

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

TRAI notified “Telecommunication Consumers Education and Protection Fund (Fifth Amendment) Regulations, 2020”

New Delhi, 16th January, 2020: Telecom Regulatory Authority of India (TRAI) today notified **Telecommunication Consumers Education and Protection Fund (Fifth Amendment) Regulations, 2020**.

2. The Principal regulations i.e. the Telecommunication Consumers Education and Protection Fund Regulations, 2007 (6 of 2007) dated 15.06.2007 provide basic framework for depositing unclaimed money of consumers by Service Providers, maintenance of the Telecommunication Consumers Education and Protection Fund and other related aspects. In accordance with these regulations, service providers have been depositing such unclaimed amounts to the fund.

3. The Authority observed that there is a need to bring clarity among service providers in depositing money which they are unable to refund to the consumers. Therefore, it was felt that an amendment in the TCEPF regulation may be carried out to remove any kind of ambiguity and facilitate deposit of any unclaimed money of the consumer.


4. In this regard, a draft amendment was released for comments on 18.10.2019. Considering the comments of the stakeholders, today, the Authority notified the fifth amendment. With this amendment service provider will deposit any unclaimed consumer money of any form such as excess charges, security Deposit, plan charges of failed activations, or any amount belonging to a consumer, which service providers are unable to refund to consumers, to the fund after providing time of twelve months or period of limitation specified under law whichever is later.



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5. The fifth amendment of the regulations may be accessed from TRAI website www.trai.gov.in.

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


(S.K. GUPTA)
Secretary (TRAI)
16/11/2020