

Information note to the Press (Press Release No. 11/2013)

For Immediate Release

Telecom Regulatory Authority Of India

TRAI releases “Registration of Consumer Organisations Regulations, 2013 (1 of 2013)”

New Delhi, 21st February, 2013: The Telecom Regulatory Authority of India (TRAI) today issued the “**Registration of Consumer Organisations Regulations, 2013 (1 of 2013)**”, prescribing the revised framework for registration of consumer organisations and interaction with them.

2. These regulations have been issued after a consultation process that started in November, 2012, with the issue of the draft Regulations for comments on 23rd November, 2012. Under the ambit of the Regulation on Guidelines for Registration of Consumer Organisations/NGOs and their Interaction with TRAI, 2001 issued in January, 2001, TRAI has been registering consumer organisations for having an interface with the telecom consumers through regular interaction with these consumer organisations. The Authority had reviewed these regulations based on the feedback of the stakeholders including Consumer Advocacy Groups, and keeping in view the interests of consumers and service providers the Authority has issued the “**Registration of Consumer Organisations Regulations, 2013 (1 of 2013)**”, repealing the regulations issued in 2001.

3. The salient features of the Regulations are as follows:

- (i) Any non-profit and non-political organisation involved in consumer education and protection of the interest of the consumers who fulfils the eligibility criteria is eligible for registration. Eligibility criteria include a minimum of three years of experience in dealing with consumer complaints and redressal of consumer grievance. The organisation should be capable of interacting with the Authority through electronic media;
- (ii) An eligible consumer organisation may make an application for registration enclosing therewith the prescribed documents. The documents include Memorandum

of Association and bye-laws, annual reports, audited accounts, statement showing sources of funds and documents in support of experience etc.

(iii) A consumer organisation, which fulfils the eligibility criteria, may be registered by the Authority for a period of two years.

(iv) A registered consumer organisation can seek renewal of registration for two years. The renewal is subject to fulfilment of eligibility criteria and performance of the defined role.

(v) Registered consumer organisations to submit to TRAI by 31st October of every financial year documents relating to its accounts and activities, so as to facilitate effective monitoring by TRAI.

(vi) Role of the registered consumer organisations has been clearly defined for effective interaction.

(vii) Existing registered consumer organisations have to apply afresh for registration as per these regulations.

3. The “**Registration of Consumer Organisations Regulations, 2013 (1 of 2013)**” have already been placed on TRAI’s website (www.trai.gov.in). For any further clarifications please contact Mr. A.Robert J. Ravi, Advisor (CA&QOS) on 011-23230404 or e-mail: advqos@tra.gov.in.

(Rajeev Agrawal)
Secretary