

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

STARRED QUESTION NO:220

ANSWERED ON:27.08.2007

TELECOM CONSUMERS EDUCATION AND PROTECTION FUND

Adsul Shri Anandrao Vithoba;Saradgi Shri Iqbal Ahmed

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether the Telecom Regulatory Authority of India (TRAI) has set up a Telecommunication Consumers Education and Protection Fund for telecom consumers' awareness, education and protection of their interests;
- (b) if so, the details thereof;
- (c) the resources from where the said fund will be raised; and
- (d) the nature of help that will be provided to the consumers from this fund?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (d) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF THE LOK SABHA STARRED QUESTION NO. 220 FOR 27TH AUGUST, 2007 REGARDING TELECOM CONSUMERS EDUCATION AND PROTECTION FUND

(a) Yes, Sir.

(b) The Telecommunication Consumers Education and Protection Fund has been set up through notification of the Telecommunication Consumers Education and Protection Fund Regulation, 2007 (6 of 2007) dated 15th June, 2007.

(c) Any amount charged from the subscribers in excess of the rates of telecommunication services determined under any regulation, order or direction made under the Telecom Regulatory Authority of India Act or amount in excess of the rates announced by the service providers, where the rates have been notified as rates under market forbearance and which could not be refunded to the concerned subscribers and thus lying as unclaimed with the service providers constitutes the corpus of the Telecommunication Consumers Education and Protection Fund.

(d) The provisions in the Regulation do not provide for giving any money to the Consumers from the fund.