

**TELECOM REGULATORY AUTHORITY OF INDIA
NOTIFICATION**

NEW DELHI, THE 5thJANUARY, 2012

No. 305-20/2009-QoS ---- In exercise of the powers conferred by 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 namely :-

**TELECOM CONSUMERS COMPLAINT REDRESSAL REGULATIONS, 2012
(1 OF 2012)**

**CHAPTER I
PRELIMINARY**

1. Short title, commencement and application.---- (1) These regulations may be called the Telecom Consumers Complaint Redressal Regulations, 2012.

(2) They shall come into force from the date of their publication in the Official Gazette.

(3) These regulations shall apply to all service providers, including Bharat Sanchar Nigam Limited and Mahanagar Telephone Nigam Limited, being the companies registered under the Companies Act, 1956 (1 of 1956)] providing,--

- (i) Basic Telephone Service;
- (ii) Unified Access Services;
- (iii) Cellular Mobile Telephone Service;
- (iv) Internet Service;

Provided that nothing contained in these regulations shall apply to an Internet Service Provider whose turnover in any preceding financial year does not exceed rupees five crore or whose total number of subscribers in any preceding financial year does not exceed ten thousand numbers, as the case may be.

2. Definitions.----In these regulations, unless the context otherwise requires,----

- (a) “**Act**” means the Telecom Regulatory Authority of India Act, 1997 (24 of 1997);
- (b) “**Advisory committee**” means Advisory Committee established under regulation 11, by a service provider;
- (c) “**Appellate Authority**” means Appellate Authority appointed under regulation 10, by a service provider;
- (d) “**Authority**” means the Telecom Regulatory Authority of India established under sub-section (1) of section 3 of the Act;

(e) **“Basic Telephone Service”** covers collection, carriage, transmission and delivery of voice or non-voice messages over licensee’s Public Switched Telephone Network in licensed service area and includes provision of all types of services except those requiring a separate licence;

¹[(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.]

(g) **“Cellular Mobile Telephone Service” -**

- (i) means telecommunication service provided by means of a telecommunication system for the conveyance of messages through the agency of wireless telegraphy where every message that is conveyed thereby has been, or is to be, conveyed by means of a telecommunication system which is designed or adapted to be capable of being used while in motion;
- (ii) refers to transmission of voice or non-voice messages over Licensee’s Network in real time only but service does not cover broadcasting of any messages, voice or non-voice, however, Cell Broadcast is permitted only to the subscribers of the service;
- (iii) in respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and approved numbering plan shall be applicable;

(h) **“Complaint Centre”** means a facility established under regulation 3 by the service provider;

(i) **“Consumer”** means a consumer of a service provider to whom these regulations apply and includes its customer and subscriber;

(j) **“Consumer Care Number”** means a telephone number earmarked by a service provider to access its Complaint Centre;

(k) **“General Information Number”** means a telephone number earmarked by a service provider for providing information to the consumer in response to their query or request;

(l) **“Internet Service”** means all types of Internet access or Internet content services as provided in the licence;

¹ Subs. by the Third Amendment Regulations, 2014, reg. 2 (w.e.f. 01.07.2014), for the following:

“(f) **“Broadband” or “Broadband Service”** means a data connection,---

- (i) which is always on and is able to support interactive services including Internet access;
- (ii) which has the capability of the minimum download speed of two hundred fifty six kilobits per second or such minimum download speed, as may be specified by the licensor, from time to time, to an individual subscriber from the point of presence of the service provider intending to provide Broadband service where a multiple of such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the Internet through the said point of presence;
- (iii) in which the interactive services shall exclude any services for which a separate licence is specifically required (such as real-time voice transmission) except to the extent permitted, or, as may be permitted, under Internet service provider’s licence with internet telephony, and which shall include such services or download speed or features, as may be specified from time to time, by the licensor;”

- (m) **“Licence”** means a licence granted or having effect as if granted under section 4 of the Indian Telegraph Act, 1885(13 of 1885) or the provisions of the Indian Wireless Telegraphy Act, 1933 (17 of 1933);
- (n) **“regulations”** means the Telecom Consumers Complaint Redressal Regulations, 2012;
- (o) **“service provider”** means a licensee to whom these regulations apply;
- (p) **“service request”** means a request made to a service provider by its consumer pertaining to his account, and includes, ----
- (i) a request for change of tariff plan;
 - (ii) a request for activation or deactivation of a value added service or a supplementary service or a special pack;
 - (iii) a request for activation of any service available on the service provider’s network; and
 - (iv) a request for shift or closure or termination of service or for billing details;
- (q) **“SMS”** means a message which is sent through short message service and includes a Multi Media message which is sent through Multi Media message service (MMS);
- (r) **“system”** means the ‘Web Based Complaint Monitoring System’ established under sub-regulation (1) of regulation 6.
- (s) **“Unified Access Services”**, ----
- (i) means telecommunication service provided by means of a telecommunication system for the conveyance of messages through the agency of wired or wireless telegraphy;
 - (ii) refers to transmission of voice or non-voice messages over Licensee’s Network in real time only but service does not cover broadcasting of any messages, voice or non-voice, except, Cell Broadcast which is permitted only to the subscribers of the service;
 - (iii) in respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and approved numbering plan shall be applicable;
- (t) all other words and expressions used in these regulations but not defined, and defined in the Act and the rules and other regulations made there under, shall have the meanings respectively assigned to them in the Act or the rules or other regulations, as the case may be.

CHAPTER II

REDRESSAL OF COMPLAINTS FROM TELECOM CONSUMERS

3. Establishment of Complaint Centre----(1) Every service provider shall, within forty-five days from the date of commencement of these regulations, establish a Complaint Centre for redressal of complaints and for addressing service requests of its consumers;

Provided that the Call Centre, setup by the service provider in accordance with the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 (3 of 2007) dated 4th May, 2007, shall continue to be the Complaint Centre for the purpose of these regulations;

Provided further that a service provider, who is providing different services in a licensed service area, may, at its option, set up one or more Complaint Centres, being common or separate, for such services being provided by it;

Provided also that a Complaint Centre for a service area shall provide the service in the local language of that service area in addition to Hindi and English.

¹[*Provided also* that the Complaint Centre shall register appeal, if any, preferred by the consumer through Consumer Care Number.]

(2) Every service provider, who is granted a licence for any service mentioned under sub-regulation (3) of regulation 1, after the commencement of these regulations, shall, before providing services, establish a Complaint Centre in its service area, for redressal of complaints and for addressing service requests of its consumers.

(3) Every Complaint Centre shall be accessible to the consumers between 0800 hrs and 2400 hrs on all days of the week.

(4) Every service provider shall deploy sufficient number of employees at its Complaint Centres to meet the Quality of Service parameters, as may be specified by the Authority from time to time.

²[(5) Every service provider shall earmark or allot sufficient telephone lines or connections to the “Consumer Care Number” and ensure that its Complaint Centre is accessible to its consumers in person as well as through voice call, email and post.]

(6) Every service provider shall ensure that the Complaint Center is also accessible through the network of other service providers by earmarking a specific number.

(7) The “Consumer Care Number” shall be toll free.

(8) The Authority may, through directions, issued from time to time, specify a uniform short code for “Consumer Care Number”, which may be common for Basic telephone services, Cellular mobile telephone service and Internet service, or different for different services.

(9) Every service provider shall ensure that an Interactive Voice Response System or IVRS, if installed on a “Consumer Care Number”, is operated in the following manner:-

- (a) the first level of the IVRS provides for language selection;
- (b) the second level of the IVRS provides for options relating to ³[appeal and the broad categories of complaints and service requests];
- (c) the third level of the IVRS provides for a sub-menu under complaints and service requests, separately;

1 Ins. by the Second Amendment Regulations, 2013, reg. 2(a) (w.e.f. 11.09.2013)

2 Subs. by the Second Amendment Regulations, 2013, reg. 2(b) (w.e.f. 11.09.2013), for the following:

(5) Every service provider shall ensure that the Complaint Centre is accessible to its consumers through a “Consumer Care Number” having sufficient lines or connections.”

3 Subs. by the Second Amendment Regulations, 2013, reg. 2(c) (w.e.f. 11.09.2013), for the following:

“the broad categories of complaints and service requests”

Provided that the sub-menu in the third level shall also contain an option enabling the consumer to speak to a consumer care agent.

4. Setting up of General Information Number----(1) Every service provider shall, within forty-five days from the date of commencement of these regulations, establish a “General Information Number” for providing information to consumers;

Provided that this is not mandatory where general information is also provided on the Consumer Care Number on a toll free basis.

(2) The Authority may, through directions, issued from time to time, specify a uniform short code for all the service providers as the “General Information Number” and every service provider who has established a separate number as “General Information Number”, shall use such short code.

5. Publication of Information----(1) Every service provider shall, within forty-five days from the date of commencement of these regulations, publicise the “Consumer Care Number” and the “General Information Number”, through,----

- (a) public notice in a leading newspaper in Hindi or English and in a leading newspaper published in a local language of the service area;
- (b) display on the website of the service provider;
- (c) updation of SIMs of consumers by pre-configuration or over the air transfer;
- (d) display in all Complaint Centres and sales outlets; and
- (e) the telephone bills issued by the service provider.

(2) Every service provider shall publicise the “Consumer Care Number” and the “General Information Number” in the same manner as given at clause (a) of sub-regulation (1) above, at least once in six months.

(3) In case of any change in the “Consumer Care Number” or the “General Information Number”, the same shall be publicised at least one week prior to such change, in the manner specified in sub-regulation (1).

6. Establishment of Complaint Monitoring System.----(1) Every service provider shall, within forty-five days of coming into force of these regulations, establish a ‘Web Based Complaint Monitoring System’ to enable the consumers to monitor the status of their complaints.

(2) Every service provider shall ----

- (a) immediately on establishment of the ‘Web Based Complaint Monitoring System’, under sub-regulation (1), publish information about the address of the ‘Web Based Complaint Monitoring System’ and the process for monitoring the complaints in a leading newspaper in Hindi or English and in a leading newspaper in the local language of the service area and through the telephone bills issued by the service provider;
- (b) continue to make available such information in the telephone bills issued by the service provider and also publish once in six months in the newspapers in the manner prescribed in clause (a).

(3) Any change in the address of the 'Web Based Complaint Monitoring System' shall also be intimated to the consumers in the same manner as specified under sub-regulation (2).

(4) The Authority may, from time to time, issue such directions as it may deem appropriate, to the service providers regarding the 'Web Based Complaint Monitoring System'.

7. Handling of complaints by Complaint Centre----(1) Every Complaint Centre shall, immediately on receipt of a complaint from a consumer, register such complaint and allot a unique number to be called the docket number;

Provided that the docket number assigned under clause (a) of sub regulation (1) of regulation 4 of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 (3 of 2007), shall continue to be the docket number for the purpose of these regulations;

Provided further that the Authority may, if deemed necessary, specify a format for docket number.

(2) Every service provider shall retain in the system, the details of complaints against each docket number for a minimum period of three months.

(3) Every Complaint Centre shall.----

(a) at the time of registering of the complaint,----

(i) communicate, through SMS, to the consumer the docket number, date and time of registration of the complaint and the time within which the complaint is likely to be resolved; and

(ii) update the system with the date and time of registration of the complaint, docket number assigned under sub-regulation (1), the telephone number of the consumer, and the time indicated to the consumer for resolution of the complaint;

(b) on completion of action on a complaint.----

¹[(i) communicate to the consumer, through SMS or email or post, the details of action taken on the complaint and the procedure for preferring appeal to the Appellate Authority; and]

(ii) update the system with the details of action taken.

8. Time limit for redressal of complaints or addressing service requests of consumers--

(1) Every service provider shall ensure redressal of the complaints and service requests in accordance with the time frame as specified under the Quality of Service regulations issued by the Authority;

(2) Where a time limit has not been specified under the Quality of Service regulations issued by the Authority, the complaints and service requests shall be addressed within a time period not exceeding three days.

¹ Subs. by the Second Amendment Regulations, 2013, reg. 3 (w.e.f. 11.09.2013), for the following:

“(i) communicate to the consumer, through SMS, the details of the action taken on the complaint; and”

CHAPTER III
APPEAL TO APPELLATE AUTHORITY FOR REDRESSAL OF
CONSUMER COMPLAINTS

9. Appeal to Appellate Authority.---- (1) Where a consumer is not satisfied with the redressal of his complaint by the Complaint Centre, or his complaint remains unaddressed or no intimation of redressal of the complaint is received within the period specified in regulation 8, such consumer may prefer an appeal to the Appellate Authority of the concerned service provider for redressal of his complaint.

¹[(2) A consumer may prefer an appeal under sub-regulation (1) either directly to the Appellate Authority through email or facsimile or post or in person, or through the Consumer Care Number of the complaint centre established by the service provider.

Explanation: For the purpose of this sub-regulation post includes courier.]

(3) Every appeal under sub-regulation (1) shall be preferred within a period of thirty days after expiry of the time limit specified in regulation 8;

Provided that the Appellate Authority may entertain an appeal after the expiry of the said period of thirty days but before three months from the expiry of the time limit specified in regulation 8, if it is satisfied that there was sufficient cause for not filing it within that period.

(4) No fee shall be charged from a consumer for filing an appeal before the Appellate Authority.

10. Appellate Authority - Establishment and Composition---- (1) Every service provider shall, within forty-five days of the commencement of these regulations, establish an Appellate Authority in each of its licensed service areas to dispose of the appeals filed under sub-regulation (1) of regulation 9;

Provided that a service provider, who provides different services in a licensed service area, may, at its option, establish an Appellate Authority, being common or separate, for such services being provided by it;

Provided further that a service provider, being only an Internet Service Provider having all India licence, may, for the purpose of these regulations, establish an Appellate Authority for any part or whole of India.

(2) The Appellate Authority shall consist of one or more persons as may be decided by the service provider.

(3) Every service provider shall, immediately on establishment of the Appellate Authority, publish in two leading newspapers, one in Hindi or English and the other in the local language of the service area, the details of the Appellate Authority, including the names, designation,

¹ Subs. by the Second Amendment Regulations, 2013, reg. 4 (w.e.f. 11.09.2013), for the following:

“(2) A consumer may prefer an appeal before the Appellate Authority under sub-regulation (1) either through e-mail or facsimile or post, or in person;

Explanation: For the purpose of this sub-regulation ‘post’ includes ‘courier’.”

address, fax number and e-mail address, and also arrange to display the said details in each of its offices, Complaint Centres, at its sales outlets and also on its website.

(4) The service provider shall, within seven days of appointment of the Appellate Authority, intimate to the Authority, the details of the Appellate Authority.

11. Advisory Committee-Establishment, Composition and Functions---- (1) Every service provider shall, within forty-five days of the commencement of these regulations, establish an Advisory Committee to examine and render advice on the appeals filed before the Appellate Authority.

(2) The Advisory committee shall consist of two members of which one member shall be from the consumer organisations registered with the Authority and the other member shall be a representative of the service provider;

Provided that a member from the consumer organisations shall not be appointed as a member in more than such number of Advisory Committees as may be specified by the Authority.

(3) The service provider shall, within seven days of the appointment of the Advisory Committee, intimate to the Authority the details of the Advisory Committee.

(4) The member of the Advisory Committee appointed from the consumer organisations under sub-regulation (2) shall hold office for a term not exceeding one year, which may be extended for a further period of one year;

Provided that such member shall not be removed before completion of his tenure, except with the prior written approval of the Authority;

Provided further that the service provider seeking the approval of the Authority for removal of a member shall furnish to the Authority the reasons for such removal.

(5) The service provider shall pay to the member of the Advisory Committee, appointed from the consumer organisation, an honorarium of rupees two thousand per sitting of the Advisory Committee.

(6) The Advisory Committee shall meet in such a manner that it shall render its advice on every appeal placed before it within fifteen days.

(7) The Advisory Committee shall not receive any appeal directly.

12. Secretariat of Appellate Authority----(1) The service provider shall provide a Secretariat and required supporting staff and office accommodation for the Appellate Authority to discharge its functions under these regulations.

(2) The service provider shall appoint or designate one of its officers or employees as Secretary to Appellate Authority.

13. Registration of Appeals and scrutiny by Advisory Committee---- (1) The Secretariat of Appellate Authority shall,----

- (a) immediately on receipt of an appeal, register it by assigning a unique appeal number;
- (b) acknowledge the appeal, within three days of its receipt, by sending the unique appeal number through SMS or e-mail to the consumer;
- (c) forward, within three days from the date of receipt of the appeal, a copy of the appeal to the service provider concerned for filing a reply, within seven days, along with the relevant information, document or record; and
- (d) within two days of receipt of the reply from the service provider place the reply, along with the appeal, before the Advisory Committee for its consideration.

(2) The Advisory Committee shall render its advice on every appeal placed before it within fifteen days.

(3) The Secretariat shall, within two days of receipt of the advice of Advisory Committee, place before the Appellate Authority, the appeal, the reply received from the service provider under clause (c) of sub-regulation (1) above and the advice of the Advisory Committee, for its consideration.

14. Disposal of appeal by Appellate Authority----(1) The Appellate Authority shall ensure uniformity in the procedure for deciding appeals and shall comply with the provisions contained in sub-regulations (2).

(2) The Appellate Authority shall, within ten days of the appeal being placed before it, conduct such inquiry as it may consider necessary and dispose of the appeal by passing a reasoned order in writing stating therein the points for determination and the decision thereon;

Provided that the Appellate Authority shall, while deciding the appeal, give due consideration to the advice given by the Advisory Committee;

Provided further that in case the Appellate Authority decides the appeal otherwise than in accordance with the advice of the Advisory Committee, it shall record the reasons for the same in the order passed by it.

(3) The presence of the appellant shall not be obligatory, but he may, if he so desires, appear in person to present his case before the Appellate Authority.

¹[(4) On disposal of the appeal, the secretariat of the Appellate Authority shall intimate the decision, through SMS or email or post, to the appellant and the service provider.]

15. Reporting requirements----(1) The Secretariat shall keep record of the appeals preferred, reply of the service provider, the advice of the Advisory Committee and the decisions of the Appellate Authority.

(2) Every service provider shall submit to the Authority and also place on its website, by the 15th of the month succeeding every quarter, a report mentioning therein -----

- (a) the number of appeals received;

¹ Subs. by the Second Amendment Regulations, 2013, reg. 5 (w.e.f. 11.09.2013), for the following:

“(4) On disposal of the appeal by the Appellate Authority, the Secretariat shall intimate the decision thereof to the appellant and the service provider.”

- (b) number of appeals disposed of;
- (c) number of appeals pending; and
- (d) such other particulars, as may be required by the Authority.

(3) The Authority may, if it deems necessary, publish the report submitted to it under sub-regulation (2) and also place the same on its website.

16. Complaints referred to service providers by Authority---- (1) The Authority may, without prejudice to the provisions contained in the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), refer to a service provider, for the purpose of redressal,---

- (a) complaints alleging violation of the Act or regulations made there under or directions issued or orders made by it under the Act;
- (b) complaints of the consumers that are generic in nature;
- (c) complaints alleging that a practices adopted by the service providers adversely affects the interest of the consumers;
- (d) a complaint of such nature that, in the opinion of the Authority, is required to be resolved expeditiously by the service provider.

(2) Every service provider shall investigate and find out the root cause of all complaints referred by the Authority under clauses (a), (b) and (c) of sub-regulation (1) and redress such complaints, under information to the consumers as well as the Authority of the result within one month from the date of reference of the complaint.

(3) Every service provider shall resolve every complaint referred to under clause (d) of sub-regulation (1) within seven days of reference of the complaint, and inform the result to the Authority within three days of the resolution of the complaint.

(4) In case the investigation and root cause of the complaints referred to under sub-regulation (2) reveal general deficiency or systemic inadequacy in practice or procedure or operation adopted by or on the part of the service provider, the service provider shall take remedial measures in respect of all similarly placed consumers and intimate the same to the Authority within one month of reference of the complaint.

¹[CHAPTER IV] ²[TELECOM CONSUMERS CHARTER]

17. ³[Telecom Consumers Charter]----(1) Every Service provider shall within sixty days of the coming into force of these regulations, publish a ³[Telecom Consumers Charter]' containing the following information:-

- (a) name and address of the service provider;
- (b) services offered by the service provider, including the details of geographic areas where such services are available;

1 Subs. by the Second Amendment Regulations, 2013, reg. 6 (w.e.f. 11.09.2013), for the following:
"CHAPTER V"

2 Subs. by the First Amendment Regulations, 2012, reg. 2 (w.e.f. 11.01.2012), for the following:
"CITIZEN'S CHARTER"

3 Subs. by the First Amendment Regulations, 2012, reg. 3 (w.e.f. 11.01.2012), for the following:
"Citizen's Charter"

- (c) terms and conditions of service offered by the service provider;
- (d) Quality of Service parameters specified by the Authority in respect of each of the services;
- (e) Quality of Service promised by the service provider in respect of each service and geographic area;
- (f) details about equipment offered to the consumer by the service provider in respect of any of the services;
- (g) right of consumers under the different regulations, orders and directions issued by the Authority; and in particular those relating to Tariff, Mobile Number Portability, Telecom Commercial Communications Customer Preference Regulations, 2010 (TCCCPR) and Value Added Services (VAS);
- (h) the duties and obligations of the service provider under the different regulations, orders and directions issued by the Authority; and in particular those relating to Tariff, Mobile Number Portability, TCCCPR, and VAS;
- (i) General Information Number;
- (j) Consumer Care Number;
- (k) complaint redressal mechanism, including complaint redressal procedure and the time limits for redressal of complaints;
- (l) e-mail, contact address, telephone number and facsimile number of the Appellate Authority and time limits for disposal of appeals;
- (m) procedure for termination or disconnection of each service offered by the service provider; and
- (n) any other information that may be specified by the Authority from time to time.

(2) The ‘¹[Telecom Consumers Charter]’ shall be prepared in Hindi, English and the local language of each service area.

(3) The ‘¹[Telecom Consumers Charter]’ shall be available for reference at every office of the service provider, Complaint Centre, at the sales outlets and on the website of the service provider.

(4) A copy of the ‘¹[Telecom Consumers Charter]’ or its abridged version containing salient features such as terms and conditions of service, the Consumer Care Number, the General Information Number, contact details of Complaint Centre and the Appellate Authority, procedure and time limit for redressal of complaints and disposal of appeals shall be provided by the service provider to each consumer at the time of subscription for service.

¹ Subs. by the First Amendment Regulations, 2012, reg. 3 (w.e.f. 11.01.2012), for the following:
“Citizen’s Charter”

(5) A copy of the ‘¹ [Telecom Consumers Charter]’ shall be filed with the Authority within sixty days from the date of commencement of these regulations:

Provided that a service provider, who has been granted a licence after the commencement of these regulations, shall file with the Authority, before commencement of service, a copy of ‘¹[Telecom Consumers Charter]’.

(6) The service provider shall file with the Authority, by 15th January of every year, a fresh copy of the ‘¹[Telecom Consumers Charter]’ incorporating all changes effected.

²[CHAPTER VI] MISCELLANEOUS

18. Inspection and Auditing---- (1) Every service provider shall maintain complete and accurate records of redressal of complaints by its Complaint Centre and the Appellate Authority.

(2) The Authority may, if it considers it expedient so to do, and to ensure compliance of the provisions of these regulations, by order in writing, direct any of its officers or employees or an independent agency appointed by the Authority, to----

- (a) inspect the Complaint Centre and the Secretariat of the Appellate Authority and the records maintained under sub-regulation (1); or,
- (b) get the records maintained under sub-regulation (1) audited.

19. Application of other laws not barred----The provisions of these regulations shall be in addition to, and not in derogation of, any other law for the time being in force.

20. Reckoning of time limit for the purposes of these regulations----The time limit or the period specified under these regulations, for redressal of complaints or disposal of appeals, shall exclude the day of making such complaint or preferring an appeal, as the case may be.

21. These regulations not to apply in certain cases----(1) Nothing contained in these regulations shall apply to any matter or issue for which--

- (a) any proceedings before any court or tribunal are pending; or
- (b) a decree, award or an order has already been passed by any competent court or tribunal or authority or forum or commission, as the case may be.

22. Repeal and saving.----(1) The Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 (3 of 2007) is hereby repealed.

1 Subs. by the First Amendment Regulations, 2012, reg. 3 (w.e.f. 11.01.2012), for the following:
“Citizen’s Charter”

2 Subs. by the Second Amendment Regulations, 2013, reg. 6 (w.e.f. 11.09.2013), for the following:
“CHAPTER VI”

(2) Notwithstanding such repeal, anything done or any action taken under the said regulations shall be deemed to have been done or taken under the corresponding provisions of these regulations.

23. Interpretation.----In case of any doubt regarding interpretation of any of the provisions of these regulations, the clarification by the Authority shall be final and binding.

(N. Parameswaran)
Secretary-in-charge

Note----- The Explanatory Memorandum explains the objects and reasons of the Telecom Consumers Complaint Redressal Regulations, 2012.