



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India



Draft

**THE REGISTRATION OF CONSUMER ORGANISATIONS
(AMENDMENT) REGULATIONS, 2023
(___ of 2023)**

___ September 2023

**Mahanagar Doorsanchar Bhavan,
Jawahar Lal Nehru Marg (Old Minto Road),
New Delhi – 110 002**

Written comments on the draft Registration of Consumer Organisations (Amendment) Regulations, 2023 are invited from the stakeholders by 4th October, 2023. Comments will be posted on TRAI's website www.trai.gov.in. The comments may be sent, preferably in electronic form, to Shri A.K. Singh, Advisor (CA & IT), Telecom Regulatory Authority of India, on the e-mail:- advisorit@traigov.in and ja-cadiv@traigov.in. For any clarification/ information, Sh. A.K. Singh, Advisor (CA&IT) may be contacted at Tel. No.: +91-11-23210990.

TELECOM REGULATORY AUTHORITY OF INDIA

NOTIFICATION

New Delhi, the _____, 2023

No. RG-10/2/(1)/2023 [E-10742]---In exercise of the powers conferred upon it under section 36 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 Registration of Consumer Organisations Regulations, 2013 (1 of 2013), namely:-

**REGISTRATION OF CONSUMER ORGANISATIONS (AMENDMENT)
REGULATIONS, 2023
(___ of 2023)**

1. (1) These regulations may be called the Registration of Consumer Organisations (Amendment) Regulations, 2023.
(2) They shall come into force from the date of their publication in the Official Gazette.
2. In regulation 4 of the Registration of Consumer Organisations Regulations, 2013 (1 of 2013) (hereinafter referred to as the “principal regulations”), for sub-regulation (2), the following sub-regulation may be substituted, namely:-

“(2) The Authority may, from time to time, decide the number of consumer organisations which may be registered by the Authority at –

- (a) National level; and
- (b) State or Union Territory level. ”

3. For regulation 5 of the principal regulations, the following regulation shall be substituted, namely:-

“5. Eligibility criteria for registration of consumer organizations.—

(1) A consumer organization shall be eligible for registration with the Authority if it is –

- (a) involved in consumer education and protection of the interest of the consumers;
- (b) a non-profit and non-political organization;
- (c) having, on the date of its application to the Authority, a minimum of three years of experience in–
 - (i) dealing with consumer complaints and redressal of consumer grievances regarding deficiency in services;
 - (ii) advocating the cause of the consumers;
 - (iii) undertaking research projects or surveys on consumer issues;
 - (iv) undertaking study and research projects on matters relating to protection of interest of the consumers of the telecommunication and broadcasting services; and
- (d) capable of interacting with the Authority through electronic media.

(2) A consumer organization shall be eligible for registration at National level if, in addition to the eligibility criteria mentioned in sub-regulation (1), it has –

- (a) 'All India' as its work area in its Memorandum of Association;
- (b) experience of working in at least five States or Union Territories; and
- (c) capability and experience in campaigning and conducting theme-based events and developing awareness material.”

4. In the Registration Form annexed to the principal regulations, —
(i) after the words “Application for Registration of Consumer Organisation”, the following words and figures shall be inserted, namely:-

“Registration for ----- (State / National level)

(Note: For National Level, experience of working in at least five States / Union Territories is required in terms of clause (b) of sub-regulation (2) of regulation 5”;

- (ii) in the item at serial number 3, for the words “Primary objective of establishment of the consumer organization as per its constitution/ Memorandum of Association”, the following words shall be substituted, namely:-

“(a) Primary objective of establishment of the consumer organization:

(b) Work area as per the constitution/ Memorandum of Association of the organisation:

(c) The state(s) or UT(s) for which registration is applied for:”.

(V. Raghunandan)
Secretary, TRAI

Note 1---- The principal regulations were published vide Notification No. 321-49/2012-CA&QoS and published in the Gazette of India, Extraordinary, Part III, Section 4 dated 21st February, 2013.

Note 2----The Explanatory Memorandum explains the objects and reasons of the Registration of Consumer Organisations (Amendment) Regulations, 2023 (____ of 2023).

EXPLANATORY MEMORANDUM

The Telecom Regulatory Authority of India had notified the Registration of Consumer Organisations Regulations, 2013 (1 of 2013) [hereinafter referred to as the “principal regulations”] on 21st February 2013.

2. Presently, the Authority, under the principal regulations are registering consumer organisations state-wise who can assist Authority by performing the roles mentioned in the regulations.

3. In a rapidly evolving digital landscape, emerging technologies like 5G, 6G, Artificial Intelligence (AI), Internet of Things (IoT) etc. hold immense potential for the betterment of the lives of consumers. The use cases of these technologies can be helpful for different sections of society. AI and IoT offer communities various opportunities to access real-time market information, optimise resource management, and enhance crop yields. AI-powered weather forecasts coupled with IoT sensor aids may help farmers to take informed agricultural decisions. 5G-enabled high-speed connectivity empowers businesses and startups with AI-driven analytics to improve production, supply chains, and customer experiences, fostering global competition. Online education and remote healthcare through 5G enhanced services in remote areas, while IoT-driven disaster prediction and response systems boost environmental sustainability and disaster resilience for vulnerable communities. These technologies, when harnessed effectively, can drive inclusive growth, enhance accessibility, and bridge socio-economic gaps.

4. Consumer organisations can play a supporting role in raising awareness about the benefits accrued out of these emerging technologies, particularly to the marginalised communities, people in

rural areas for bridging the digital divide. For conducting theme-based events, these organisations can assist TRAI explaining the use cases of these technologies, educate consumers of different sections such as women, farmers, fisheries, students etc. about their potential benefits, and also propagate cyber hygiene and make consumers aware of data privacy.

5. The Authority felt a need to register national level consumer organisations, having presence in multiple states/ UTs having capability and experience in campaigning and conducting theme-based events by developing awareness material can provide an interface between consumers and Authority. The proposed amendment would enable the Authority to register capable consumer organisations having wider reach to work in more than five states/ UTs under national level registration. It simplifies the registration process for such consumer organisations.
