

GUIDELINES FOR THE PREVENTION AND REGULATION OF ILLEGAL LISTING AND SALE OF RADIO EQUIPMENT INCLUDING WALKIE TALKIES ON E-COMMERCE PLATFORMS, 2025

(27.05.2025)

F.No. CCPA/9/2025-CCPA (Reg).-----In exercise of the powers conferred by section 18 of the Consumer Protection Act, 2019 (35 of 2019), the Central Consumer Protection Authority hereby issues the following Guidelines for the Prevention and Regulation of Illegal Listing and Sale of Radio Equipment including Walkie Talkies on E-Commerce Platforms, 2025.

Objective

These guidelines aim to prevent unauthorized sale, distribution, and use of wireless telegraphy apparatuses including walkie-talkies on e-commerce platforms, ensuring compliance with national telecommunications and security regulations.

1. Short title and commencement. —

- a. These guidelines may be called the Guidelines for the Prevention and Regulation of Illegal Listing and Sale of Radio Equipment including Walkie Talkies on E-Commerce Platforms, 2025.
- b. It shall come into force from the date of its notification on the official website of the Department.

2. Application:

These guidelines shall apply to:

- a. All e-commerce platforms operating in and outside India but catering to consumers in India
- b. Manufacturers, importers, sellers offering Radio Equipment, including walkie-talkies and service providers offering services relating to use of such equipment.

3. Definitions

- a. “**Act**”- means the Consumer Protection Act, 2019 (35 of 2019);
- b. “**Radio Equipment**”- It shall be defined as under THE TELECOMUNICATION ACT, 2023
- c. “**Walkie-Talkies**”- Portable handheld two-way radio transceivers capable of transmitting and receiving while in motion or at rest.
- d. “**Unauthorized Devices**”- means any radio equipment, including walkie-talkies which are: (i) intended to operate solely in de-licensed frequency bands but lack Equipment Type Approval (ETA) from the Wireless Planning and Coordination

(WPC) Wing, e.g. Wi-Fi hotspots, Bluetooth devices, etc., (ii) devices with ETA certification but whose frequency range or transmission power has been altered or tampered with in any manner post-certification (iii) capable to operate in licensed frequency bands but without obtaining any frequency assignment

4. Compliance Requirements for E-Commerce Platforms and sellers

i. General:

(a) No radio equipment shall be listed or sold on e-commerce platforms, if the possession or use of such equipment requires that a frequency assignment from DOT shall be obtained by the buyer. Such equipment (licensed equipment) shall be purchased only from a dealer duly authorized by DOT (DPA holder) listed on the Saral Sanchar portal of DOT.

(b) Online platforms shall not allow listing or sale of mobile signal boosters and wireless jammers on their platform.

ii. Product Listing Regulations:

A. Product listings shall specify frequency ranges and other technical parameters and include proof of regulatory approval (Equipment Type Approval).

(i) For equipment capable of operating in unlicensed frequency bands only, e.g. Wi-Fi hotspots, Bluetooth devices, etc., the product listing shall mention the relevant Equipment Type Approval (ETA) details issued by DOT, and make a copy of the ETA available for download by the buyer. The product listing shall also mention the operating frequency range(s) of the equipment and provide a copy of the relevant Test Report of the product issued by an accredited test laboratory for download by the buyer.

(ii) For equipment capable of operating in licensed frequency bands but exempted from the requirements of an individual license to be taken by the user, such as broadcast receivers, etc, relevant notification no. and date issued by DOT or DGFT shall be mentioned against the product and displayed prominently for the user to verify.

(iii) For equipment capable of operating in both licensed and unlicensed frequency bands, e.g. mobile handsets, Point-of-sale devices, etc, shall satisfy both the requirements mentioned at (i) and (ii)

(iv) In case of (i) and (iii) above, e-Commerce Platforms shall ensure that the seller of the license-exempt equipment has certified that he/she has ensured that the equipment has not been altered to operate using parameters other than those permitted in the ETA.

(v) Online Platforms shall ensure that the seller of the license-exempt equipment certifies that he/she has personally verified that the Test Report has not been altered from the original report prepared by the accredited Test laboratory.

B. Listings lacking frequency information or necessary certification shall be taken down.

iii. **Automated Monitoring Systems:**

- a. Platforms shall implement automated keyword and frequency-based scanning to detect and flag non-compliant listings

iv. **Reporting Mechanism:**

- a. A user-friendly reporting mechanism for public to report illegal or suspicious listings shall be provided.

v. **Responsibilities of Sellers**

- a. They shall ensure that equipment listed for sale do not operate on frequencies which are not exempted from requirement of frequency assignment and authorization by DOT.
- b. Shall ensure that the frequency bands on product description are clearly labelled.
- c. Shall comply with the import, possession, and distribution laws of wireless communication devices/equipment in the country.

vi. **Responsibilities on online platforms**

- a. Online platforms shall ensure that the seller of the license exempt equipment certifies that he/she has personally verified that the Test report has not been altered from the original report prepared by the accredited test laboratory.
- b. Online platforms shall remove any non-compliant listing within 24 hours of receiving directions from the DoCA/DOT

vii. **Enforcement and Penalties**

- a. Non-compliance by platforms or sellers shall attract consequences and penalties as per Consumer Protection Act 2019 and other applicable laws.
- b. Persistent violations shall result in blacklisting of sellers and platform liability.
- c. This does not preclude the enforcement and penalties to be levied by DoT

viii. **Collaboration with Regulatory Authorities**

- a. E-commerce platforms shall cooperate with the regulators to ensure real-time takedowns and enforcement actions.
- b. Regular audits and compliance reports shall be submitted to the authorities as may be required by law in force.

ix. **Public Awareness**

- a. Platforms shall display notices on the risks and legal implications of purchasing unauthorized walkie-talkies.
- b. Platforms may encourage informed consumer behavior by educating users on frequency compliance.

x. **Review and Amendment**

- a. These guidelines shall be reviewed periodically by the regulatory authority in consultation with stakeholders and amended as necessary to address emerging risks and technological changes.



NIDHI KHARE,
Chief Commissioner