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EXTRAORDINARY, PART III, SECTION 4

## TELECOM REGULATORY AUTHORITY OF INDIA

### NOTIFICATION

NEW DELHI, THE 11<sup>th</sup> JANUARY, 2012

### TELECOM CONSUMERS COMPLAINT REDRESSAL (AMENDMENT) REGULATIONS, 2012 (3 OF 2012)

**No. 305-20/2009-QoS.**-----In exercise of the powers conferred upon it 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 Complaint Redressal Regulations, 2012 (1 of 2012), namely:-

**1. (1) These regulations may be called the **Telecom Consumers Complaint Redressal (Amendment) Regulations, 2012.****

(2) They shall come into force with effect from the date of their publication in the Official Gazette.

**2.** In Chapter V of the Telecom Consumers Complaint Redressal Regulations, 2012 (hereinafter referred as principal regulations), in the heading, for the words "CITIZEN'S CHARTER" the words "TELECOM CONSUMERS CHARTER" shall be substituted.

**3.** In regulation 17 of the principal regulations, in the heading, all sub-regulations and the proviso, for the words "Citizen's Charter" the words "Telecom Consumers Charter" shall be substituted.

(N. Parameswaran)  
Secretary-in-charge

Note.1. — 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 number No. 305-20/2009-QOS dated the 5<sup>th</sup> January, 2012.

Note.2. --The Explanatory Memorandum explains the objects and reasons of the Telecom Consumers Complaint Redressal (Amendment) Regulations, 2012.

## **EXPLANATORY MEMORANDUM**

1. The Telecom Regulatory Authority of India issued the Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012) on 5<sup>th</sup> January, 2012 to improve the effectiveness of complaints redressal for the telecom consumer by the service provider. In Chapter-V of these regulations, provisions have been made for publication of a Citizen's Charter by the service providers within sixty days of coming into force of these regulations, containing certain information.

2. The provisions of these regulations are applicable specifically to telecom consumers. So the Authority has decided to rename the "Citizen's Charter" as "Telecom Consumers Charter". Accordingly, the term "Citizen's Charter", wherever appearing in Chapter-V of the Telecom Consumers Complaint Redressal Regulations, 2012 has been replaced by the term "Telecom Consumers Charter" through the Telecom Consumers Complaint Redressal (Amendment) Regulations, 2012.