

No.  
Dated: 8<sup>th</sup> July 2005

303-1/2004-Eco.

To:

All Telecom Access Providers.

**Subject: Direction under Section 13 read with Section 11(1)(b)(i) & (v) & Section 11(1) (d) of the TRAI Act 1997 – Refund of Security Deposit.**

The Authority had issued general Guidelines to all Access Providers vide letter dated 301-30/2003-TRAI (Eco.) dated 1<sup>st</sup> September 2003 as per which the security deposit after adjustment of dues, if any, is required to be refunded to subscribers within a time frame of 60 (sixty) days. The service provider has also to pay an interest @ 10% per annum for any delay in making refund within the stipulated period.

2. It has come to the notice of the Authority that the above Guidelines are not being strictly adhered to. The Authority, therefore, in exercise of the powers conferred upon it under section 13 read with paras (i) and (v) of clause (b) and clause (d) of sub-section (1) of section 11 directs all Telecom Access Providers to strictly follow the Guidelines as contained in the letter dated 1<sup>st</sup> September 2003 referred to above.

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