



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 30th May 2025)

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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 in 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 relatable 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 – Sh. Ritu Ranjan Mittar, Member

The Member is assisted by Sh. Sushil Kumar, PPS

Office of the Member – Dr. M P Tangirala, Member

The Member is assisted by Shri Virender Makhija, Sr.PPS

Part Time Member – Prof. Ranjan Bose

Part Time Member – Sh. 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 Sh. Yatinder Agrohi, Advisor (Admn. & IR). He 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 : -

Lt. Col. Harkaran Singh Bedi, Joint Advisor (GA), Shri S.K. Dutta, Joint Advisor (Coordination) & CPIO, Shri Vinay Kumar Goel, Deputy Advisor (Admn.), 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/Lib.), Smt. Anju Khandwal, SRO (OL), Shri Vikas Nigam, SRO (IR), Shri Praveen Saxena. SRO(PR).

The Administration Division also comprises of Technical Officers, 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, TCSR), Smt. Deepali Sharma, Advisor (B&CS) and the following officers :-

Shri V.K. Agarwal, Joint Advisor (B&CS), Shri Lt. Col. Abhishek Kumar Singh, Joint Advisor (B&CS), Smt. Sapna Sharma, Joint Advisor (B&CS), Smt. Shivani Sharma, Joint Advisor (B&CS), B&CS Division also comprises of three Senior Research Officer, one Technical Officer, two Section Officer, Private Secretary, Personal Assistant and Assistants.

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TRAI Centre of Studies & Research (TCSR)

TCSR Division is also headed by Shri Abhay Shanker Verma, Pr. Advisor (B&CS, 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 (B&CS & TCSR) Division is assisted by Col. Sanjeev Kumar Choudhary, Joint Advisor (TCSR), Technical Officer, Personal Assistant and Assistant posted in TCSR Divisions.

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Consumer Affairs, Quality of Service Information and Technology Division (CA, QoS & IT)

The Consumer Affairs, Quality of Service & IT (CA, QoS & IT) Division is headed by Pr. Advisor (CA, QoS & IT). 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 TCCCP, 2018; and
- maintenance of register of interconnect agreements.

The division is headed by Shri Pushpendra Kumar Singh, Pr. Advisor (CA, QoS, IT) is assisted by Shri Tejpal Singh, Advisor (QoS-I), Shri Deepak Sharma, Advisor (QoS-II), Shri Vivek Khare, Advisor (CA) and Smt. Archana Ahlawat, Advisor (IT) with the following officers/staff:

Shri Pawan Kumar Aggarwal, Joint Advisor (QoS-I), Lt. Col. Baljeet Singh Cheema, Joint Advisor (QoS-I), Shri Sanjay Kumar, Joint Advisor (QoS-II), 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), Shri Raghubir Singh, Sr. PPS(CA,IT, QoS), Sh. Rajesh Kumar Vatsa, PPS (QoS),

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).

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 Vijay Kumar, Advisor (F&EA-I & II) and the following officers: -

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), Smt. Annu Ahlawat, SRO(F&EA-II) F&EA Division also comprises of one Technical Officer, two Section Officer, Personal Assistant and Assistant.

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 Praveen Kumar, Joint Advisor (Legal), Smt. Reevey J. Jacob, SRO (Legal) Personal Secretary, Personal Assistant and Assistant.

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

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 Sh. Sameer Gupta, Advisor (NSL-I), Shri Akhilesh Kumar Trivedi, Advisor (NSL-II) and Shri Abdul Kayum, Advisor (BB&PA) 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), Smt. Sonia Madan, Deputy Advisor (NSL-II), Sh. Shishir Kansal, Joint Advisor (BB&PA), Sh. S.M.K. Chandra, Joint Advisor (BB&PA) Sh. Pavan Kumar Sharma, SRO (NSL-II), Sh. Omendra Kumar Govind, SRO (NSL-II), Sh. A.L Ramesh SRO (NSL-II), Sh. Sandip Sarkar, SRO (NSL-II), Sh. Bipul Prasad, SRO (BB&PA), Shri Ashwani Batra, SRO (BB&PA), Sh. Hemant, SRO (BB&PA).

NSL Division also comprises of one PPS, 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 Pushpendra Kumar Singh, Pr. Advisor (CA, QoS, IT) 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) Division is assisted by Smt. Archana Ahlawat, Advisor (IT) and the following officers posted in IT Divisions Shri Videep Kumar Antiwal, Joint Advisor (IT), Shri S. Ganesh, Deputy Advisor (IT), Shri Benny Francis K, SRO (IT) Divisions also comprises of PPS, Section Officer and Assistant.

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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.trai.gov.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.trai.gov.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	301
2.	Ritu Ranjan Mittar	Member-1	Authority	703
3.	Dr. M.P. Tangirala	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.	Pushpendra Kumar Singh	Pr. Advisor	QoS, IT, CA	601
8.	Sheo Bhadra Singh	Pr. Advisor	NSL	503
9.	Abhay Shanker Verma	Pr. Advisor	B&CS, TCSR	401
10.	D. Manoj	Pr. Advisor	F&EA	402
11.	Akhil Saxena	Advisor	Legal	710

12.	Yatinder Agrohi	Advisor	Admn. & IR	602
13.	Abdul Kayum	Advisor	BB&PA	510
14.	Deepali Sharma	Advisor	B&CS	414
15.	Vivek Khare	Advisor	CA	605
16.	Vijay Kumar	Advisor	F&EA-I & II	404
17.	Archna Ahlawat	Advisor	IT	514
18.	Sameer Gupta	Advisor	NSL-I	510
19.	Akhilesh Kumar Trivedi	Advisor	NSL-II	511
20.	Tejpal Singh	Advisor	QoS-I	512
21.	Deepak Sharma	Advisor	QoS-II	513
22.	Prakash Kirtani	Joint Advisor	O/o Chairman	730
23.	Lt. Col. Harkaran Singh Bedi	Joint Advisor	Admn. (GA)	613
24.	S.K. Dutta	Joint Advisor	Admn. (Coord.)	615
25.	S.M.K. Chandra	Joint Advisor	BB&PA	528
26.	Shishir Kansal	Joint Advisor	BB&PA	517
27.	Sumeet Hemrajani	Joint Advisor	RO-Delhi	428
28.	Lt. Col. Abhishek Kr. Singh	Joint Advisor	B&CS	416
29.	Sapna Sharma	Joint Advisor	B&CS-II	418
30.	Shivani Sharma	Joint Advisor	B&CS-III	417
31.	V.K. Aggarwal	Joint Advisor	B&CS-III	419
32.	Ajay Ashok	Joint Advisor	F&EA-I & II	422
33.	Videep Kumar Antiwal	Joint Advisor	IT	522
34.	Praveen Kumar	Joint Advisor	Legal	709
35.	Lt. Col. R.N. Bhandari	Joint Advisor	NSL-II	526
36.	Lt. Col. Pranav Mohotra	Joint Advisor	NSL-II	524
37.	Rachna Mathur	Joint Advisor	NSL-II	519
38.	Sonia Madan	Joint Advisor	NSL-II	515

39.	Pawan Kumar Aggarwal	Joint Advisor	QoS-I	537
40.	Lt. Col. Baljeet Singh Cheema	Joint Advisor	QoS-I	534
41.	Sanjay Kumar	Joint Advisor	QoS-II	518
42.	Col. S.K. Choudhary	Joint Advisor	TCSR	612
43.	Vinay Kumar Goel	Deputy Advisor	Admn. (A&P)	617
44.	Dinesh Singh Dhanik	Deputy Advisor	Admn. (PR,IR,FIN&OL)	619
45.	P. Janaki	Deputy Advisor	Admn. (IR)	633
46.	Alok Vohra	Deputy Advisor	CA	618
47.	R. Ramanujam	Deputy Advisor	F&EA	421
48.	Meetu Gulati	Deputy Advisor	F&EA	426
49.	S. Ganesh	Deputy Advisor	IT	529
50.	J.L. Mukhija	Deputy Advisor	QoS-II	550
51.	Anju Kandwal	SRO	Admn. (OL)	630
52.	Durgendra Singh Jadaun	SRO	Admn. (A&P)	631
53.	Vikas Nigam	SRO	Admn. (IR)	632
54.	Rajat Kumar Sharma	SRO	Admn. (GA)	634
55.	Manish Negi	SRO	Admn. (GA)	635
56.	Praveen Saxena	SRO	Admn. (PR)	633
57.	Shailesh Kumar	SRO	Admn. (A&P)	719
58.	Bipul Prasad	SRO	BB&PA	547
59.	Hemant	SRO	BB&PA	549
60.	Ashwani Batra	SRO	BB&PA	567
61.	Prashant Tripathi	SRO	B&CS-I & III	430
62.	Bhupendra Singh	SRO	B&CS-III	420
63.	Manoj Kr. Verma	SRO	B&CS-III	429
64.	Sushil Kr. Bansal	SRO	RO-Delhi	691
65.	Nand Kishor Chaudhary	SRO	CA	629

66.	Ajay Jain	SRO	F&EA	432
67.	Aparna Vats	SRO	F&EA	433
68.	Shubha Sinha	SRO	F&EA	434
69.	Annu Ahlawat	SRO	F&EA	425
70.	Benny Francis K.	SRO	IT	556
71.	Reevey J. Jacob	SRO	Legal & IAU	720
72.	A.L. Ramesh	SRO	NSL-II	543
73.	Omendra Kumar Govind	SRO	NSL-II	544
74.	Sandip Sarkar	SRO	NSL-II	545
75.	Pavan Kumar Sharma	SRO	NSL-II	546
76.	S.R. Bhaskar	SRO	QoS-I	861
77.	Vishwas Saxena	SRO	QoS-I	551
78.	Virendra Singh Rajput	SRO	QoS-I	552
79.	Vikas Verma	SRO	QoS-II	838
80.	Ashok Raja Dhoundiyal	TO	Admn. (Finance)	638
81.	Sunil Kumar	TO	Admn. (Finance)	637
82.	Devender Kumar	TO	Admn. (Comm. & PR)	639
83.	Jai Kumar	TO	Admn. (RTI/MR)	650
84.	Ranvir Singh Rawat	TO	Admn. (GA)	660
85.	Sumit Nag	TO	Admn. (GA)	641
86.	Arvind Kumar	TO	Admn. (A&P)	694
87.	Rama Bawa	TO	Admn. (Coord.)	653
88.	Amiye Kumar Jha	TO	Admn. (Coord.)	654
89.	Kundan Kumar-I	TO	B&CS-I	435
90.	Kundan Kumar-II	TO	BB&PA	570
91.	Kailash Pujari	TO	F&EA	441
92.	Baaloo G. Iyer	TO	F&EA	440

93.	Mohd. Atique Anwar	TO	QoS-I	565
94.	Mohinder Singh	TO	QoS-II	562
95.	Rajender Kumar Sharma	TO	TCSR	869
96.	Anil Kumar Kaushal	SO	Admn. (GA)	642
97.	Amit Bhardwaj	SO	Admn. (GA)	606
98.	Savitri Pokhriyal	SO	Admn. (GA)	640
99.	Satish Chandra Sharma	SO	Admn. (A&P)	646
100.	Sanjiv Kumar	SO	Admn. (A&P)	648
101.	Pawan Kumar Vij	SO	Admn. (PR)	860
102.	K. Shravan	SO	BB&PA	550
103.	Ajay Kumar	SO	B&CS-II	438
104.	Kailash Chand	SO	B&CS-III	437
105.	Rakesh Kumar	SO	F&EA	442
106.	Chander Prakash Kalwani	SO	F&EA	456
107.	Raji Geojo T.,	SO	IT	558
108.	Chander Bali	SO	NSL-II	563
109.	Ritu Gusain	SO	QoS-I	564
110.	Mohd. Atique Anwar	SO	QoS-I	565
111.	Reshma S. Usmani	SO	QoS-I	568
112.	Ritikesh Kumar	Assistant	Legal	721
113.	Om Prakash Prasad	Assistant	Legal	722
114.	Parveen Kumar Wadhwa	Assistant	Admn.	659
115.	Bharat	Assistant	Admn.	658
116.	Kamal Deep Makkar	Assistant	Admn.	661
117.	Pankaj Kumar	Assistant	Admn.	655
118.	Rahul	Assistant	Admn.	680
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. (A&P)	664
124.	Florence Tete	Assistant	Admn.	665
125.	Rajbeer Singh Yadav	Assistant	Admn.	663
126.	Mahajan Sagar Kailas	Assistant	Admn.	677
127.	Krishan Kumar	Assistant	Admn.	672
128.	Saurabh Aggarwal	Assistant	Admn.	684
129.	Ved Prakash	Assistant	Admn. (RTI/MR)	651
130.	Amit Kumar	Assistant	BB&PA	815
131.	Apurva Verma	Assistant	BB&PA	818
132.	Lokesh Sharma	Assistant	B&CS-III	468
133.	Devesh Kushwaha	Assistant	CA	683
134.	P. V. Yeshoda	Assistant	F&EA	459
135.	Shweta	Assistant	F&EA	484
136.	Barkha	Assistant	F&EA	487
137.	Arun Kumar Vohra	Assistant	F&EA	471
138.	Aanchal Joshi	Assistant	NSL	569
139.	Jitender Yadav	Assistant	QoS-II	557
140.	Rahul Chauhan	Assistant	QoS-II	576
141.	Samiksha Sharma	Assistant	QoS-I	583
142.	Kanul	Assistant	IT	590
143.	Nishant Sharma	Assistant	IT	591
144.	Rajiv Ranjn	Assistant	NSL-II	523
145.	Vishnu Yadav	Assistant	TCSR	621
146.	Virender Makhija	Sr. PPS	O/o Member (M)	734

147.	P.O. Abraham	Sr. PPS	O/o Secretary	740
148.	Raghubir Singh	Sr. PPS	QoS, IT, CA	686
149.	Jitender Kapoor	PPS	NSL	532
150.	Sushil Kumar	PPS	O/o Member (R)	736
151.	Rajesh Kumar Vats	PPS	QoS-II	542
152.	Phool Singh Choudhary	PS	O/o Chairman	731
153.	Poonam Khurana	PS	O/o Secretary	739
154.	Ram Chandra Billat	PS	Admn. (GA)	636
155.	Shalini Katoch	PS	BB&PA	539
156.	Bhuvneshwar Kumar	PS	B&CS- I&III	473
157.	Anita	PS	CA	864
158.	Ranjeeta Manchanda	PS	F&EA	475
159.	Aruna Sethi	PS	IT, CA & TD	538
160.	Sanjay Kumar Arora	PS	LEGAL	741
161.	Dolly	PS	NSL-II	540
162.	Geeta Pujari	PS	QoS-I	541
163.	Rajan Sharma	PA	Admn. (GA)	669
164.	Adarsh Lodhi	PA	Admn. (PR/IR)	649
165.	Geeta Joshi	PA	BB&PA	819
166.	Sourabh Pawar	PA	B&CS	479
167.	Muskan Rathor	PA	B&CS	494
168.	Varun Kumar	PA	B&CS	496
169.	Ravina	PA	F&EA	474
170.	Prity Raj	PA	F&EA	470
171.	Ravi Prakash Tiwari	PA	Legal	723
172.	Rakesh Kumar Upadhyay	PA	NSL-I	539

173.	Rudraksh	PA	TCSR	862
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(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.trai.gov.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

Shri Yatinder Agrohi

Advisor (Admn. & IR)

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>

