

Email**Sushil Kumar**

Fwd: DRAFT- REGISTRATION OF CONSUMER ORGANISATIONS (AMENDMENT) REGULATIONS, 2023.

From : S.M.K. Chandra <ja-cadiv@traf.gov.in> Tue, Oct 03, 2023 01:31 PM
Subject : Fwd: DRAFT- REGISTRATION OF CONSUMER ORGANISATIONS (AMENDMENT) REGULATIONS, 2023. 1 attachment
To : Sushil Kumar <to-cadiv2@traf.gov.in>
Cc : Man Mohan Vyas <deputy-advisor.ca@traf.gov.in>

From: consumerguild@rediffmail.com
To: "A.K Singh" <advisorit@traf.gov.in>, "S.M.K. Chandra" <ja-cadiv@traf.gov.in>
Cc: abhisheksriva@gmail.com
Sent: Monday, October 2, 2023 3:06:20 PM
Subject: DRAFT- REGISTRATION OF CONSUMER ORGANISATIONS (AMENDMENT) REGULATIONS, 2023.

To ,
Shri A.K Singh
Advisor (CA & IT),
Telecom Regulatory Authority of India,
Government of India.

Respected Sir !

Please find enclosed **Consumer Guild** (CAG Member) response to Draft - **REGISTRATION OF CONSUMER ORGANISATIONS (AMENDMENT) REGULATIONS, 2023.**

With Regards,
Abhishek Srivastava
Chairman
Consumer Guild
(**Consumer Advocacy Group Member of TRAI.**)
Member - U.P State level Committee on Standardization SLCS
Member - DRUCC Northern Eastern Railway, Gorakhpur
Member- District Level Advisory Committee - FSDA U.P
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COMMENTS-

 **DRAFT_REGISTRATION_OF_CONSUMER_ORGANISATIONS__AMENDMENT__REGULATIONS__2023_.pdf**
396 KB



Consumer Guild - (TRAI/CAG/10/2015-CA.)

DRAFT- REGISTRATION OF CONSUMER ORGANISATIONS (AMENDMENT) REGULATIONS, 2023

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: " .

COMMENTS:-

It is a way forward step in a right direction to register capable consumer organizations National or State / UT Level.

- Consumer organizations do work with collaborations interstate, Consumers Federation also work with collaboration with their members or member organizations on theme based events and campaigning on consumer issues Nationally.
- Consumer organizations which are already registered with TRAI may be given an opportunity to work with collaboration interstate and they can also work on new areas / emerging technologies, broadcasting services, Data Privacy, developing awareness materials.