC. 4]**  
**TELECOM REGULATORY AUTHORITY OF INDIA**  
NOTIFICATION  
New Delhi, the 21st February, 2013

F. No. 321-49/2012-CA&QoS.-- In exercise of the powers conferred upon it under section 36 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), the Telecom Regulatory Authority of India hereby makes the following regulations namely: -

**REGISTRATION OF CONSUMER ORGANISATIONS REGULATIONS, 2013**

**(1 OF 2013)**

CHAPTER-I

PRELIMINARY

1. Short title, commencement and application----

(1) These regulations may be called the Registration of Consumer Organisations Regulations, 2013.

(2) They shall come into force from the date of their publication in the Official Gazette.

(3) These regulations shall apply to the consumer organizations seeking registration with the Authority.

2. Definitions----In these regulations, unless the context otherwise requires,

(a) "Act" means the Telecom Regulatory Authority of India Act, 1997 (24 of 1997);

(b) "Authority" means the Telecom Regulatory Authority of India established under sub-section (1) of section 3 of the Act;

(c) "consumer" means consumer of a service provider under the Act and includes a customer and subscriber thereof;

(d) "consumer organisation" means a society registered under the Societies Registration Act, 1860 (21 of 1860) or any other Act, for the time being in force, for promotion of education and protection of the interest of the consumer or a company registered under section 25 of the Companies Act, 1956 (1 of 1956);

(e) "Nodal Officer" means the officer appointed or designated by the Authority under regulation 3;

(f) "regulations" means the Registration of Consumer Organisations' Regulations, 2013;

(g) all other words and expressions used in these regulations but not defined, and defined in the Act and the rules and other regulations made thereunder, shall have the meanings respectively assigned to them in the Act or the rules or other regulations, as the case may be.

CHAPTER-II

APPOINTMENT OF NODAL OFFICER AND REGISTRATION OF CONSUMER  
ORGANISATIONS

3. Appointment of Nodal Officer.- The Authority shall, within ten days of commencement

of these regulations, appoint or designate one of its officers as Nodal Officer for the purposes of these regulations.

4. Registration of consumer organization.- <sup>1</sup>“(1) A consumer organisation, fulfilling the eligibility criteria specified under regulation 5, shall be eligible for registration with the Authority.]

<sup>2</sup>“(2) A consumer organization may be registered by the Authority for one or more States and Union Territories and a consumer organization desirous of registering in more than one State or Union Territory shall submit separate Registration Form for different State or Union Territory.]

<sup>3</sup>“(3) The Authority may, from time to time, decide the number of consumer organisations which may be registered by the Authority from a State or Union Territory.

**4[5. Eligibility criteria for registration of consumer organisations.—**

- (1) A consumer organization shall be eligible for registration with the Authority if it is –
- (a) involved in consumer education and protection of the interest of the consumers;
  - (b) a non-profit and non-political organisation;
  - (c) having, on the date of its application to the Authority, a minimum of three years of experience, after its registration as consumer organisation in –
    - (i) dealing with consumer complaints and redressal of consumer grievances regarding deficiency in services; and
    - (ii) advocating the cause of the consumers; and
  - (d) capable of interacting with the Authority through electronic media.

(2) The preference shall be given to the consumer organisations which are involved in conducting research or study or surveys on consumer issues and on matters relating to protection of the interest of the consumers of the telecommunication and broadcasting services.]

6. Application for registration.- An eligible consumer organisation desirous of registering with the Authority may make an application, to the Nodal Officer, in the Registration Form referred to in sub-regulation(1) of regulation 4 enclosing therewith the following, namely:

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<sup>1</sup> Subs. by the First Amendment Regulations, 2024, reg. 2(a) (w.e.f. 25.07.2024) for the following:

“(1) A consumer organisation, fulfilling the eligibility criteria specified under regulation 5, may apply for registration with the Authority in the Registration Form annexed to these 'regulations”

<sup>2</sup> Ins. by the First Amendment Regulations, 2024, reg. 2(b) (w.e.f. 25.07.2024)

<sup>3</sup> Renumbered by the First Amendment Regulations, 2024, reg. 2(c) (w.e.f. 25.07.2024)

<sup>4</sup> Subs. by the First Amendment Regulations, 2024, reg. 3 (w.e.f. 25.07.2024) for the following:

“5. Eligibility criteria for registration of consumer organization.. A consumer organization shall be eligible for registration with the Authority if it is

- (a) involved in consumer education and protection of the interest of the consumers;
- (b) a non-profit and non-political organization; and
- (c) on the date of its application to the Authority for registration, having a minimum of three years of experience, after its registration as consumer organisation, in
  - (i) dealing with consumer complaints and redressal of consumer grievance regarding deficiency in services;
  - (ii) advocating cause of the consumers;
  - (iii) undertaking research projects or surveys on consumer issues; .
  - (iv) undertaking study and research projects on matters relating of to protection of interest of the consumers telecommunication and broadcasting services; and
- (d) capable of interacting with the Authority through electronic media.”

- (i) a legible copy of its registration certificate as consumer organisation duly attested by a Gazetted Officer or Judicial Magistrate;
- (ii) a legible copy of its Memorandum of Association and bye-laws duly attested by a Gazetted Officer or Judicial Magistrate;
- (iii) an affidavit stating that it is a non-political and non-profit organisation duly authenticated by a Notary Public or Oath Commissioner or Judicial Magistrate <sup>5</sup>[in the format annex at Annexure-II to these regulations];
- (iv) a list of its office bearers appointed, as per its Memorandum of Association and bye-laws, along with their names, designation, address, profession, the date from which the post is held in the consumer organization and the term of office; (v) copies of its annual report, annual audited statement of accounts and a statement showing sources of funds for the previous two financial years duly authenticated by authorized representative of the consumer organisations; and
- (vi) copies of documents in support of work done by the consumer organisation to protect the interest of consumers during the previous three financial years along with newspaper reports, photographs of its activities and reports on research or survey, if any, conducted by the consumer organisation during the said period.

Note: In case the original copy of the documents mentioned in clauses (a), (b), (c), (d), (e) and (f) are not in English or Hindi, translated copies of such documents in English shall be submitted with an affidavit affirming that the translated version is true copy of the original document and such affidavit shall be duly authenticated by a Notary Public or Oath Commissioner or Judicial Magistrate.

7. Procedure for registration.-(1) The applications for registration received from the consumer organizations under regulation 6 shall be considered by the Authority and it may, at its discretion, register a consumer organization which fulfils the eligibility criteria specified under these regulations.

(2) A consumer organization on registration under sub-regulation (1) shall be given a registration number.

(3) The registration of a consumer organization shall be valid for a period of two years from the date of its registration.

(4) The name, address and contact details of the consumer organizations registered with the Authority shall be displayed on the website of the Authority.

(5) The registration of a consumer organization shall not confer any right or claim upon such organization.

8. Renewal and cancellation of registration.-(1) A consumer organization registered with the Authority may, at least ninety days prior to the expiry of its registration, make an application, to the Nodal Officer, in the Registration Form referred to in sub-regulations (1) of regulation 4 alongwith the document mentioned under regulation 6, for renewal of its registration.

(2) A consumer organization shall be eligible for renewal of its registration with the Authority if it meets the eligibility criteria for registration and has fulfilled the role assigned to it under these regulations.

(3) The registration of a consumer organization may be extended by the Authority for a

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<sup>5</sup> Ins. by the First Amendment Regulations, 2024, reg. 4 (w.e.f. 25.07.2024)

further period of two years.

(4) A consumer organisation may request the Authority for cancellation of its registration by giving a notice of one month and on expiry of the said notice period, the registration of the organization shall automatically stand cancelled:

*Provided* that an organization shall not be eligible for cancellation of registration if it has undertaken any work on behalf of the Authority and the assignment has not been completed to the satisfaction of the Authority.

(5) The Authority may cancel the registration of a consumer organization, if it has

- (a) failed to fulfill its role under these regulations; or
- (b) become ineligible for registration with the Authority; or
- (c) conducted itself in a manner prejudicial to the interest of the consumers; or
- (d) misused the name of the Authority in any manner.

9. Obligations of the consumer organization.-(1) Every consumer organization registered with the Authority shall, while communicating with the Authority, quote registration number allotted to it under sub-regulation (2) of regulation 7.

(2) Every consumer organization shall submit to the Authority, by the 31st October of every financial year,

- (a) a copy of its annual report and audited statement of accounts of the previous financial year;
- (b) a detailed report of its activities carried out during the previous financial year; and
- (c) a statement showing sources of its funding during the previous financial year.

### CHAPTER - III

#### INTERACTION WITH CONSUMER ORGANISATION AND THEIR ROLE

10. Interaction with consumer organization.-(1) A consumer organisation registered under these regulations may interact with the Authority, for the purposes of these regulations, through Nodal Officer.

(2) Every consumer organization registered under these regulations shall intimate to the Authority the name, designation and address of its representatives nominated by it for interacting with the Nodal Officer.

(3) The primary mode of interaction between the Authority and the consumer organizations shall be the electronic media.

11. Role of the Consumer Organisation.-(1) It shall be the responsibility of every consumer organization registered with the Authority to

- (a) work for protection and propagation of the interest of the consumers;
- (b) report to the Authority-
  - (i) the generic problems faced by consumers;
  - (ii) any false and misleading advertisement published by the service providers;
  - (iii) any abuse or harassment of consumers by the service providers;

- (iv) violation of any regulations, direction or order issued by the Authority; and any unfair practice adopted by the service providers adversely affecting the interest of the consumers;
- (c) undertake programs to educate consumers about various measures taken by the Authority for protection of the interest of the consumers;
- (d) conduct study and survey on matters relating to telecom and broadcasting services and protection of the interest of the consumers and share the findings of such study and survey with the Authority;
- (e) participate in the consultation process of the Authority and furnish its response to the consultation paper, draft regulations released by the Authority soliciting comments of the stakeholders;
- (f) participate in the interactive meetings organized by the Authority with the consumer organisations;
- (g) work for propagation and protection of the interest of differently abled consumers of telecom and broadcasting services;
- (h) interact with the service providers for redressal of the complaints received from the consumers;
- (i) interact with the Central Government and the State Governments for the protection of the interest of the consumers;
- (j) participate in the advisory Committees of the appellate authorities established by the service providers; and
- (k) carry out activities entrusted to it by the Authority, on such terms and conditions, as may be agreed between the consumer organisation and the Authority.

#### CHAPTER - IV

#### MISCELLANEOUS

12. Repeal and Saving.-(1) The Regulation on Guidelines for Registration of Consumer Organisations/Non-Government Organisations (NGOs) and their Interaction with TRAI, 2001 (1 of 2001) is hereby repealed;

(2) Notwithstanding such repeal, anything done or any action taken under the said regulation shall be deemed to have been done or taken under the corresponding provisions of these regulations;

*Provided* that the registration of the consumer organisations registered under the said regulation shall stand cancelled and such organisation may submit fresh application under these regulations for registration with the Authority.

13. Interpretation.- In case of doubt regarding interpretation of any of the provisions of these regulations, the clarification issued by the Authority shall be final and binding.

RAJEEV AGRAWAL, Secy.

Note: The Explanatory Memorandum explains the objects and reasons of Registration of Consumer Organisations Regulations, 2013.

**REGISTRATION FORM**  
**(see regulation 4)**  
**Application for Registration of Consumer Organisation**

1. Name and address of the consumer organisation: \_\_\_\_\_  
\_\_\_\_\_
2. Fax and Telephone No.: \_\_\_\_\_
3. Email Id.: \_\_\_\_\_
4. Website: \_\_\_\_\_
5. Name of State/Union Territory for which application is being made;  
\_\_\_\_\_
6. Registration No. of consumer organisation.: \_\_\_\_\_
7. Date of Registration.: \_\_\_\_\_
8. Validity of registration.: \_\_\_\_\_
9. State in which the consumer organisation is registered.: \_ \_\_\_\_\_
10. Details/designation of the registering Authority.: \_\_\_\_\_
11. Name of Act under which registered.: \_\_\_\_\_

**(Note:** Attach a legible copy of the registration certificate as consumer organisation duly attested by a Gazetted Officer or Judicial Magistrate.)

12. Primary objective of establishment of the consumer organisation as per its constitution/ Memorandum of Association.:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**(Note:** Attach a legible copy of the Memorandum of Association and bye-laws duly attested by a Gazette Officer or Judicial Magistrate.)

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<sup>6</sup> Subs. by the First Amendment Regulations, 2024, reg. 5 (w.e.f. 25.07.2024)

13. Whether the consumer organisation is a non-profit and non-political organisation?  
\_\_\_\_\_

**(Note:** Attach an affidavit in the format give at Annexure-II, duly authenticated by a Notary Public or Oath Commissioner or Judicial Magistrate certifying that the organisation is non-profit making and non-political organisation.)

14. Date of last Annual General Meeting and last elections to the Executive Committee.:  
\_\_\_\_\_

**(Note:** Attach a list of office bearers appointed, as per the Memorandum of Association and bye-laws, along with their names, designation, address, profession, the date from which the pose is held in the consumer organisation and the term of office.)

15. Please indicate the total income during the previous two financial years, separately for each year.: \_\_\_\_\_  
\_\_\_\_\_

**(Note:** Attach copies of annual report, annual audited statement of accounts and a statement showing sources of funds during the previous two financial years duly authenticated by your authorized representative.)

16. Whether the consumer organisation was earlier registered with the Authority? If yes, indicate registration number and date of registration.:  
\_\_\_\_\_  
\_\_\_\_\_

17. Whether the organisation is capable of interacting with the Authority through electronic media? (Please give details in this regard.): \_\_\_\_\_  
\_\_\_\_\_

18. Organisational activities undertaken during the previous three years. Please tick on the items applicable to you:

(a) Consumer education and protection of the interest of the consumers **Yes/ No**

(b) Dealing with consumer complaints and redressal of consumer grievance

regarding deficiency in services **Yes/ No**

(c) Advocating cause of the consumers **Yes/ No**

(d) research/surveys/study conducted on consumer issues **Yes/ No**

(e) study and research conducted on matters relating to protection of interest of the consumers of telecommunication services **Yes/ No**

(f) Handling of issues related to Telecom Consumers. **Yes/No**

**(Note:** Furnish details of the activities undertaken by the organisation on separate sheets. Enclose documents in support of work done to protect the interest of consumers which can include newspaper reports, photographs and reports on research or survey done for each State or Union Territory, as the case may be, separately.)

19. Whether documents against items at S. No. 11, 12, 13, 14, 15 and 18 are enclosed? \_\_\_\_\_

**(Note:** In case the original copy of the documents mentioned at S. No. 11, 12, 13, 14, 15 and 18 are not in English or Hindi, translated copies of such documents in English shall be submitted with an affidavit affirming that the translated version is true copy of the original document and such affidavit shall be duly authenticated by a Notary Public or Oath Commissioner or Judicial Magistrate.)

I declare that the information furnished above is true and correct to the best of my knowledge. I understand that if at any stage the information furnished above is found to be incorrect or false or that I do not satisfy the eligibility criteria as laid down by the Telecom Regulatory Authority of India, my application will be rejected, or the registration, if granted, shall stand cancelled. I will abide by the decision of the Authority on my application/registration. I have read and understood the provisions of the Registration of Consumer Organisations Regulations, 2013 (1 of 2013) and other guidelines, instructions, etc. issued by the Authority.

Signature and office seal of  
the Authorized Office Bearer of  
the consumer organisation.

Date: \_\_\_\_\_

Name.: \_\_\_\_\_

Place: \_\_\_\_\_

Designation.: \_\_\_\_\_]



**Affidavit of non-profit and non-political organisation**

I, \_\_\_\_\_ Son/Daughter of \_\_\_\_\_, presently working as \_\_\_\_\_(designation) in the \_\_\_\_\_(name of the consumer organisation having its office at \_\_\_\_\_(address of organisation), do hereby solemnly affirm and state as under:

1. That I am the Authorized Signatory/ head of the consumer organisation.
2. That the applicant consumer organisation \_\_\_\_\_(Name of consumer organisation) is a non-profit and non-political organisation. The applicant organisations or its members do not have any political affiliation.
3. That the members or office bearers of the consumer organisation shall not campaign, utter any slogans, display flags of any political party while carrying out any consumer activities in the discharge of its obligations under the Registration of Consumer Organisations Regulations, 2013 (1 of 2013) (hereinafter referred to as the “regulations”), made by the Telecom Regulatory Authority of India (hereinafter referred to as “the Authority”) or while carrying out any other activities entrusted to the applicant organisation by the Authority under the regulations.
4. That I understand and aware of the fact that any failure by me to abide by the undertaking given hereunder will result in cancellation of registration as consumer organisation with the Authority.

Deponent

Verification

Verified at New Delhi on this \_\_ day of \_\_\_\_\_, 202\_ that the contents of the above affidavit are true and correct to my knowledge and belief. No part of it is false and nothing material has been concealed therefrom.

Deponent]

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<sup>7</sup> Ins. by the First Amendment Regulations, 2024, reg. 6 (w.e.f. 25.07.2024)