

Information Note to the Press

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Telecom Regulatory Authority of India

New Delhi

For Immediate Release

TRAI issues "Telecom Consumers Protection (Twelfth Amendment) Regulations, 2024" (08 of 2024) and "Telecommunication Tariff (Seventieth Amendment) Order, 2024" (02 of 2024).

New Delhi, 23 December, 2024 — The Telecom Regulatory Authority of India (TRAI) today issued "Telecom Consumers Protection (Twelfth Amendment) Regulations, 2024" (08 of 2024) (referred to as "the regulations") and "Telecommunication Tariff (Seventieth Amendment) Order (referred to as "TTO"), 2024" (02 of 2024). **The full text of the regulation and TTO are available on TRAI's website at www.trai.gov.in.**

2. TRAI had released a consultation paper on 26th July 2024, to review the Telecom Consumer Protection Regulations, 2012 (TCPRI).

3. This consultation paper specifically addressed the issues of choice of tariff availability, validity of vouchers, colour coding of vouchers and denomination of vouchers in the interest of concerned stakeholders i.e. consumers and Telecom service Providers (TSPs). An Open House Discussion (OHD) on the consultation paper was held through video conferencing on 21st October 2024.

4. The salient features of the regulations are as under:

(i) To mandate separate Special Tariff Voucher (STV) for Voice & SMS to give consumers an option to pay for the services they require in general and to provide benefit to certain segments of consumers especially the elderly persons and those living in rural areas;

(ii) the cap on validity period for STV and Combo Vouchers (CV) has been increased from existing ninety (90) days to three hundred and sixty-five (365) days for the benefit of consumers;


(iii) colour coding of vouchers as it exists in the physical form has been done away with in view of the prominence of online re-charges;

(iv) The reserving of denomination of ₹10/- and multiple thereof only for top-up voucher has been done away with, while retaining mandate of at least one Top Up voucher of denomination of ₹10/- provided by TTO (50th amendment) Order 2012.

5. The amendments have been made in definitions of STV and CV in the Telecommunication Tariff Order, 1999, to align with the amendments made in TCPR.

6. The Explanatory Memorandums are attached with Telecom Consumers Protection (Twelfth Amendment) Regulations, 2024 and Telecommunication Tariff (Seventieth Amendment) Order, 2024.

7. In case of any clarification, Shri Vijay Kumar, Advisor (F&EA), TRAI may be contacted at email id: advfeal@traigov.in or at Telephone Number +91 1120907772.


(Atul Kumar Chaudhary) 23/12/24

Secretary, TRAI

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