



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India



वर्ल्ड ट्रेड सेंटर, टॉवर-एफ (4th to 7th फ्लोर), नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F (4th to 7th Floor), Nauroji Nagar New Delhi - 110029
(An IS/ISO 9001:2015 Certified Organisation)

MANUAL
Compliance Under Section 4(1) (b) of the
Right to Information Act, 2005

(As on 20th September 2024)

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General

Telecom Regulatory Authority of India was established on 28.03.1997 under “The Telecom Regulatory Authority of India Act 1997” (as amended in the year 2000).

The Act provides for the establishment of the Telecom Regulatory Authority of India to regulate the telecommunications services and to protect the interest of Service Providers and Consumers of the Telecom Sector, to promote and ensure orderly growth of the telecom sector and for matters connected therewith or incidental thereto. The Broadcasting and Cable Service sectors were brought under the purview of TRAI in the year 2004.

TRAI’s mission is to ensure that the interests of consumers are protected and at the same time nurture conditions for growth of telecommunications, broadcasting and cable services in a manner and at a pace which will enable India to play a leading role in emerging global information society.

One of the main objectives of TRAI is to provide a fair and transparent policy environment which promotes a level playing field and facilitates fair competition.

In pursuance to the above objective, TRAI has issued, from time to time, a large number of regulations, orders and directions to deal with issues and provide the required direction for the evolution of Indian telecom sector.

The directions, orders and regulations issued cover a wide range of subjects including tariff, inter connection and quality of service.

Information pertaining to Section 4 (1)(b) under RTI Act, 2005 is as follows:

(i) The particulars of Organization, functions and duties :

A- Particulars of the Organization

(Section 3 of the TRAI Act)

(i) The organization called the Telecom Regulatory Authority of India, was established under the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) dated the 28th March, 1997(as amended in the year 2000).

(ii) The Authority is a body corporate by the name aforesaid, having perpetual succession and a common seal, with power, subject to the provisions of this Act, to acquire, hold and dispose of property, both movable and immovable, and to contract, and shall, by the said name, sue or be sued.

(iii) The Authority consists of a Chairperson, and not more than two whole time members and not more than two-part time members, to be appointed by the Central Government.

(iv) The head office of the Authority is at New Delhi. The details for the same is given below

- a. Name and address of the Organization:
Telecom Regulatory Authority of India
World Trade Centre, Tower-F (4th to 7th Floor), Nauroji Nagar,
New Delhi-110029, India.
- b. Head of the organization:

Shri Anil Kumar Lahoti, (Chairperson).

B- Vision, Mission and Key objectives

Vision

To protect the interest of Service Providers and Consumers of the Telecom Sector, to promote and ensure orderly growth of the telecom sector and for matters connected therewith or incidental thereto. The Broadcasting and Cable Service sectors were brought under the purview of TRAI in the year 2004.

Mission

TRAI's mission is to ensure that the interests of consumers are protected and at the same time nurture conditions for growth of telecommunications, broadcasting and cable services in a manner and at a pace which will enable India to play a leading role in emerging global information society.

Key Objectives

The main objective of TRAI is to provide a fair and transparent policy environment which promotes a level playing field and facilitates fair competition

C- Functions of Authority

(Section 11 of the TRAI Act)

- (1) Notwithstanding anything contained in the Indian Telegraph Act, 1885 (13 of 1885), the functions of the Authority shall be to-
 - (a) make recommendations, either suo motu or on a request from the licensor, on the following matters, namely:-
 - i. need and timing for introduction of new service provider;
 - ii. terms and conditions of license to a service provider;
 - iii. revocation of license for non-compliance of terms and conditions of license;
 - iv. measures to facilitate competition and promote efficiency in the operation of telecommunication services so as to facilitate growth in such services.
 - v. technological improvements in the services provided by the service providers.
 - vi. type of equipment to be used by the service providers after inspection of equipment used in the network.

- vii. measures for the development of telecommunication technology and any other matter relating to telecommunication industry in general;
 - viii. efficient management of available spectrum;
- (b) discharge the following functions, namely:-
- i. ensure compliance of terms and conditions of license;
 - ii. notwithstanding anything contained in the terms and conditions of the license granted before the commencement of the Telecom Regulatory Authority of India (Amendment) Act, 2000, fix the terms and conditions of inter-connectivity between the service providers;
 - iii. ensure technical compatibility and effective inter-connection between different service providers.
 - iv. regulate arrangement amongst service providers of sharing their revenue derived from providing telecommunication services;
 - v. lay down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect interest of the consumers of telecommunication services;
 - vi. lay down and ensure the time period for providing local and long distance circuits of telecommunication between different service providers;
 - vii. maintain register of interconnect agreements and of all such other matters as may be provided in the regulations;
 - viii. keep register maintained under clause (vii) open for inspection to any member of public on payment of such fee and compliance of such other requirement as may be provided in the regulations;
 - ix. ensure effective compliance of universal service obligations:
- (c) levy fees and other charges at such rates and in respect of such services as may be determined by regulations.
- (d) perform such other functions including such administrative and financial functions as may be entrusted to it by the Central Government or as may be necessary to carry out the provisions of this Act:

PROVIDED that the recommendations of the Authority specified in clause (a) of this sub-section shall not be binding upon the Central Government:

PROVIDED further that the Central Government shall seek the recommendations of the Authority in respect of matters specified in sub-clauses (i) and (ii) of clause (a) of this sub-section in respect of new licence to be issued to a service provider and the Authority shall forward its recommendations within a period of sixty days from the date on which that Government sought the recommendations:

PROVIDED also that the Authority may request the Central Government to furnish such information or documents as may be necessary for the purpose of making recommendations under sub-clauses (i) and (ii) of clause (a) of this sub-section and that Government shall supply such information within a period of seven days from receipt of such request:

PROVIDED also that the Central Government may issue a licence to a service provider if no recommendations are received from the Authority within the period specified in the second proviso or within such period as may be mutually agreed upon between the Central Government and the Authority:

PROVIDED also that if the Central Government having considered that recommendation of the Authority comes to a prima facie conclusion that such recommendation cannot be accepted or needs modifications, it shall, refer the recommendations back to the Authority for its reconsideration, and the Authority may within fifteen days from the date of receipt of such reference, forward to the Central Government its recommendation after considering the reference made by the Government. After receipt of further recommendation, if any, the Central Government shall take a final decision.

(2) Notwithstanding anything contained in the Indian Telegraph Act, 1885 (13 of 1885), the Authority may, from time to time, by order, notify in the Official Gazette the rates at which the telecommunication services within India and outside India shall be provided under this Act including the rates at which messages shall be transmitted to any country outside India.

PROVIDED that the Authority may notify different rates for different persons or class of persons for similar telecommunication services and where different rates are fixed as aforesaid the Authority shall record the reasons there for.

(3) While discharging its functions under sub-section (1) or subsection (2), the Authority shall not act against the interest of the sovereignty and integrity of India, the security of the State, friendly relations with foreign States, public order, decency or morality.

(4) The Authority shall ensure transparency while exercising its powers and discharging its functions.

(ii) The powers and duties of its officers and employees:

A- Powers of Authority to call for information conduct investigations, etc.

(Section 12 of the TRAI Act)

- (1) Where the Authority considers it expedient so to do, it may, by order in writing.
 - (a) call upon any service provider at any time to furnish in writing such information or explanation relating to its affairs as the Authority may require; or
 - (b) appoint one or more persons to make an inquiry in relation to the affairs of any service provider; and
 - (c) direct any of its officers or employees to inspect the books of account or other documents of any service provider.

- (2) Where any inquiry in relation to the affairs of a service provider has been undertaken under sub-section (1)-
- (a) every officer of the Government Department, if such service provider is a department of the Government.
 - (b) every director, manager, secretary or other officer, if such service provider is a company; or
 - (c) every partner, manager, secretary or other officer, if such service provider is a firm; or
 - (d) every other person or body of persons who has had dealings in the course of business with any of the persons mentioned in clauses (b) and (c),

shall be bound to produce before the Authority making the inquiry, all such books of account or other documents in his custody or power relating to, or having a bearing on the subject-matter of such inquiry and also to furnish to the Authority with any such statement or information relating thereto, as the case may be, required of him, within such time as may be specified.

- (3) Every service provider shall maintain such books of account or other documents as may be prescribed.
- (4) The Authority shall have the power to issue such directions to service providers as it may consider necessary for proper functioning by service providers.

B- Powers of Authority to issue directions

(Section 13 of the TRAI Act)

The Authority may, for the discharge of its functions under sub-section (1) of section 11, issue such directions from time to time to the service providers, as it may consider necessary:

PROVIDED that no direction under sub-section (4) of section 12 or under this section shall be issued except on the matters specified in clause (b) of sub-section (1) of section 11.

C- Duties of Authority, its Officers and employees

The Authority is a body corporate by the name of Telecom Regulatory Authority of India, having perpetual succession and a common seal, with power, subject to the provisions of this Act, to acquire, hold and dispose of property, both movable and immovable, and to contract, and shall, by the said name, sue or be sued.

The Authority consists of a Chairperson, two whole-time Members and two part-time Members appointed by the Central Government.

The Chairperson has powers of general superintendence and directions in the conduct of the affairs of the Authority and he, in addition to presiding over the meeting

of the Authority, exercise and discharges such powers and functions of the Authority and discharges such other powers and functions as may be prescribed.

Office of the Chairperson – Sh. Anil Kumar Lahoti, Chairperson

The Chairperson is assisted by Shri Prakash Kirtani, Joint Advisor and one Private Secretary.

Office of the Member – Vacant

The Member is assisted by (Vacant), Sr. PPS and one Personal Assistant.

Office of the Member – Vacant

The Member is assisted by Shri Virender Makhija, Sr.PPS and one Private Secretary

Part Time Member – Prof Ranjan Bose

Part Time Member – Shri Neelkanth Mishra

Secretary

The Secretariat of Telecom Regulatory Authority of India headed by the Secretary, works through seven functional Divisions- Networks, Spectrum and Licensing (NSL), Broadcasting and Cable Services (B&CS), Consumer Affairs (CA) Quality of Service (QoS), Financial & Economic Analysis (F&EA), Legal Division, Information Technology (IT), General Administration (GA). The Secretary looks after manpower planning, deployment, promotions, transfer and postings in accordance with laid down rules. He steers the efforts for human resource development and training. All proposals for consideration of the Authority are processed through the Secretary. Secretary co-ordinates preparation, issue of agenda papers for Authority Meetings in consultation with Chairman. He organizes preparation of minutes of Authority Meeting and issue of regulations/directions/guidelines in accordance with the decision of the Authority.

Office of the Secretary – Shri Atul Kumar Chaudhary, Secretary

The Secretary is assisted by Shri P.O. Abraham, Sr. PPS, Smt. Poonam Khurana, PS, Shri S.K. Dutta, Joint Advisor (Coord) & CPIO, and two Technical Officers.

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Administration Division

General Administration Division headed by Smt. Vandana Sethi, Advisor (Admn. & IR). She is responsible for all administrative and personnel functions which include planning and control of human resource development in TRAI as well as coordinated availability of information for enforcement of all the Regulations/Directions/Orders issued by TRAI. General Administration Division has the responsibility of management

and control of activities of A&P Section, GA Section, Finance Section, Library, MR & RTI Section, OL Section, PR Section, IR Section. The International Relations includes coordination with all International Organisations / bodies viz ITU, APT, World Bank, WTO, ADB, SATRC, OECD and other International Regulatory Bodies. Head of this Division in his/her capacity as Management Representative is also responsible for conducting and coordinating management review of Quality Management System under IS/ISO 9001: 2015 in TRAI. Advisor (Admn) is also acting as the Transparency Officer in TRAI to oversee the implementation of sections of the RTI Act and other related provisions under the RTI Act. This Division also deals in Media Relations, International Relations: dealing with international cooperation and multilateral bodies, Human Resources including recruitment, Training and Capacity Building, Accommodation of TRAI Office, Procurement of Items and Services, Matters relating to ISO, Staff Welfare, Organizing OHDs/Seminars etc., RTI, Regional Offices: Coordination and all other matters relating to administration.

Advisor (Admn. & IR) is assisted by the following officers : -

Shri Vinay Kumar Goel, Deputy Advisor (Admn.), Lt. Col. Harkaran Singh Bedi, Joint Advisor (GA), Shri S.K. Dutta, Joint Advisor (Coordination) & CPIO, Shri D.S. Dhanik, Deputy Advisor (OL/PR), Smt. P. Janaki, Deputy Advisor (IR) & CAPIO, Sh. Durgendra Singh Jadaun, SRO (Admn.), Sh. Shri Manish Negi, SRO (GA), Shri Rajat Sharma SRO (GA), Smt. Anju Khandwal, SRO (OL), Shri Vikas Nigam, SRO (IR), Shri Praveen Saxena. SRO(PR) and Shri Nand Kishore Choudhary, SRO (Lib.).

The Administration Division also comprises of Section Officers, Assistants, one Cashier, Personal Assistants, LDC, Dispatch Rider and Photocopy Machine Operator.

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Broadcasting and Cable TV Services Division (B&CS)

The Broadcasting and Cable Services (B&CS) Division is responsible for advising the Authority to lay down the overall regulatory framework; encompassing tariff, interconnection and quality of services aspects; for the broadcasting sector including broadcasting of satellite TV channels, Direct to Home (DTH) services, Cable TV services, Head-end in the Sky (HITS) services, Internet Protocol Television (IPTV) services, FM Radio broadcasting etc. The division is also responsible for examining the issues relating to modernization/ digitalisation of the broadcasting sector and making recommendations on various policy issues and terms & conditions of licenses/ permissions issued by the Government to various service providers in broadcasting sector. The division advises the Authority regarding the measures required to protect the interests of all the stakeholders of the broadcasting sector, which include facilitation of consumer choice, availability of services of desirable quality at affordable prices and promoting competition.

The division is headed by Shri Abhay Shanker Verma, Pr. Advisor (B&CS), Shri Deepak Sharma, Advisor (B&CS) and the following officers:-

Shri V.K. Agarwal, Joint Advisor (B&CS), Shri C.P. Sharma, Joint Advisor (B&CS), Smt. Sapna Sharma, Joint Advisor (B&CS), Smt. Shivani Sharma, Joint Advisor

(B&CS), Shri Sumeet Hemrajani, Dy. Advisor (B&CS). B&CS Division also comprises of two Technical Officer, two Section Officer, PPS, Private Secretary, Personal Assistant and Assistants.

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Consumer Affairs, Quality of Service Information and Technology Division & TRAI Centre of Studies and Research (CA, QoS, IT & TCSR)

The Consumer Affairs Quality of Service IT & TCSR (CA, QoS, IT & TCSR) Division is headed by Pr. Advisor (CA, QoS, IT & TCSR). The CA & QoS Division is responsible for –

- laying down the framework for redressal of complaints by service providers and consumer complaints received in TRAI;
- consumer education;
- registration of consumer advocacy groups and interaction with them;
- measures for protecting the interest of consumers;
- laying down Quality of Service standards, monitoring of Quality of Service performed by various service providers and measures for ensuring Quality of Service;
- measures for curbing Unsolicited Commercial Communications (UCC) as per regulation TCCCPR, 2018; and
- maintenance of register of interconnect agreements.

The division is headed by Shri Mahendra Srivastava, Pr. Advisor (CA, QoS, IT & TCSR) is assisted by Shri Jaipal Singh Tomar, Advisor (QoS-II), Shri Tejpal Singh, Advisor (QoS-I) and Shri Anand Kumar Singh, Advisor (CA) with the following officers/staff:

Shri Pawan Kumar Aggarwal, Joint Advisor (QoS-I), Shri Sanjay Kumar, Joint Advisor (QoS-II), Col. Sanjeev Kumar Choudhary, Joint Advisor (TCSR), Shri S.M.K. Chandra, Joint Advisor (CA), Shri Alok Vohra, Deputy Advisor (CA), Shri Videep Kumar Antiwal, Joint Advisor (IT), Shri J.L. Mukhija, Deputy Advisor (QoS-II), Shri Rakesh Purohit, Deputy Advisor (QoS-I), Shri Vishwas Saxena, SRO(QoS-I), Shri Vikas Verma SRO (QoS-II), Sh. S. R. Bhaskar, SRO(QoS-I), Sh. S. K. Bansal, SRO(CA) and Shri Raghubir Singh, Sr. PPS(CA).

QoS Division comprises of Three Section Officers, Assistants. In addition, Research Associates are working on a contractual basis. Consumer Affairs Division comprises of One Assistant (CA).

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Financial and Economic Analysis Division (F&EA)

Financial and Economic Analysis (F&EA) Division is headed by Shri D Manoj, Pr. Advisor (F&EA). This Division deals with all economic analysis, framing of tariff policy for telecommunication services, fixation and monitoring of tariff for telecommunication services, preparation of monthly press release on subscription data, preparation of quarterly report on Indian Telecom Services Performance Indicators, financial analysis including compliance of Accounting Separation Regulation and Internal Financial Advisor.

Shri D. Manoj, Pr. Advisor (F&EA) is assisted by Shri Amit Sharma Advisor (F&EA-II) and the following officers: -

Shri Ajay Ashok, Jt. Advisor (F&EA), Smt. Meetu Gulati, Dy. Advisor (F&EA), Shri R. Ramanujam, Dy. Advisor (F&EA), Smt. Aparna Vats, SRO (F&EA), Shri Ajay Jain, SRO (F&EA), Smt. Shubha Sinha, SRO (F&EA) F&EA Division also comprises of two Technical Officer, two Section Officer, PPS, Assistants and Personal Assistants.”

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Legal Division

This Division is responsible for rendering legal advice to the Authority on all regulatory issues. All matters pertaining to legal obligations including tendering of legal advice, formulation of legislative proposals, monitoring of cases in Supreme Court, High Courts, TDSAT and other judicial and quasi-judicial for and legal vetting of statutory regulations, orders and directions are handled by Legal Division.

Legal Division is headed by Shri Akhil Saxena, Advisor (Legal) and assisted by the officers Shri S.B. Singh, Joint Advisor (Legal), Smt. Reevey J. Jacob, SRO (Legal) & PS.

Legal Division also comprises of one PS, Assistants and one Personal Assistant. In addition, Research Associates are working on a contractual basis.

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Networks, Spectrum and Licensing Division (NSL)

Networks, Spectrum and Licensing Division (NSL) Division headed by Shri Sheo Bhadra Singh, Pr. Advisor (NSL), and is responsible for Spectrum Management, Audit of Spectrum, Mobile services and fixed line networks, Interconnection: Technical and commercial issues, NLD, ILD, Licensing: Policy and compliance, Mobile Number Portability (MNP), Quarterly Performance Reports/USO Obligations, Radio paging, PMRTS, VSAT, GMPCS etc., Broadband: Wireline and wireless.

Shri Sheo Bhadra Singh, Pr. Advisor (NSL) is assisted by and Shri Abdul Kayum, Advisor (BB&PA and NSL-I) and Shri Akhilesh Kumar Trivedi, Advisor (NSL-II) with the following officers:-

Lt. Col. Shri R.N .Bhandari, Joint Advisor (NSL-II), Smt. Rachna Mathur, Joint Advisor (NSL-II), Lt. Col. Shri Pranav Mohotra, Joint Advisor (NSL-II), Lt. Col. Santanu Das, Joint Advisor (BB&PA) , Smt. Sonia Madan, Deputy Advisor (NSL-II), Shri Man

Mohan Viyas, Joint Advisor (BB&PA), Shri Pavan Kumar Sharma, SRO (NSL-II), Shri Omendra Kumar Govind, SRO (NSL-II), Shri A.L Ramesh SRO (NSL-II), Shri Sandip Sarkar, SRO (NSL-II), Shri Rajesh Narayan, SRO (NSL-I), Shri Bipul Prasad, SRO (NSL-I), Shri Ashwani Batra, SRO (BB&PA).

NSL Division also comprises of one PPS, one Technical Officers, one Section Officer, one Personal Secretary, PA/Assistants. In addition, Research Associates are working on contractual basis

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Information Technology Division (IT)

Information Technology Division is headed by Shri Mahendra Srivastava, Pr. Advisor (IT, CA, QoS & TCSR) and is responsible for overall planning and coordination of activities related to this unit. The IT section in TRAI is responsible for catering IT needs of various Divisions like analytics & visualization of data, implementation & maintenance of various portals & TRAI website, web applications, mobile app development, video conferencing etc. TRAI's IT division also maintains computer hardware assets and LAN setup of TRAI.

Pr. Advisor (IT, CA , QoS & TCSR) Division is assisted by Shri Anand Kumar Singh, Advisor (IT,CA & TCSR) and the following officers posted in IT Divisions:- Lt. Col. Rakesh Kumar, Joint Advisor (IT) Shri Videep Kumar Antiwal, Joint Advisor (IT), Shri S. Ganesh, SRO (IT), Shri Benny Francis K, SRO (IT) Divisions also comprises of Section Officer, Private Secretary, Personal Assistant and Assistant.

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TRAI Centre of Studies & Research (TCSR)

TCSR Division is also headed by Shri Mahendra Srivastava, Pr. Advisor (IT, QoS, CA & TCSR) and is responsible for conducting technical sessions, time to time, from eminent persons in their respective fields, so as to create awareness regarding new technology trends and capacity building among officers of TRAI. This division also looks after the complaints regarding mobile towers such as installation/ removal, radiations hazard, monetary frauds, court cases, RTI etc.”

Pr. Advisor (IT, QoS, CA & TCSR) Division is assisted by Shri Anand Kumar Singh, Advisor (IT, CA & TCSR), Col. S.K. Choudhary, Joint Advisor and by officers posted in TCSR Divisions.

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(iii) The procedure followed in the decision-making process, including channels of supervision and accountability

To examine proposals on the subjects being dealt with in the Section. The dealing hand/Assistant submits files/cases to Section Officer, who gives suggestions on the proposals and submits to Senior Research officer and higher officers in accordance with the channel of submission and level of disposal of the matters under consideration.

To analyze the issues and references and take decisions based on data base, reports and rules/regulations as applicable. The Advisors are accountable for the functioning of their Division to the Secretary. Wherever necessary, Consultants are also engaged. The Secretary is responsible for overall functioning of all the twelve Divisions and accords the necessary support of the Secretariat of TRAI to the Authority in discharging its functions and taking policy decisions. The Authority discharges its functions in the meetings held as per the TRAI Meetings for Transaction of Business Regulation, 1999.

The recommendations, directions, and orders relating to obligations falling within the jurisdiction of the Authority are formulated based on studies conducted, consultation process with the representatives of service providers, consumers advocacy groups etc. Channels of supervision and accountability are as given in the Organization Chart at [Annexure-A](#).

(iv) The norms set by it for the discharge of its functions

TRAI discharges its functions in accordance with Powers and Functions of the Authority as specified in Chapter III of TRAI Act 1997. The details of which are available on TRAI's website: www.traigov.in

(v) The rules, regulations, instructions, manuals and records used by it or under its control

TRAI functions through consultation papers, orders / directions, recommendations, and regulations, the details of which are available on TRAI's website: www.traigov.in.

(vi) A statement of the categories of the documents held by it or under its control

The information pertaining to categories of documents that are held by TRAI or under its control is same as in Sl. (v) above and the following:

1. Performance Indicator Reports of various services
2. Reports received from service providers on Quality of Service
3. Reports of periodical survey conducted by TRAI on QoS through independent agencies
4. Register of Interconnection Agreements
5. Accounting Separation Reports and Manuals of Telecom Services Providers
6. Annual Reports of TRAI
7. The Right to Information Act, 2005
8. TRAI's Quality Manual – IS/ISO 9001: 2015

Other documents such as guidelines/instructions issued from time to time are held by the Section.

- (vii) The particulars of any arrangement that exists for consultation with, or representation by the members of the public, in relation to the formulation of policy or implementation thereof**

The recommendations, directions etc. are based on the consultation process where views and opinions of all the stakeholders i.e. service providers, experts, consumer organizations etc. are taken into consideration. In addition, TRAI addresses grievances/representations of general public/consumers on issues of common interest. Open House Discussions are held in major cities in connection with consultation on specific issues. Similarly, Consumer Advocacy Group meetings are organized to address the interest of the consumers.

- (viii) A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public ;**

TRAI has registered a number of consumer organisations and NGOs from all over the country. The TRAI interacts with these organisations known as Consumer Advocacy Groups (CAGs) frequently. The list of CAGs is available on TRAI website under the link given below:

https://traigov.in/sites/default/files/List_of_CAG_with_TRAI.pdf

- (ix) Designation-wise directory of TRAI :-**

S. No	Name S/Shri/Smt	Designation	Division	Intercom No.
1	Anil Kumar Lahoti	Chairman	Authority	701
2	<i>Vacant</i>	Member-1	Authority	703
3	<i>Vacant</i>	Member-2	Authority	704
4	Prof. Ranjan Bose	Member (PT)	Authority	711
5	Neelkanth Mishra	Member (PT)	Authority	712
6	Atul Kumar Chaudhary	Secretary	O/o Secretary	707
7	Mahendra Srivastava	Pr. Advisor	QoS, IT, CA & TD	601
8	Sheo Bhadra Singh	Pr. Advisor	NSL	503
9	Abhay Shanker Vema	Pr. Advisor	B&CS	401
10	D. Manoj	Pr. Advisor	F&EA	402
11	Akhil Saxena	Advisor	LEGAL	710
11	Vandana Sethi	Advisor	Admn.	602
12	Anand Kumar Singh	Advisor	IT, CA & TD	509
13	Abdul Kayum	Advisor	NSL	510
14	Akhilesh Kumar Trivedi	Advisor	NSL	511
15	Tejpal Singh	Advisor	QoS	512
16	Jaipal Singh Tomar	Advisor	QoS	513

17	Amit Sharma	Advisor	F&EA	403
18	Deepak Sharma	Advisor	B&CS	413
19	Prakash Kirtani	Joint Advisor	Authority	730
20	S.B. Singh	Joint Advisor	LEGAL	709
21	Col. S.K. Choudhary	Joint Advisor	TCSR	612
22	Lt. Col. Harkaran Singh Bedi	Joint Advisor	Admn.	613
23	S.M.K. Chandra	Joint Advisor	CA	614
24	S.K. Dutta	Joint Advisor	Coord, RTI & MR	615
25	Shishir Kansal	Joint Advisor	NSL	517
26	Rachna Mathur	Joint Advisor	NSL	519
27	Lt. Col. Santanu Das	Joint Advisor	NSL	520
28	Lt. Col. Rakesh Kumar	Joint Advisor	IT	521
29	Lt. Col. R.N. Bhandari	Joint Advisor	NSL	526
30	Lt. Col. Pranav Mohotra	Joint Advisor	NSL	524
31	Kishori Kumari	Joint Advisor	QoS	528
32	Manish Jain	Joint Advisor	QoS	529
33	Pawan Kumar Aggarwal	Joint Advisor	QoS	537
34	Sanjay Kumar	Joint Advisor	QoS	518
35	C.P. Sharma	Joint Advisor	B&CS	416
36	Shivani Sharma	Joint Advisor	B&CS	417
37	Sapna Sharma	Joint Advisor	B&CS	418
38	V.K. Aggarwal	Joint Advisor	B&CS	419
39	Lt. Col. Abhishek Kr. Singh	Joint Advisor	B&CS	424
40	Manmohan Vyas	Joint Advisor	NSL	516
41	Videep Kumar Antiwal	Joint Advisor	IT	522
42	Vinay Kumar Goel	Deputy Advisor	Admn.	617
43	Dinesh Singh Dhanik	Deputy Advisor	Admn.	619
44	P. Janaki	Deputy Advisor	IR	633
45	Sonia Madan	Deputy Advisor	NSL	515
46	Rakesh Purohit	Deputy Advisor	QoS	536
47	Sumeet Hemrajani	Deputy Advisor	B&CS	428
48	R. Ramanujam	Deputy Advisor	F&EA	421
49	Meetu Gulati	Deputy Advisor	F&EA	426
50	Alok Vohra	Deputy Advisor	CA	618
51	J.L. Mukhija	Deputy Advisor	QoS-II	550
52	Nand Kishor Chaudhary	SRO	Library	706
53	Reevey J. Jacob	SRO	LEGAL	720
54	Anju Kandwal	SRO	OL	630
55	Durgendra Singh Jadaun	SRO	Admn.	631
56	Vikas Nigam	SRO	Admn.	632

57	Rajat Kumar Sharma	SRO	Admn.	634
58	Manish Negi	SRO	Admn.	635
59	Praveen Saxena	SRO	Admn.	658
60	Praveen Saxena	SRO	Admn.	640
61	Shailesh Kumar	SRO	Admn.	719
62	A.L. Ramesh	SRO	NSL	543
63	Omendra Kumar Govind	SRO	NSL	544
64	Sandip Sarkar	SRO	NSL	545
65	Pavan Kumar Sharma	SRO	NSL	645
66	Bipul Prasad	SRO	NSL	547
67	Rajesh Narayan	SRO	NSL	548
68	Hemant	SRO	BB&PA	549
69	Ashwani Batra	SRO	BB&PA	567
70	S.R. Bhaskar	SRO	QoS	644
71	Vishwas Saxena	SRO	QoS-I	551
72	Virendra Singh Rajput	SRO	QoS-I	552
73	Vikas Verma	SRO	QoS-II	838
74	Bhupendra Singh	SRO	B&CS	420
75	Manoj Kr. Verma	SRO	B&CS	429
76	Prashant Tripathi	SRO	B&CS	430
77	Ajay Jain	SRO	F&EA	432
78	Aparna Vats	SRO	F&EA	433
79	Shubha Sinha	SRO	F&EA	434
80	S. Ganesh	SRO	IT	554
81	Sushil Kr. Bansal	SRO	CA	691
82	Benny Francis K.	SRO	IT	556
83	Ashok Raja Dhoundiyal	TO	Admn.	638
84	Devender Kumar	TO	Admn.	639
85	Jai Kumar	TO	Admn.	650
86	Rama Bawa	TO	Coord	653
87	Amiye Kumar Jha	TO	Coord	654
88	Kailash Pujari	TO	Admn.	606
89	Ranvir Singh Rawat	TO	Admn.	660
90	Kundan Kumar-II	TO	NSL	570
91	Mohinder Singh	TO	QoS-II	562
92	N.S. Rawat	TO	B&CS	436
93	Rajender Kumar Sharma	TO	F&EA	439
94	Baaloo G. Iyer	TO	F&EA	440
95	Kundan Kumar-I	TO	B&CS	435
96	Sunil Kumar	SO	Admn.	637
97	Sumit Nag	SO	Admn.	641
98	K. Shravan	SO	Admn.	642
99	Ajay Kumar	SO	Admn.	694

100	Satish Chandra Sharma	SO	Admn.	646
101	Sanjiv Kumar	SO	Admn.	648
102	Ritu Gusain	SO	QoS-I	564
103	Mohd. Atique Anwar	SO	QoS-I	565
104	Chander Bali	SO	NSL	563
105	Raji Geojo T.,	SO	IT	558
106	Reshma S. Usmani	SO	QoS-I	568
107	Arvind Kumar	SO	B&CS	438
108	Kailash Chand	SO	B&CS	437
109	Amit Bhardwaj	SO	F&EA	441
110	Rakesh Kumar	SO	F&EA	442
111	Ritikesh Kumar	Assistant	LEGAL	721
112	Om Prakash Prasad	Assistant	LEGAL	722
113	Parveen Kumar Wadhwa	Assistant	Admn.	659
114	Bharat	Assistant	Admn.	658
115	Kamal Deep Makkar	Assistant	Admn.	661
116	Pankaj Kumar	Assistant	Admn.	655
117	Rahul	Assistant	Admn.	680
118	Savitri Pokhriyal	Assistant	Admn.	647
119	Pawan Kumar Vij	Assistant	Admn.	318
120	Kirandeep Ahuja	Assistant	Admn.	671
121	Meenakshi	Assistant	Admn.	687
122	Manish Kumar	Assistant	QoS-II	697
123	Devendra Sharma	Assistant	Admn.	664
124	Florence Tete	Assistant	Admn.	665
125	Rajbeer Singh Yadav	Assistant	Admn.	663
126	Mahajan Sagar Kailas	Assistant	Admn.	677
127	Ved Prakash	Assistant	Admn.	651
128	Devesh Kushwaha	Assistant	CA	683
129	Vishnu Yadav	Assistant	TD	621
130	Krishan Kumar	Assistant	Admn.	672
131	Saurabh Aggarwal	Assistant	Admn.	684
132	Aanchal Joshi	Assistant	NSL	569
133	Jitender Yadav	Assistant	QoS-II	557
134	Rahul Chauhan	Assistant	QoS-II	576
135	Samiksha Sharma	Assistant	QoS-I	583
136	Amit Kumar	Assistant	NSL	815
137	Anil Kumar Kaushal	Assistant	NSL	816
138	Aparna Verma	Assistant	NSL	818
139	Amit Kumar Jaiswal	Assistant	B&CS	482
140	Amit Kumar Jayswal	Assistant	B&CS	486
141	Lokesh Sharma	Assistant	B&CS	468
142	Chander Prakash Kalwani	Assistant	F&EA	456

143	P. V. Yeshoda	Assistant	F&EA	459
144	Shweta	Assistant	F&EA	484
145	Barkha	Assistant	F&EA	487
146	Arun Kumar Vohra	Assistant	F&EA	471
147	Virender Makhija	Sr. PPS	Authority	734
148	Raghubir Singh	Sr. PPS	QoS, IT, CA & TD	686
149	P.O. Abraham	Sr. PPS	O/o Secretary	740
150	Jitender Kapoor	PPS	NSL	531
151	Sushil Kumar	PPS	QoS, IT, CA & TD	542
152	R.K. Dhawan	PPS	F&EA	474
153	Rajesh Kumar Vats	PPS	B&CS	478
154	Phool Singh Choudhary	PS	Authority	731
155	Poonam Khurana	PS	O/o Secretary	739
156	Sanjay Kumar Arora	PS	LEGAL	741
157	Ram Chandra Billat	PS	Admn.	636
158	Aruna Sethi	PS	IT, CA & TD	538
159	Shalini Katoch	PS	BB&PA	539
160	Dolly	PS	NSL	540
161	Geeta Pujari	PS	QoS	541
162	Bhuvneshwar Kumar	PS	B&CS	473
163	Ranjeeta Manchanda	PS	F&EA	475
164	Anita	PA	LEGAL	723
165	Sourabh Pawar	PA	CA	579
166	Geeta Joshi	PA	NSL	819
167	Rajan Sharma	PA	B&CS	481
168	Rakesh Kumar Upadhyay	PA	B&CS	445
169	Muskan Rathor	PA	B&CS	461
170	Prity Raj	PA	F&EA	470

(x) The monthly remuneration received by each of its officers, and employees, including the system of compensation as provided in its regulations

The pay scales of Officers and staff is as under :-

SRL. NO.	NAME OF THE POST(s)	PAY SCALE [PAY+GP]	REVISED PAY MATRIX
1	Secretary	HAG Rs.67000-annual increment @ 3% - 79000	LEVEL-15
2	Principal Advisor	HAG Rs.67000-annual increment @ 3% - 79000	LEVEL-15
3	Advisor	PB 4-37400-67000+10000	LEVEL-14
4	Joint Advisor	PB 4-37400-67000 + 8700	LEVEL-13
5	Deputy Advisor	PB 3-15600-39100 + 7600	LEVEL-12

6	Sr. Principal Pvt. Secy.	PB 3-15600-39100 + 7600	LEVEL-12
7	SRO	PB 3-15600-39100 + 6600	LEVEL-11
8	Principal Pvt. Secy.	PB 3-15600-39100 + 6600	LEVEL-11
9	Tech. Officer	PB 3-15600-39100 + 5400	LEVEL-10
11	Section Officer	PB 2-9300-34800 + 4600	LEVEL-7
12	Private Secretary	PB 2-9300-34800 + 4600	LEVEL-7
13	Assistant	PB 2-9300-34800 + 4200	LEVEL-6
14	Personal Assistant	PB-2 9300-34800 + 4200	LEVEL-6
15	Junior Hindi Translator	PB-2 9300-34800 + 4200	LEVEL-6
16	LDC	PB 1-5200-20200 + 1900	LEVEL-2
17	Driver Special Grade	PB-2 9300-34800 + 4200	LEVEL-6
18	Driver Gr.I	PB 1-5200-20200 + 2800	LEVEL-5
19	Driver Gr.II	PB 1-5200-20200 + 2400	LEVEL-4
20	Driver Ordinary Grade	PB 1-5200-20200 + 1900	LEVEL-2
21	PCMO	PB 1-5200-20200 + 1900	LEVEL-2
22	Dispatch Rider	PB 1-5200-20200 + 1900	LEVEL-2
23	Attendants	PB 1-5200-20200 + 1800	LEVEL-1

The total remuneration includes Basic in the Pay Band, Grade Pay, DA, HRA, Transport Allowance, etc., as per government rules.

(xi) the budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made.

TRAI is a regulatory body set up by an Act of Parliament. It is wholly funded by the Government of India. According to Section 21 of the TRAI Act, 1997, the Central Government may, after due appropriation made by Parliament by law in this behalf, make to the Authority grants of such sums of money as are required to pay salaries and allowances to the Chairperson, the Members, the Officers and other employees of the Authority. Section 22(1) (a) & (b) of the Act states that there shall be constituted a fund to be called the Telecom Regulatory Authority of India general fund and all grants, fees and charges received by the Authority under this act; and all sums received by the Authority from such other sources as may be decided by the Central Government, shall be credited to this fund.

The information is also available on the public domain at TRAI website - www.trai.gov.in.

(xii) the manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes ;

Not Applicable

(xiii) particulars of recipients of concessions, permits or authorizations granted by it ;

Not Applicable

(xiv) Details of the information available to, or held by it, reduced in an electronic form

The information is available/ held by TRAI in electronic form is available on the public domain at TRAI website – www.traigov.in

(xv) The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use

Citizens can obtain information from CPIO, website, Press Releases, Quality Performance Indicators, Open House Discussions, and through Registered Consumer Advocacy Groups.

(xvi) The names, designations and other particulars of the Public Information Officers

Names, designations and other particulars of Appellate Authority, Transparency Officer, Central Public Information officer and Central Assistant Public Information Officer are given as under:

APPELLATE AUTHORITY

Shri D. Manoj

Pr. Advisor (F&EA)

Telecom Regulatory Authority of India

World Trade Centre, Tower-F, (4th to 7th Floor), Nauroji Nagar,
New Delhi-110 029.

TRANSPARENCY OFFICER

Smt. Vandana Sethi

Advisor (Admn)

Telecom Regulatory Authority of India

World Trade Centre, Tower-F, (4th to 7th Floor), Nauroji Nagar,
New Delhi-110 029.

CENTRAL PUBLIC INFORMATION OFFICER (CPIO)

Shri S. K. Dutta

Joint Advisor (Coord) & CPIO

Telecom Regulatory Authority of India

World Trade Centre, Tower-F, (4th to 7th Floor), Nauroji Nagar,
New Delhi-110 029.

CENTRAL ASSISTANT PUBLIC INFORMATION OFFICER (CAPIO)

Smt. P. Janaki

Deputy Advisor (IR) & CAPIO

Telecom Regulatory Authority of India

World Trade Centre, Tower-F, (4th to 7th Floor), Nauroji Nagar,
New Delhi-110 029.

(xvii) Such other information as may be prescribed

The information related to RTIs are available on TRAI website under the link <https://traigov.in/rti>

