

Information Note to the Press [Press Release No. 102/2019]

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

TRAI releases Draft Telecommunication Consumers Education and Protection Fund (Fifth Amendment) Regulation, 2019 for comments

New Delhi, 18th October, 2019: Telecom Regulatory Authority of India (TRAI) today released draft **Telecommunication Consumers Education and Protection Fund (Fifth Amendment) Regulation, 2019** for stakeholder' comments.

2. TRAI had notified the Telecommunication Consumers Education and Protection Fund Regulations, 2007 (6 of 2007) on 15.06.2007 which provides basic framework for depositing unclaimed money of consumers by Telecom Service Providers and maintenance of the Telecommunication Consumers Education and Protection Fund. In terms of Regulation 3 of TCEPF Regulations, 2007, excess amount collected by service providers from the subscribers over the rates of telecommunication services notified by the Authority or notified by the service providers under forbearance - which they are not able to refund to the subscribers and is lying unclaimed with them - is to be transferred to the fund within the timelines stipulated. In accordance with this, telecom service providers have been depositing such amounts to the fund.

3. It has been noticed that there is no uniformity among service providers in depositing money which they are not able to refund to the consumers. The Authority feels an amendment in the regulation may be carried out to remove any ambiguity and to maintain uniformity across all service providers in depositing any unclaimed consumer money of any form such as excess charges, security amount, plan charges of failed activations, or any amount belonging to a consumer.



4. The draft regulation is accessible on TRAI website www.trai.gov.in and shall be open for comments of the stakeholders up to 18th November, 2019.

5. In case of any clarifications, Shri Sanjeev Banzal, Advisor (CA&IT), TRAI may be contacted at Telephone: 011-23210990 or email ID: advisorit@trai.gov.in.


(S.K. GUPTA)
Secretary (TRAI)
18/11/19