



Telecom Regulatory Authority of India

Mahanagar Doorsanchar Bhawan
Jawaharlal Nehru Marg, (Old Minto Road)
New Delhi-110 002



MANUAL

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

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General

Telecom Regulatory Authority of India was established on 28.3.1997 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 of 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)

(1) 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).

(2) 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.

(3) 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.

(4) The head office of the Authority is at New Delhi.

B 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 – Shri. R.S. Sharma, Chairperson

The Chairperson is assisted by Shri Prakash Kirtani, Sr.PPS and one Personal Assistant.

Office of the Member – Vacant

The Member is assisted by Shri Raghubir Singh, Sr. PPS and one Personal Assistant.

Office of the Member – Shri H. Pradeep Rao

The Member is assisted by Shri Virendra Makhija, PPS and one Private Secretary

Part Time Member – Prof Abhay Karandikar

Part Time Member – Vacant

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, Technology Development (TD), General Administration (A). 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 minuetts of Authority Meeting and issue of regulations/directions/guidelines in accordance with the decision of the Authority.

Office of the Secretary – Shri Sunil Kumar Gupta, Secretary

The Secretary is assisted by Shri P.O.Abraham, Sr. PPS, Smt Poonam Khurana, PA, PS, Shri S.K.Dutta Joint Advisor (Coord) &CPIO, Shri I.Joseph Manoharan, Sr. Research Officer (Coord) & CAPIO, two Section Officers and two Assistants.

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General Administration Division

General Administration Division headed by Shri Sanjeev Kumar Sharma, Advisor (Admn). 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: 2008 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 is assisted by the following officers:-

Shri A.K.Pandey, Joint Advisor (Commn & PR), Smt Sapna Sharma, Joint Advisor (IR), Shri Anurag Sharma, Dy. Advisor (HR), Smt. P.R.Chawla, Senior Research Officer (Library), Shri Manish Negi, Technical Officer (A&P), Shri K.M.Singh, Dy Advisor (GA), Shri Narender Kumar Sharma, Senior Research Officer (GA), Shri I.J.Manoharan SRO(IR), Shri R. Ramanujam, SRO (Finance), Shri Praveen Saxena, SRO (GA), Shri Rajat Kumar Sharma, TO(IR)

General Administration Division also comprises of four Section Officers, fifteen Assistants, one Cashier, two Personal Assistants, five Lower Division Clerks (LDC), one Dispatch Rider and one Photocopy Machine Operator.

Broadcasting and Cable TV Services Division (B&CS)

Broadcasting and Cable Services Division is responsible for advising the Authority, for laying down the overall regulatory framework for the broadcasting and cable TV sector encompassing the interconnection, quality of service and tariff aspects.

The Division is also responsible for examination of issues relating to the modernization/ digitization of the Broadcasting and cable TV sector, recommendations to the Government on various policy issues and terms and conditions of licenses/permissions issued by the Government to various service providers in TV, Radio broadcasting and Cable TV sectors. It also advises the Authority pertaining to the measures to protect the interest of all the stakeholders of the industry.

Besides this, the division is responsible for advising the Authority on any other work, pertaining to broadcasting sector, entrusted by the Government.

The division is headed by Shri Debkumar Chakrabarti, Pr. Advisor (B&CS), Shri Anil Kumar Bhardwaj, Advisor (B&CS), and Shri Arvind Kumar, Advisor (B&CS) and the following officers:-

Shri V.K.Agarwal, Jt Advisor (B&CS), Shri S.M.K Chandra, Jt. Advisor (B&CS), Shri G.S.Kesarwani, Dy Advisor (B&CS), Shri A.K.Mishra, Dy Advisor (B&CS), Smr Shivani Sharma, Dy Advisor (B&CS), Shri Anil Kumar Pathak, Sr. Research Officer(B&CS), Shri Sumeet Hemrajani, Sr. Research Officer(B&CS) and Shri Gyan Chand Tuteja, Sr Research Officer(B&CS)

B&CS Division also comprises of one Technical Officer, two Section Officers, one PPS, one Private Secretary, one Personal Assistant and two Assistants.

Consumer Affairs and Quality of Service Division (CA&QoS)

The Consumer Affairs and Quality of Service (CA&QoS) Division is headed by Shri Sunil Bajpai, Pr. Advisor (CA&QoS). The 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), including registration of Telemarketers; and
- maintenance of register of interconnect agreements.

Shri Sunil Bajpai, Pr. Advisor (CA & QoS) & IT Division is assisted by Shri Asit Kadayan (QoS) and Shri, Sanjeev Banzal,, Advisor (CA& IT) the following officers/staff:

Shri Shaji Abraham, Joint Advisor (QOS), Lt. Col. Vijay Sharma Joint Advisor (QoS) Shri K.Chandra Choodan , Joint Advisor (CA), Shri G.S. Panwar, Dy. Advisor (CA), Shri. Surender Singh, Dy. Advisor(QoS), Shri Videep Kumar Antiwal, Sr. Research Officer (TD), Shri S.N.Hashmi, Sr. Research Officer (QOS), Shri Sunil Kumar Gupta, Sr. Research Officer (QOS) , Shri Sanjay Kumar ,Sr. Research Officer(CA) and Shri Molay Mukhopadhyay , Private Secretary

CA&QoS Division comprises of one Technical Officer, two Section Officers, two Private Secretaries, six Assistants and two Personal Assistants.

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Financial and Economic Analysis Division (F&EA)

Financial and Economic Analysis (F&EA) Division headed by Shri.S.K.Mishra, 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.S.K.Mishra ,Pr. Advisor (F&EA) is assisted by Shri Kaushal Kishore Advisor (F&EA-I) and the following officers:-

Gp Capt.R.K.Joshi, Jt. Advisor (F&EA), Shri K.V. Sebastian, Joint Advisor (F&EA), Shri Anil K. Dhingra, Jt. Advisor (F&EA-II), Shri Vijay Kumar Mishra, Sr. Research Officer(F&EA), Shri. K.K.Pandey, Senior Research Officer (F&EA), Smt. Meetu Gulati, SRO (FA).

F&EA Division also comprises of two Section Officers, one PPS, six Assistants and three Personal Assistants.

Legal Division

Legal Division is headed by Shri Rajiv Ranjan Tiwari Advisor(Legal). 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.

Shri Rajiv Ranjan Tiwari Advisor(Legal) is assisted by Shri S.B. Singh, Jt. Advisor (Legal), Shri J.K.Mishra, Jt Advisor (Legal) Smt Reevey J. Jacob, TO(Legal).

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

Networks, Spectrum and Licensing Division (NSL)

Networks, Spectrum and Licensing Division (NSL) Division headed by Shri. U.K.Srivastava 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.

Pr. Advisor (NSL) is assisted by Shri S.K.Singhal, Advisor (BB&PA) and Shri S.T.Abbas, Advisor (NSL-II) and the following officers:-

Lt.Col Bharat Gupta, Joint Advisor (BB&PA), Shri Vinod kumar, Joint Advisor (NSL-I) Col. Kapil Handa, Joint Advisor (NSL-I), Shri. R.K.Singh Joint Advisor (NSL-I), Shri Jaipal Singh Tomar, Joint Advisor(NSL-II), Gp. Cap Shaji Punnose ,Joint Advisor(NSL-II), Smt. Rachana Mathur, Dy. Advisor(NSL-II), Smt Sonia Madan, Sr. Research Officer (NSL-II), Shri Ashok Singh, Sr. Research Officer (NSL-II), Shri Vinay Aggarwal, Sr. Research Officer (NSL-I), Shri Alok Vohra, SRO (NSL-I).

NSL Division also comprises of two Technical Officers and two Section Officers, Two Personal Secretary, One PPS, four Assistants and two Personal Assistants.

Information Technology Division (IT)

Information Technology Division is also headed by Pr. Advisor, the division is presently being looked after by Shri Sunil Bajpal, Pr Advisor (CA, QOS & IT) and is responsible for overall planning and coordination of activities related to this unit. TD Division is responsible for dealing with Environmental issues in telecom, infrastructure management, electromagnetic radiation and public safety, issues relating to convergence in telecommunication and IT sector: Broadband, Internet, IPv6, IPTV, managing IT resources including local and remote servers, NGN and keeping abreast of latest trends in technology development.

Shri. Sunil Bajpal Pr. Advisor (CA & QoS) & IT Division is assisted by Shri Sanjeev Banzal, Advisor (CA&IT) and Ms Archana Ahalawat, Joint Advisor (IT), Rajeev Jain, Joint Advisor (IT) and have the following supporting staff:-

Sanjay Tyagi, Sr.Research Officer (IT) and Shri Molay Mukhopadhyay , Private Secretary

IT Division also comprises of one Section Officer, one Private Secretary, two Assistant.

The number of staff employed as Attendant, Driver, PCM Operator, and Dispatch Rider are given as under:-

1.	Attendant	-	5
2.	Driver	-	13
3.	PCM Operator	-	2
4.	Despatch Rider	-	1

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

The necessary staff support is given by the dealing hands in Sections to the officers and Advisors in the Divisions to analyze the issues and references and take decisions on the basis of 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.

(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: 2008

(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.

(ix) *A directory of Authority, its officers and employees*

Telephone Directory of TRAI

Office of Chairman

SN	Name of the Officer/Official Shri / Smt.	Designation	Office Telephone No.
1	R.S. Sharma	Chairman	23211236 23213409
2	Prakash Kirtani	Sr. PPS	23211236 23213409
3	Phool Singh Choudhary	P.S.	23211236 23213409
4	Manjeet Singh	PCMO	23211236 23213409

Office of Member (I)

SN	Name of the Officer/Official Shri / Smt.	Designation	Office Telephone No.
1	Vacant	Member	23221159 23211063
2	Raghubir Singh	Sr. PPS	23221159 23211063
3	Aruna Sethi	PA	-
4	Sudhir Kumar	Attendant	-

Office of Member (R)

SN	Name of the Officer/Official Shri / Smt.	Designation	Office Telephone No.
1	H. Pradeep Rao	Member	23211833 23211899
2	Virender Makhija	PPS	23211833 23211899
3	Rajesh Vatsa	PS	23664309
4	Rajender	Attendant	23664309

Office Secretary

SN	Name of the Officer/Official Shri / Smt.	Designation	Office Telephone No.
1	S.K. Gupta	Secretary	23237448 23211847
2	P.O. Abraham	Sr. PPS	23237448 23211847
3	Poonam Khurana	PS	23237448

			23211847
4	S.K. Dutta	Jt. Advisor (Coord)	23664503
5	I. Joseph Manoharan	SRO (Coord)	23664220
6	R.V. Gopal	SO (Coord)	23664147
7	Rama Bawa	SO (Coord)	23664221
8	Satish Kumar	Assistant (Coord)	23231929 23664530

Administration & Personnel (A&P)

SN	Name of the Officer/Official Shri / Smt.	Designation	Office Telephone No.
1	Sanjeev Kumar Sharma	Advisor (A)	23236119
2	Sanjay Kumar	PS	23664210
3	Anurag Sharma	Dy Advisor (HR)	23664189
4	vacant	SRO (A&P)	23664213
5	Manish Negi	TO (A&P)	23664554
6	A.K. Jha	Assistant	23664216
7	AJAY KUMAR	Assistant	23664215
8	Kundan Kumar - II	Assistant	23664614
9	R.S. Rawat	Assistant	23664223
10	Arun Kumar Vohra	Assistant	23664205
11	Anita	PA	23664518

General Administration (GA)

SN	Name of the Officer/Official Shri / Smt.	Designation	Office Telephone No.
1	K.M.Singh	Dy. Advisor (GA)	23211669
2	Narender Kumar Sharma	SRO (GA)	
3	Praveen Saxena	SRO (GA)	23664686
4	Kailash Pujari	SO (GA)	23664142
5	Sumit Nag	Assistant	23664149
6	Devender Kumar	Assistant	23664148
7	Vishal Pathak	Assistant	23664150
8	K. Shravan	Assistant /Caretaker	23664403
9	Bharat	LDC	23664403
10	Mamta	Attendant	23664686

[Receipt & Issue (R&I) and Reception of GA Section]

SN	Name of the Officer/Official	Designation	Office
	Shri / Smt.		Telephone No.
11	Sathi Ramakrishnan	Assistant / Receptionist	23664145
12	Surender	LDC	23664616
13	Laxman Singh	PCMO	23664617
14	Shankar Done	Dispatch Rider	-

Finance Section

SN	Name of the Officer/Official	Designation	Office
	Shri / Smt.		Telephone No.
1	R. Ramanujam	SRO	23233604
2	Kishan Kumar	Cashier	23664112
3	Sunil Kumar	Assistant	23664113
4	Avtar Singh	Attendant	23664

International Relation (IR)

SN	Name of the Officer/Official	Designation	Office
	Shri / Smt.		Telephone No.
1	Sapna Sharma	Jt. Advisor	23235161
2	I. Joseph Manoharan	SRO	23664220
2	Rajat Kumar Sharma	TO	23664650
3	Kirandeep Ahuja	Assistant	23664550

Library

SN	Name of the Officer/Official	Designation	Office
	Shri / Smt.		Telephone No.
1	Prakash Rani Chawla	SRO	23664187
2	Om Prakash Giri	Driver	23664204
3	Urmila Negi	Attendant	23664204

(Communication & PR)

SN	Name of the Officer/Official	Designation	Office
	Shri / Smt.		Telephone No.
1	A.K. Pandey	Jt. Advisor (Media)	23664257
2	Anand Prakash	SRO	23664217
3	Dinesh Singh Dhanik	TO	23664218
4	Pawan Kumar Vij	Assistant	23664318
5	Sweta Singh	RA	23664

(MR & RTI)

SN	Name of the Officer/Official		Office Telephone No.
	Shri / Smt.	Designation	
1	S.K. Dutta	Jt. Advisor / CPIO	23664503
2	I.J. Manoharan	SRO / CPIO	23664220
3	P. Janaki	TO (MR/RTI)	23211985
4	Ashok R Dhoundiyal	SO(MR/RTI)	23664234
5	Savitri Pokhriyal	Assistant	23664539

OFFICIAL LANGUAGE (OL)

SN	Name of the Officer/Official		Office Telephone No.
	Shri / Smt.	Designation	
1	Anju Kandwal	SO (OL)	23664180
2	A.I. Khan	Assistant	23664609

(F&EA) Division

SN	Name of the Officer/Official		Office Telephone No.
	Shri / Smt.	Designation	
1	Shailendra Kr. Mishra	Pr. Advisor	23221856
2	Sanjeet Singh	Advisor	23220020
3	Sushil Kumar	PA	
4	Lakshmi Narayan	PPS	23664
5	Kaushal Kishore	Advisor	23230752
6	R.K. Joshi	Jt. Advisor	
7	Shalini Katoch	PS	23230752
8	K. V. Sebastian	Jt. Advisor	23214376
9	A. K. Dhingra	Jt. Advisor	23235251
10	Surender Chawla	Consulant	
11	Alexnder Thomas	Dy. Advisor	
12	K.K. Pandey	SRO	23664212
13	Meetu Gulati	SRO	23664652
14	Anoop Tandon	SRO	23664
15	V.K. Mishra	SRO	23664505
16	Shubha Sinha	TO	23664122
17	Baaloo G. Iyer	SO	23664233
18	Mohinder Singh	SO	23664232
19	Kundan Kumar - I	Assistant	23664215
20	Arvind Kumar	Assistant	23664121

21	Amit Bharadwaj	Assistant	23664181
22	Chander Prakash Kalwani	Asstt.	23664653
23	Geeta Pujari	PA	23214376
24	Tanya	RA	23664559
25	Shivang Verma	RA	23664175
26	Kanchan Behl	RA	23664185

**NETWORK SPECTRUM & LICENSING (NSL)
Division**

SN	Name of the Officer/Official Shri / Smt.	Designation	Office Telephone No.
1	U.K. Srivastave,	Pr. Advisor	23233291
2	Jitender Kapoor	PS to Pr. Advisor	23233291

(NSL - I)

SN	Name of the Officer/Official Shri / Smt.	Designation	Office Telephone No.
1	Rajendra Kumar Singh	JA	
2	Vinod Kumar	JA	23664254
3	Rajesh Narayan	TO	23664105
4	Shailesh	TO	23664537
5	Dolly	PS	23664510
6	Satish Chandra Sharma	Assistant	23664124

(NSL - II)

SN	Name of the Officer/Official Shri / Smt.	Designation	Office Telephone No.
			23210481
1	S.T. Abbas	Advisor	23664173
2	Geeta Joshi	PA	23664188
3	Jaipal Singh Tomar	Jt. Advisor	23664115
4	Gp. Capt. Shaji Punnose	Jt. Advisor-I	23664251
5	Rachna Mathur	Deputy Advisor	23664190
6	Ashok Singh	SRO	23664174
7	Sonia Madan	SRO	23664273
8	Azad Singh	TO	23664176
9	A.L. Ramesh	SO	23664657
10	Pramod Kumar	Assistant	23664523
11	Ms. Srivalli	Assistant	23665269
12	Ritu Anand	RA	23664192
13	Himani Kamboj	RA	23664193

**(BB&PA)
Section**

SN	Name of the Officer/Official Shri / Smt.	Designation	Office Telephone No.
1	Debkumar Charkabati	Pr. Advisor	
1	Arvind kumar	Advisor	23220209
2	Bhuvneshwar Kumar	PS	23220209
3	vacant	JA	23664507
4	Col. Kapil Handa	JA	23664527
5	Col. Bharat Gupta	JA	23664109
6	Alok Vohra	SRO	23664607
7	Sanjay Kumar	SRO	23664535
8	Ashwani Batra	SO	23664509
9	Anil Kumar Kaushal	Assistant	23664633
10	Ved Prakash	Assistant	23664538
11	Neena Kapoor	PA	23664407
12	Mohit Yadav	Research Associate	-
13	Jasleen Kaur	Research Associate	23664559

**(B&CS)
Division**

SN	Name of the Officer/Official Shri / Smt.	Designation	Office Telephone No.
1	Sunil Kr. Singhal	Advisor	23221509
2	Ramchandra Billat	P.A. to Advisor	23221509
3	V.K. Agarwal	Jt. Advisor	23664504
4	S.M.K. Chandra	Jt. Advisor	23664222
5	Gaurishankar Kesarwani	Dy. Advisor	23664508
6	Shivani Sharma	Dy. Advisor	23664
7	A.K. Mishra	Dy. Advisor	
8	Gyan Chand Tuteja	SRO	23664662
9	Anil Kumar Pathak	SRO	23664415
10	Sumeet Hemrajani	SRO	
11	Aparna Vats	TO	23664529
12	Manoj Kumar Verma	SO	23664488
13	N.S. Rawat	SO	23664405
14	Rakesh Kumar	Assistant	23664406
15	Parvesh Malik	Assistant	23664
	Manisha Dogra	Assistant	23664
16	Anil Kumar	Attendant	--
17	Kanika Jain	RA	23664275
18	Anil Vishnoi	RA	23664278

19	Vinay Yadav	RA	23664571
20	Md Shakir	RA	23664571
21	Priyanaka R Divakar	RA	23664
22	Vivek Kumar	RA	23664

LEGAL

SN	Name of the Officer/Official Shri / Smt.	Designation	Office Telephone No.
1	Rajiv Ranjan Tiwari	Advisor	23237024
2	D. Narasimha Rao	PS	23237024
3	S.B. Singh	Jt. Advisor	23664137
4	Jitender Kumar Mishra	Deputy Advisor	23664321
5	Reevey J. Jacob	Section Officer	23664136
6	Jai Kumar	Assistant	23664575
7	Reshma S. Usmani	Assistant	23664191
8	Ganesh Dutt	Assistant	23664208
9	Chandra Bali	Assistant	23664135
10	Ranjeeta Manchanda	PA	23664561
11	Kanupriya	RA	23664613
12	Shiuli Bhattacharya	RA	23664558

(IT and CA)

SN	Name of the Officer/Official Shri / Smt.	Designation	Office Telephone No.
1	Sunil Bajpai	Pr. Advisor	23216930
2	R.K. Dhawan	PS	23216930

IT and CA

SN	Name of the Officer/Official Shri / Smt.	Designation	Office Telephone No.
1	Sanjeev Banzal	Advisor (IT & CA)	23210481
2	Dinesh Kumar	PA	23664272

IT Section

SN	Name of the Officer/Official Shri / Smt.	Designation	Office Telephone No.
1	Archana Ahalawat	Jt. Advisor (IT)	23230969
2	Rajeev Jain	Jt. Advisor (IT)	23664525
3	Videep Kumar Antiwal	SRO (IT)	23664661
4	Sanjay Tyagi	SRO (IT)	23664120

5	S. Ganesh	TO (IT)	23664606
6	Benny Francis K.	SO (IT)	23664556
7	Raji Geojo T	Assistant	23664531

(CA)

SN	Name of the Officer/Official	Designation	Office
	Shri / Smt.		Telephone No.
1	K. Chandra Choodan	Jt. Advisor	23664555
2	Col. Vijay Sharma	Jt. Advisor	23664253
3	G.S. Panwar	Dy. Advisor	23664524
4	vacant	SRO	23664231
5	S.R. Bhaskar	SO	23664326
6	Sushil Kumar Bansal	SO	23664111
7	Saurabh Agarwal	Assistant	23664534

(QoS)

SN	Name of the Officer/Official	Designation	Office
	Shri / Smt.		Telephone No.
1	Asit Kadyan	Advisor(QoS)	23230404
2	Molay Mukhopadhyay	P.S.	23216930
SN	Name of the Officer/Official	Designation	Office
Shri / Smt.	Telephone No.		
1	Shaji Abraham	Jt. Advisor	23215228
2	Pawan kumar Gupta	Jt. Advisor	
3	Surender Singh	Dy. Advisor	23664277
4	vacant	SRO	23664604
5	Santosh Kumar	SRO	23664
6	Trishna Mandal	SRO	23664
7	J.L. Mukhija	TO	23664605
8	Vishwas Saxena	SO	23222450
9	Rajender Kr. Sharma	SO	23664311
10	Md. Atique Anwar	Assistant	23664236
11	Ritu Gusain	Assistant	23664656
12	Ms. Sanjana Yadav	RA (QoS)	23664
13	Muskan	Ra	23664
14	Hemant	RA	23664

(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 Authority, its 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	Sr. Research Officer	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	Desp. 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.

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

The information available to or 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 Central Public Information officer and Central Assistant Public Information Officer and the Appellate Authority are given as under:

Shri S.K.Dutta

Jt. Advisor (Coord) & Central Public Information Officer(CPIO)
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan,
Jawaharlal Nehru Marg, Old Minto Road,
New Delhi-110 002
Tele : 011-23664503

Shri I. Joseph Manoharan

Senior Research Officer (Coord) & Central Assistant Public Information Officer
(CAPIO)
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan,
Jawaharlal Nehru Marg, Old Minto Road,
New Delhi-110 002
Tele : 011-23664220

APPELLATE AUTHORITY

Shri S.K.Mishra

Pr. Advisor (F&EA)

Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan,
Jawaharlal Nehru Marg, Old Minto Road,
New Delhi-110 002
Tele: 011- 23221856
Fax : 011-23235249

(xvii) Such other information as may be prescribed

No other information is considered necessary to be made available

Annexure-A

