

## **Scheme for Registration of Consumer Organizations**

One of the important objectives of TRAI is to safeguard consumer interests and enhance consumer education and awareness. To reach out to the consumers, TRAI regularly organizes consumer outreach programmes (COPs), seminars and Open House Discussions (OHD) etc. with a view to educate the consumers about various initiatives taken by it to protect consumers and to elicit their views on import issues. Clearly, it is not possible for TRAI to interact with all consumers. Consumer organizations or NGOs can, therefore, play an important role in providing the necessary linkage/interface between the consumers and the Authority.

TRAI has devised a scheme for registration of consumer organizations/NGOs to partner it in its endeavor to protect consumer interests. In this regard, TRAI has notified a Regulation '[Registration of Consumer Organizations Regulation, 2013](#)' dated 21.02.2013. The regulations, inter-alia, outlines the eligibility criteria, procedure and the roles expected from the consumer organizations.

Interested non-profit and non-political organizations can apply for registration under the scheme. Related link to the regulation is provided on this page.

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