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EXTRAORDINARY, PART III, SECTION 4

TELECOM REGULATORY AUTHORITY OF INDIA

NOTIFICATION

NEW DELHI, THE 21st FEBRUARY, 2012

TELECOM CONSUMERS PROTECTION (SECOND AMENDMENT) REGULATIONS, 2012 (5 OF 2012)

No. 308-5/2011-QoS .-----In exercise of the powers conferred under 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 to amend the Telecom Consumers Protection Regulations, 2012 (2 of 2012), namely:-

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| <p>1. (1)These regulations may be called the Telecom Consumers Protection (Second Amendment) Regulations, 2012;
(2) They shall come into force from the date of their publication in the Official Gazette.</p> |
| <p>2. In regulations 3, 4, 5, 6, 7, 8 and 9 of the Telecom Consumers Protection Regulations, 2012 (hereinafter referred to as the principal regulations), for the words “forty five days” the words “seventy five days” shall be substituted.</p> |

(N. Parameswaran)
Secretary-in-charge

Note.1. — The principal regulations were published in the Gazette of India, Extraordinary, Part III, Section 4 dated the 6th January, 2012 vide notification number No. 308-5/2011-QOS dated the 6th January, 2012.

Note.2. – The principal regulations were amended vide Notification No.308-5/2011-QOS and published in the Gazette of India, Extraordinary, Part III, Section 4 dated the 11th January, 2012.

Note.3. –The Explanatory Memorandum explains the objects and reasons of the Telecom Consumers Protection (Second Amendment) Regulations, 2012 (5 of 2012).

EXPLANATORY MEMORANDUM

1. The Telecom Regulatory Authority of India issued the Telecom Consumers Protection Regulations, 2012 (2 of 2012) on 6th January, 2012 to bring in transparency in tariff offerings, help consumers in understanding the various tariff plans and vouchers on offer. The service providers' associations have represented to the Authority for extension of time period to implement the provisions of the regulations, pertaining to vouchers, provision of information after every call, SMS and data usage. Also they have requested additional time for clearing the existing stock of vouchers. Considering the requests of the industry, the Authority has decided to extend the time period for implementing the regulations to 75 days from the existing limit of 45 days.