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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

To,

The Advisor (CA & IT),  
Telecom Regulatory Authority of India  
Mahanagr Doorsanchar Bhawan  
Jawahar Lal Nehru Marg (Old Mintoo Road)  
New Delhi-110002

No. Regln/4-17/2007/ 9418


Dated: 15-11-2019

*Kind attention* Shri Sanjeev Banzal, (Advisor (CA & IT))

**Sub:** TRAI's draft Telecom Consumer Education and Protection Fund (Fifth Amendment) Regulation, 2019

Kindly refer to TRAI's press release no. 102/2019 whereby the draft Telecom Consumer Education and Protection Fund (Fifth Amendment) Regulation, 2019 was issued on dated 18-10-2019. The Authority feels an amendment in the regulation may be carried out to remove any ambiguity and to maintain uniformity across all service providers in depositing any unclaimed consumer money of any form such as excess charges, security amount, plan charges of failed activations, or any amount belonging to a consumer.

In this context, it is submitted that BSNL agrees with the proposed amendments by TRAI which is being carried out to remove any ambiguity and to maintain uniformity across all the service providers.

  
15-11-19  
(Ved Prakash Verma)  
AGM (Regln-II)