

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

TRAI notified the Registration of Consumer Organisations (Amendment) Regulations, 2024

New Delhi, 25th July 2024: Telecom Regulatory Authority of India (TRAI) today notified the **Registration of Consumer Organisations (Amendment) Regulations, 2024**.

2. TRAI registers consumer organisations under Registration of Consumer Organizations Regulations, 2013, state-wise. These Consumer Organisations assist the Authority as per roles and responsibilities defined in the regulations including organising consumer awareness programs.
3. Consumer organizations play a very important role in dissemination of consumer centric information related to Telecommunications and Broadcasting Sectors. They also act as extended arms of TRAI in dissemination of information on various measures taken by the TRAI to consumers specially in remote and rural areas.
4. In order to best utilize the exposure of the consumer organizations having presence in multiple states/UTs and their understanding of the different segments of the society, the Authority felt a need to widen the scope of the regulations by introducing registration of consumer organizations who can operate in multiple States/UTs and even at National Level. Accordingly, Draft amendment regulations were released on 14.09.2023 for comments of the stakeholders.
5. Considering the comments of stakeholders, the Authority decided to register consumer organisations in “Multiple States/UTs” without disturbing current eco system. Further, the format for registration and the eligibility conditions have been updated for accounting the need for registration in multiple States/UTs and put forward with more clarity.
6. The Registration of Consumer Organisations (Amendment) Regulations, 2024 may be accessed from TRAI website www.trai.gov.in.
7. In case of any clarifications, Shri Anand Kumar Singh, Advisor (CA&IT), TRAI may be contacted at Telephone: 011-20907756 or email ID: advisorit@tra.gov.in.


(Atul Kumar Chaudhary)
Secretary (TRAI)