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EXTRAORDINARY, PART III, SECTION 4

TELECOM REGULATORY AUTHORITY OF INDIA

NOTIFICATION

NEW DELHI, THE 11th JANUARY, 2012

TELECOM CONSUMERS PROTECTION (AMENDMENT) REGULATIONS, 2012 (4 OF 2012)

No. 308-5/2011-QoS .-----In exercise of the powers conferred upon it under section 36, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997(24 of 1997), the Telecom Regulatory Authority of India hereby makes the following regulations to amend the Telecom Consumers Protection Regulations, 2012 (2 of 2012), namely:-

<p>1. (1) These regulations may be called the Telecom Consumers Protection (Amendment) Regulations, 2012.</p>

<p>(2) They shall come into force with effect from the from the date of their publication in the Official Gazette.</p>
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<p>2. In clause (e) of sub-regulation (1) of regulation 3 of the Telecom Consumers Protection Regulations, 2012, for the words "Citizen's Charter", the words "Telecom Consumers Charter" shall be substituted.</p>
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(N. Parameswaran)
Secretary-in-charge

Note.1. — The principal regulations were published in the Gazette of India, Extraordinary, Part III, Section 4 dated the 6th January, 2012 vide notification number No. 308-5/2011-QOS dated the 6th January, 2012.

Note.2. --The Explanatory Memorandum explains the objects and reasons of the Telecom Consumers Protection (Amendment) Regulations, 2012.

EXPLANATORY MEMORANDUM

1. The Telecom Regulatory Authority of India issued the Telecom Consumers Protection Regulations, 2012 (2 of 2012) on 6th January, 2012 to bring in transparency, help consumers in understanding the various tariff plans and vouchers on offer and for provision of information to consumers after every activation of vouchers. In clause (e) of sub-regulation (1) of regulation 3 of these regulations, it has been provided that the Start-up Kit shall, inter alia, contain abridged version of the Citizen's Charter, as specified under regulation 17 of the Telecom Consumers Complaint Redressal Regulations, 2012.

2. The provisions of these regulations are applicable only to telecom consumers. So the Authority has decided to rename the "Citizen's Charter" as "Telecom Consumers Charter". Accordingly, the term "Citizen's Charter" wherever appearing in Chapter-V of the Telecom Consumers Complaint Redressal Regulations, 2012 has been replaced by the term "Telecom Consumers Charter" through the Telecom Consumers Complaint Redressal (Amendment) Regulations, 2012(3 of 2012). Consequently, clause (e) of sub-regulation (1) of regulation 3 of the Telecom Consumers Protection Regulations, 2012 (2 of 2012) dated 6th January, 2012 has been amended to make it in line with the Telecom Consumers Complaint Redressal (Amendment) Regulations, 2012.