



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**

Index

Sub-Section	Details	Page Nos.
(i)	The Particulars of Organization, functions & duties	3-7
(ii)	The powers and duties of its officers and employees	7-12
(iii)	The procedure followed in the decision making process, including channels of supervision and accountability	12 & Annex. A
(iv)	The norms set by it for the discharge of its functions	12
(v)	The rules, regulations, instructions, manuals and records used by its employees for discharging its functions	12
(vi)	A statement of the categories of the documents held by it or under its control	12
(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	12
(viii)	A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted by it. Additionally, information as to whether the meetings of these are open to the public, or the minutes' of such meetings are accessible to the public	Not Applicable to TRAI
(ix)	A directory of Authority, its officers and employees	14-19
(x)	The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations	19
(xi)	The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made	Not Applicable to TRAI
(xii)	The matter of execution of subsidy programmes, including the amounts allocated and the details and beneficiaries of such programmes	- do -
(xiii)	Particulars of recipients of concessions, permits or authorizations granted by it	- do -
(xiv)	Details of the information available to, or held by it, reduced in an electronic form	19
(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	20
(xvi)	The names, designations and other particulars of the Public Information Officers.	21
(xvii)	Such other information as may be prescribed	21

General

Telecom Regulatory Authority of India was established on 28.3.1997 under “The Telecom Regulatory Authority of India Act 1997”.

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.

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.

(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 therefor.

(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 – Shri Anil Kaushal

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

Office of the Member – Vacant

The Member is assisted by one Sr. PPS and one Personal Assistant

Part Time Member – Dr. Rajiv Sharma

Part Time Member – Dr. Mamidala Jagadesh Kumar

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 minutes of Authority Meeting and issue of regulations/directions/guidelines in accordance with the decision of the Authority.

Office of the Secretary – Shri Sudhir 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) & CPIO, two Section Officers and two Assistants.

.....

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), Shri Anurag Sharma, Dy.Advisor (HR), Shri S.N.Tiwari , Senior Research Officer (A&P), Shri Santosh Kumar, Sr. Research Officer (Commn.), 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 R. Ramanujam, SRO (Finance), Shri Praveen Saxena, SRO (PR)

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 S.K.Gupta, Pr. Advisor (B&CS), Shri Sunil Kumar Singhal, Advisor (B&CS), and Prof Mohammed Kasim, 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 A.S.Pandey Jt Advisor (B&CS), Shri K.S.Rejimon Jt Advisor (B&CS), G.S.Kesarwani,

Dy Advisor (B&CS), Shri Anil Kumar Pathak, Sr. Research Officer(B&CS) and Shri Gyan Chand Tuteja, Sr Research Officer(B&CS).

B&CS Division also comprises of one Technical Officer, one Section Officer, Two PPS, one Personal Assistant and three 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) & TD Division is assisted by Shri Asit Kadayan (QoS)&TD and Shri Sanjeet Singh, Advisor (CA)the following officers/staff:

Shri Shaji Abraham, 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 G.P. Vishnoi, Sr. Research Officer(CA), 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.

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 (F&EA), 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 a 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 A. K. Mathur, Dy Advisor(Legal), Smt Reevey Christy, SO(Legal).

Legal Division also comprises of one Personal Secretary, four Assistants and one Personal Assistant and one LDC. 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 Arvind Kumar, Advisor (BB&PA) and Shri Sanjeev Banzal, Advisor (NSL-II) and the following officers:-

Lt.Col Bharat Gupta, Joint Advisor (BB&PA), Shri Akilesh Trivedi, Joint Advisor (BB&PA) Col. Kapil Handa, Joint Advisor (NSL-I), Gp Capt.Pankaj Malhotra Joint Advisor (NSL-I), Shri. R.K.Singh Joint Advisor (NSL-I), Shri K.Chandra Choodan , 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 Anoop Tandon Sr. Research Officer (NSL-I),Shri Vinay Aggarwal, Sr. Research Officer (NSL-I), Shri Alok Vohra, SRO (NSL-I).

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

Information Technology Division (IT)

Technological Development Division is also headed by Pr. Advisor, the division is presently being looked after by Shri Sunil Bajpai, Pr Advisor (CA&QOS) 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 Bajpai ,Pr. Advisor (CA & QoS) &IT Division is assisted by Shri Asit Kadayam (QoS) and Shri Amarjeet Singh Cheema , Joint Advisor, (IT), Lt. Col. Vijay Sharma Joint Advisor (QoS) and have the following supporting staff:-

Shri Sumeet Hemrajani, 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.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: 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

Sl. No.	Name	Designation	Tele. No.
1.	Shri R.S.Sharma	Chairman	
2.	Shri Anil Kaushal	Member	23221159 23664304
3.	Vacant	Member	23211833 23664307
4.	Shri.Sudhir Gupta	Secretary	23237448 23664201
5.	Shri U.K.Srivastava	Pr. Advisor	23233291 23664401
6.	Shri Sunil Bajpai	Pr. Advisor	23216930 23664131
7.	Shri S.K. Gupta	Pr. Advisor	23220018 23664255
8.	Shri Shailendra Kr. Mishra	Pr. Advisor	23221856 23664139
9.	Shri Arvind Kumar	Advisor	23220209 23664103
10.	Shri Sanjeev Banzal	Advisor	23210481 23664173
11.	Prof Md Kasim	Advisor	23237922 23664410
12.	Shri Asit Kadayan	Advisor	23230404 23664601
13.	Shri Sanjeet Singh	Advisor	23237024 23664134
14.	Shri Kaushal Kishore	Advisor	23230752 23664178
15.	Shri Sanjeev Kumar Sharma	Advisor	23236119 23664209

16.	Shri Sunil Kumar Singhal	Advisor	23221509 23664425
17.	Vacant	Advisor	23234367 23664433
18.	Shri S.K.Dutta	Jt.Advisor	23664503
19.	Shri Bharat Gupta	Jt. Advisor	23664109
20.	Shri K.V. Sebastian	Jt. Advisor	23664183
21.	Shri Shaji Abraham	Jt. Advisor	23664603
22.	Shri S.B. Singh	Jt. Advisor	23664137
23.	Shri S.K. Dutta	Jt. Advisor	23664302
24.	Shri V.K. Aggarwal	Jt. Advisor	23664504
25.	Shri S.S. Panwar	Jt. Advisor	23664555
26.	Shri Anil Kr. Dhingra	Jt. Advisor	23664516
27.	Shri Chandra Choodan K.	Jt. Advisor	23664501
28.	Shri Surendra Chawla	Jt. Advisor	23664123
29.	Shri Jaipal Singh Tomar	Jt. Advisor	23664115
30.	Shri Akhilesh Kumar Trivedi	Jt. Advisor	23664507
31.	Shri Amarjeet Singh Cheema	Jt. Advisor	23664610
32.	Col. Kapil Handa	Jt. Advisor	23664527
33.	Gp. Capt. Shaji Punnose	Jt. Advisor	23664251
34.	Vacant	Jt. Advisor	23664252
35.	Lt. Col. Vijay Sharma	Jt. Advisor	23664253
36.	Shri S.D. Sharma	Jt. Advisor	23664254
37.	Shri S.M.K. Chandra	Jt. Advisor	23664222
38.	Shri C.P. Sharma	Dy. Advisor	23664404
39.	Shri Sapna Sharma	Dy. Advisor	23664211
40.	Vacant	Dy. Advisor	23664559
41.	Shri Rachna Mathur	Dy. Advisor	23664190
42.	vacant	Dy. Advisor	23664414
43.	Shri Gaurishankar Kesarwani	Dy. Advisor	23664508
44.	Shri Anurag Sharma	Dy. Advisor	23664189
45.	Shri G.S. Panwar	Dy. Advisor	23664524
46.	Shri Prakash Rani Chawla	SRO	23664187
47.	Shri Sonia Madan	SRO	23664184
48.	Shri Sumeet Hemrajani	SRO	23664659
49.	Shri I.J. Manoharan	SRO	23664220
50.	Vacant	SRO	23664415
51.	Shri G.P. Vishnoi	SRO	23664111

52.	Shri Rohit Khare	SRO	23664536
53.	Shri Atul Kumar Mathur	SRO	23664321
54.	Shri Santosh Kumar	SRO	23664217
55.	Shri S.N. Tiwary	SRO	23664213
56.	Shri Sunil Kumar	SRO	23664506
57.	Shri Brijesh Kumar	SRO	23664548
58.	Shri Sajid Nizam Hasshmi	SRO	23664604
59.	Shri Mahesh Kumar Kawatra	SRO	23664193
60.	Shri Yogesh Kumar Sharma	SRO	23664407
61.	Vacant	SRO	23664107
62.	Shri Anoop Tandon	SRO	23664144
63.	Shri Vinay Aggarwal	SRO	23664654
64.	Shri Ashok Singh	SRO	23664174
65.	Shri Gyan Chand Tuteja	SRO	23664662
66.	Shri Narender Kumar Sharma	SRO	23664141
67.	Vacant	SRO	23664120
68.	Shri Videep Kumar Antiwal	SRO	23664661
69.	Shri Prakash Kirtani	Sr. PPS	23664308
70.	Shri Raghubir Singh	Sr. PPS	23664305
71.	Shri P.O. Abraham	Sr. PPS	23664202
72.	Shri Virender Makhija	PPS	23664172
73.	Shri Giri Raj Kumar	PPS	23664140
74.	Shri R. Ramanujam	SRO	23664182
75.	Smt. Meetu Gulati	SRO	23664652
76.	Shri Alok Vohra	SRO	23664607
77.	Shri Praveen Saxena	SRO	23664218
78.	Shri S. Peer Mohamed	SRO	23664136
79.	Smt P. Janaki	TO	23664238
80.	Shri J.L. Mukhija	TO	23664605
81.	Shri Azad Singh Khandsaiya	TO	23664176
82.	Shri Rajesh Narayan	TO	23664122
83.	Shri S. Ganesh	TO	23664606
84.	Shri Nand Kishor Chaudhary	TO	23664651
85.	Shri Manish Negi	TO	23664554
86.	Shri Sailesh	TO	23664537
87.	Smt.Aparna Vats	TO	23664529
88.	Shri Rajat Kumar Sharma	TO	23664650
89.	Shri Manoj Kr. Verma	SO	23664488
90.	Smt.Shubha Sinha	TO	23664509
91.	Smt Reevey J. Jacob	SO	23664125
92.	Shri R.V. Gopal	SO	23664147

93.	Shri S.R. Bhaskar	SO	23664326
94.	Shri Dinesh Singh Dhanik	TO	23664142
95.	Smt Anju Kandwal	SO	23664180
96.	Shri Ashwani Batra	SO	23664105
97.	Shri Benny Francis K.	SO	23664556
98.	Shri Vishwas Saxena	SO	23664664
99.	Shri A.L. Ramesh	SO	23664657
100	Shri Sushil Kr.Bansal	SO	23664235
101	Shri S.B. Bhardwaj	PPS	23664309
102	Smt Lakshmi Narayanan	PS	23664104
103	Shri Jitender Kapoor	PPS	23664402
104	Shri Molay Mukhopadhyay	PS	23664132
105	Shri D. Narasimha Rao	PS	23664203
106	Shri R.K. Dhawan	PS	23664602
107	Shri Vijay Kumar	PS	23664615
108	Shri Ramesh Kumar Vashisth	PS	23664582
109	Shri Dharamvir Sharma	PS	23664188
110	Shri Baloo G. Iyer	SO	23664318
111	Shri N.S. Rawat	SO	23664405
112	Smt Rama Bawa	SO	23664221
113	Shri K.C. Pujari	SO	23664214
114	Shri Rajender Kumar Sharma	SO	23664311
115	Shri Mohinder Singh	SO	23664232
116	Shri Ashok Raja Dhoundiyal	Assistant	23664234
117	Shri Ranvir Singh Rawat	Assistant	23664223
118	Shri Amiya Kumar Jha	Assistant	23664216
119	Shri Pathak	Assistant	23664148
120	Shri Kundan Kumar-I	Assistant	23664215
121	Shri Mohd. Atique Anwar	Assistant	23664236
122	Shri Ajay Kumar	Assistant	23664149
123	Shri Arvind Kumar	Assistant	23664121
124	Shri Satish Chandra Sharma	Assistant	23664124
125	Smt Reshma Usmani	Assistant	23664191
126	Shri Rakesh Kumar	Assistant	23664406
127	Shri Sumit Nag	Assistant	23664531
128	Shri Jai Kumar	Assistant	23664150
129	Shri Devender Kumar	Assistant	23664233
130	Shri Ganesh Dutt	Assistant	23664208
131	Shri Amit Bhardwaj	Assistant	23664181
132	Smt Ritu Gusain	Assistant	23664656
133	Shri Kundan Kumar-II	Assistant	23664614

134	Smt Raji Geojo T.,	Assistant	23664234
135	Shri Sunil Kumar	Assistant	23664112
136	Shri Sandeep Kumar	Assistant	23664117
137	Shri Atul Kumar Saini	Assistant	23664539
138	Shri Kailash Chand	Assistant	23664533
139	Shri Krishan Kumar	Assistant	23664113
140	Smt Savitri Pokhriyal	Assistant	23664511
141	Shri Satish Kumar	Assistant	23664530
142	Shri Chander Prakash Kalwani	Assistant	23664653
143	Vacant	Assistant	23664558
144	Shri Om Prakash Prasad	Assistant	23664575
145	Shri Saurabh Aggarwal	Assistant	23664534
146	Shri Lokesh Choudhary	Assistant	23664546
147	Shri Bhuvneshwar Kumar	PS	23664224
148	Shri Rajesh Kumar Vatsa	PS	23664608
149	Shri Phool Singh Choudhary	PS	23664210
150	Shri Sushil Kumar	PS	23664502
151	Smt Poonam Khurana	PS	23664545
152	Smt Shalini Katoch	PS	23664179
153	Shri Sanjay Kumar	PA	23664320
154	Smt Dolly	PA	23664510
155	Smt Ranjeeta Manchanda	PA	23664205
156	Smt Aruna Sethi	PA	23664231
157	Smt Geeta Pujari	PA	23664186
158	Shri Ram Chandra Billat	PA	23664413
159	Smt Anita	PA	23664317
160	Shri MS Gond	PA	23664613
161	Shri Surendar	LDC	23664204
162	Shri Chander Bali	Assistant	23664135
163	Smt Sathi Ramakrishnan	Assistant	23664145
164	Shri K. Shravan	Assistant	23664403
165	Shri Anil Kumar Kaushal	Assistant	23664609
166	Shri Bharat	LDC	23664547
167	Shri Rajendar	Attendant	23664309
168	Shri Avtar Singh	Attendant	23664112
169	Shri Sudhir	Attendant	23664141
170	Shri Subol Kumar Sharma	Attendant	23664179
171	Shri Anil Kumar	Attendant	23664547
172	Shri Sajjan Kumar	Staff-car-Driver	23664146
173	Shri Bhola Paswan	Staff-car-Driver	23664146
174	Shri Manbir Singh Panwar	Staff-car-Driver	23664146

175	Shri Giri Raj	Staff-car-Driver	23664146
176	Shri Ranjit Singh	Staff-car-Driver	23664146
177	Shri Narender Kumar	Staff-car-Driver	23664146
178	Shri Om Prakash Giri	Staff-car-Driver	23664146
179	Shri Harpal Singh	Staff-car-Driver	23664146
180	Shri Deo Krishna Thakur	Staff-car-Driver	23664146
181	Shri Harish Chand	Staff-car-Driver	23664146
182	Shri. Shyam Singh	Staff-car-Driver	23664146
183	Shri Manjeet Singh	PCMO	23664224
184	Shri Laxman Singh	PCMO	23664617
185	Shri. Shankar Dhone	Despatch Rider	23664141

(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:

Name of the Post	Pay Band	Grade Pay
Chairperson	4,50,000/- (Consolidated)	--
Member	3,75,000/- (Consolidated)	--
Secretary/Principal Advisor	67000-(Annual increment @3%)- 79,000	--
Advisor	PB-4-37400-67000	10000
Joint Advisor	PB-4-37400-67000	8700
Deputy Advisor	PB-3-15600-39100	7600
Senior Principal Personal Secretary	PB-3-15600-39100	7600
Senior Research Officer	PB-3-15600-39100	6600
Principal Personal Secretary	PB-3-15600-39100	6600
Technical Officer	PB-3-15600-39100	5400
Section Officer	PB-2- 9300-34800	4600
Private Secretary	PB-2- 9300-34800	4600
Assistant	PB-2- 9300-34800	4200
Jr. Hindi Translator	PB-2- 9300-34800	4200
Personal Assistant	PB-2- 9300-34800	4200
Driver (Gr. I)	PB-1- 5200-20200	2400
Steno-D	PB-1- 5200-20200	2400
Dispatch Rider	PB-1- 5200-20200	1900
Photo Copy Machine Operator	PB-1- 5200-20200	1900
Driver (Gr. II)	PB-1- 5200-20200	1900
Lower Division Clerk	PB-1- 5200-20200	1900
Attendant / Group D	PB-1- 5200-20200	1800

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.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 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
e-mail: skmishra@traf.gov.in

(xvii) Such other information as may be prescribed

No other information is considered necessary to be made available

Annexure-A

