

TO BE PUBLISHED IN THE GAZETTE OF INDIA,

EXTRAORDINARY, PART III, SECTION 4

**TELECOM REGULATORY AUTHORITY OF INDIA**

**NOTIFICATION**

NEW DELHI, THE 01 JULY, 2014

**No. 305-11/2014-QoS** -----In exercise of the powers conferred by section 36, read with sub-clauses (i) and (v) of clause (b) of subsection (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 further to amend the Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012), namely:-

**TELECOM CONSUMERS COMPLAINT REDRESSAL**

**(THIRD AMENDMENT) REGULATIONS, 2014 (7 OF 2014)**

1. (1) These regulations may be called the Telecom Consumers Complaint Redressal (Third Amendment) Regulations, 2014.  
(2) These regulations shall come into force from the date of their publication in the Official Gazette.
2. In regulation 2 of the Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012), for clause (f), the following clause shall be substituted, namely: -

  
सुधीर गुप्ता/SUDHIR GUPTA  
सचिव/Secretary  
भारतीय दूरसंचार विनियामक प्राधिकरण  
Telecom Regulatory Authority of India  
नई दिल्ली-110002/New Delhi-110002

“(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.”

  
**(Sudhir Gupta)**  
सुधीर गुप्त **SECRETARY**  
सचिव/Secretary  
भारतीय दूरसंचार विनियामक प्राधिकरण  
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Note.1. — The Telecom Consumers Complaint Redressal Regulations, 2012 (hereinafter referred to as the principal regulations) were published in the Gazette of India, Extraordinary, Part III, Section 4 dated the 5<sup>th</sup> January, 2012 vide notification No. 305-20/2009-QoS dated the 5<sup>th</sup> January, 2012.

Note.2. —The principal regulations were amended by issuing the Telecom Consumers Complaint Redressal (Amendment) Regulations, 2012 (3 of 2012) dated the 11<sup>th</sup> January, 2012.

Note.3. —The principal regulations were further amended by issuing the Telecom Consumers Complaint Redressal (Second Amendment) Regulations, 2013 (11 of 2013) dated the 11<sup>th</sup> September, 2013

Note.4. —The Explanatory Memorandum explains the objects and reasons of the Telecom Consumers Complaint Redressal (Third Amendment) Regulations, 2014 (7 of 2014).

