

TO BE PUBLISHED IN THE GAZETTE OF INDIA,

EXTRAORDINARY, PART III, SECTION 4

TELECOM REGULATORY AUTHORITY OF INDIA

NOTIFICATION

NEW DELHI, THE 01 JULY, 2014

No. 305-11/2014-QoS -----In exercise of the powers conferred by section 36, read with sub-clauses (i) and (v) of clause (b) of subsection (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 further to amend the Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012), namely:-

TELECOM CONSUMERS COMPLAINT REDRESSAL

(THIRD AMENDMENT) REGULATIONS, 2014 (7 OF 2014)

1. (1) These regulations may be called the Telecom Consumers Complaint Redressal (Third Amendment) Regulations, 2014.
(2) These regulations shall come into force from the date of their publication in the Official Gazette.
2. In regulation 2 of the Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012), for clause (f), the following clause shall be substituted, namely: -


सुधीर गुप्ता/SUDHIR GUPTA
सचिव/Secretary
भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
नई दिल्ली-110002/New Delhi-110002

“(f) “Broadband” or “Broadband Service” means a data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of five hundred and twelve kilo bits per second (512 kbps) to an individual subscriber from the point of presence (POP) of the service provider intending to provide Broadband service.”


(Sudhir Gupta)
सुधीर गुप्त **Secretary**
सचिव/Secretary
भारतीय दूरसंचार विनियामक प्राधिकरण
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Note.1. — The Telecom Consumers Complaint Redressal Regulations, 2012 (hereinafter referred to as the principal regulations) were published in the Gazette of India, Extraordinary, Part III, Section 4 dated the 5th January, 2012 vide notification No. 305-20/2009-QoS dated the 5th January, 2012.

Note.2. —The principal regulations were amended by issuing the Telecom Consumers Complaint Redressal (Amendment) Regulations, 2012 (3 of 2012) dated the 11th January, 2012.

Note.3. —The principal regulations were further amended by issuing the Telecom Consumers Complaint Redressal (Second Amendment) Regulations, 2013 (11 of 2013) dated the 11th September, 2013

Note.4. —The Explanatory Memorandum explains the objects and reasons of the Telecom Consumers Complaint Redressal (Third Amendment) Regulations, 2014 (7 of 2014).

EXPLANATORY MEMORANDUM

1. The Telecom Regulatory Authority of India issued the Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012) on 5th January, 2012 to improve the effectiveness of complaints redressal for the telecom consumer by the service provider.
2. As per Broadband Policy 2004, the Broadband was defined as “An always on data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of 256 kilo bits per second (kbps) to an individual subscriber from the Point of Presence (POP) of the service provider intending to provide Broadband service where multiple such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the Internet through this POP. The interactive services will exclude any services for which a separate licence is specifically required, for example, real-time voice transmission, except to the extent that it is presently permitted under ISP licence with Internet Telephony”.
3. Department of Telecommunications, Ministry of Communications and Information Technology, New Delhi vide Notification S.O. No. 4-4/2009-Policy-I, dated the 18th July, 2013 in supersession of the definition of Broadband contained in the Broadband Policy, 2004 and in consonance with point 1.5 of part IV (Strategies) contained in the National Telecom Policy-2012 and after consideration of the recommendation of the Telecom Regulatory Authority of India has revised the definition of Broadband as follows:----


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“Broadband is a data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of 512 kilo bits per second (kbps) to an individual subscriber from the point of presence (POP) of the service provider intending to provide Broadband service.”

4. Above stated notification was published in the Gazette of India, Extraordinary, Part I, Section 1 dated the 8th August, 2013.
5. Based on above, the Authority has amended the Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012).


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