

Email**Sushil Kumar**

Fwd: Citizen's Feedback Report: Draft Telecommunication Consumers Education and Protection Fund (Sixth Amendment) Regulations, 2023

From : S.M.K. Chandra <ja-cadiv@traf.gov.in>

Wed, Aug 16, 2023 11:36 AM

Subject : Fwd: Citizen's Feedback Report: Draft Telecommunication Consumers Education and Protection Fund (Sixth Amendment) Regulations, 2023**To :** Sushil Kumar <to-cadiv2@traf.gov.in>**Cc :** Man Mohan Vyas <deputy-advisor.ca@traf.gov.in>

From: "A.K Singh" <advisorit@traf.gov.in>**To:** "S.M.K. Chandra" <ja-cadiv@traf.gov.in>**Cc:** "A. K. Singh" <anandksingh.edu@nic.in>**Sent:** Wednesday, August 16, 2023 9:39:39 AM**Subject:** Fwd: Citizen's Feedback Report: Draft Telecommunication Consumers Education and Protection Fund (Sixth Amendment) Regulations, 2023

From: support@platform.civis.vote**To:** "A.K Singh" <advisorit@traf.gov.in>**Sent:** Monday, August 14, 2023 11:59:05 PM**Subject:** Citizen's Feedback Report: Draft Telecommunication Consumers Education and Protection Fund (Sixth Amendment) Regulations, 2023

Dear Ma'am/Sir,

On behalf of Civic Innovation Foundation, we would like to share with you citizen's responses to the Draft Telecommunication Consumers Education and Protection Fund (Sixth Amendment) Regulations, 2023, gathered on our online platform www.civis.vote.

1 responses were gathered on the document. To view citizen's feedback, please click on the link provided below:

[View Responses](#)

Should this report be relevant to any other officer in the Telecom Regulatory Authority of India, please do forward this report to them.

We appreciate and laud your commitment to public consultations.

If you are unable to access the report or if we can provide any further assistance, donot hesitate to reach out to us at: info@civis.vote.

Best regards,
Team Civis

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RESPONSES TO

Draft Telecommunication Consumers Education and Protection Fund (Sixth Amendment) Regulations, 2023



Telecom Regulatory Authority of India



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TOTAL RESPONSES

1

DRAFT MADE PUBLIC ON

Summary

The Telecom Regulatory Authority of India (TRAI) invites comments on the Draft Telecommunication Consumers Education and Protection Fund (Sixth Amendment) Regulations, 2023 (“Draft Amendment”).

1. The draft amends the original Telecommunication Consumers Education and Protection Fund Regulations, 2007.
2. The original regulations were created by the TRAI to promote consumer education and protect the interests of telecommunications consumers.
3. The 2007 regulations created a fund that receives contributions from telecommunication service providers in India like Airtel, Jio, etc.
4. The funds collected by TRAI under the 2007 regulations are utilized to promote and provide consumer education through various programs and activities.
5. The fund is also used to compensate consumers for any losses they may incur due to a deficiency in service by the telecom service providers.
6. TRAI has introduced several amendments to the 2007 rules from time to time to improve the functioning and management of the fund.

Why is the amendment proposed?

1. The TRAI noticed that some expenses from the fund created under 2007 regulations need explicit provisions for better implementation and accountability.
2. The term ‘Corporation Bank’ had to be deleted from the 2007 regulations as the Corporation bank merged with the Union Bank of India in the year 2020.
3. Consumer Protection Act, 2019 was enacted and replaced its older counterpart. Therefore, amendments had to be made to change relevant provisions in the 2007 regulations also.

Changing the definition of ‘bank’:

The Definition of the term ‘bank’ will be inserted which will mean- ‘Union Bank of India or any other Scheduled bank designated by the TRAI’.

The term ‘corporation bank’ will be deleted from the 2007 rules and the term ‘bank’ will be referred to in its place wherever applicable.

Particulars regarding the fund:



Active Consultations
11

Leaderboard

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the subscribers to the fund.

2. Any excess amount collected by the service providers from the subscribers which is to be transferred to the fund, will be deposited into the designated branches of the bank.
3. The amount deposited by the service providers in the fund shall be kept in separate accounts in the bank.
4. The TRAI may review the rate of interest offered by the bank and the amount deposited in the bank by the service providers.
5. TRAI can transfer the amount from one bank to any other bank if it is of the view that any other scheduled bank is offering a higher rate of interest.
6. The income obtained from the amounts deposited in the fund shall be utilised to pay fees for the preparation, maintenance and audit of accounts of the fund and to pay expenses incurred under regulation 13(a) of the 2007 regulations.

[The Draft Amendment is available here.](#)

Consultation satisfaction



Public responses

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Sharmishtha

Let's see if it's work



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We're here to help. **Get in touch**

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