



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”.

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 – Shri H. Pradeep Rao

The Member is assisted by one Sr. PPS and one Private Secretary

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 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) & CPIO, 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), 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.

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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 Bajpal, 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 Bajpal, 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 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 Advisor (F&EA-I) and Shri Sanjeet Singh Advisor (F&EA-II) 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.

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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.

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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 S.T.Abbas, 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 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 Shri Amarjeet Singh Cheema , Joint Advisor, (IT), 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

SN	Name	Designation	Tel. No
1	Ram Sewak Sharma	Chairman	23664301
2	Anil Kaushal	Member (A)	23664604
3	H. Pradeep Rao	Member (R)	23664307
4	Sunil Kr. Gupta	Secretary	23664201
5	S.K. Mishra	Pr. Advisor	23664139
6	Sunil Bajpai	Pr. Advisor	23664131
7	Vacant	Pr. Advisor	23664255
8	Udai Kr. Srivastava	Pr. Advisor	23664401
9	Arvind Kumar	Advisor	23664103
10	Asit Kadayan	Advisor	23664601
11	Kaushal Kishore	Advisor	23664178
12	Mohd. Kasim	Advisor	23664410
13	Rajiv Ranjan Tiwari	Advisor	23664178
14	Sanjeet Singh	Advisor	23664134
15	Sanjeev Kumar Sharma	Advisor	23664209
16	Sanjeev Banzal	Advisor	23664258
17	Sunil Kumar Singhal	Advisor	23664425
18	Syed T. Abbas	Advisor	23664173
19	Akhilesh Kumar Trivedi	Jt. Advisor	23664507
20	Amarjeet Singh Cheema	Jt. Advisor	23664610
21	Anil Kr. Dhingra	Jt. Advisor	23664516
22	Awadhesh Kumar Pandey	Jt. Advisor	23664257
23	Chandra Choodan K.	Jt. Advisor	23664555
24	Col. Kapil Handa	Jt. Advisor	23664527
25	Gp. Capt. R.K. Joshi	Jt. Advisor	23664123
26	Gp. Capt. Shaji Punnose	Jt. Advisor	23664251
27	Jaipal Singh Tomar	Jt. Advisor	23664115
28	K.V. Sebastian	Jt. Advisor	23664183
29	Lt. Col. A.S. Pandey	Jt. Advisor	23664404

30	Lt. Col. Bharat Gupta	Jt. Advisor	23664109
31	Lt. Col. Vijay Sharma	Jt. Advisor	23664253
32	Rajendra Kumar Singh	Jt. Advisor	23664501
33	S.B. Singh	Jt. Advisor	23664137
34	S.K. Dutta	Jt. Advisor	23664503
35	S.M.K. Chandra	Jt. Advisor	23664222
36	Sapna Sharma	Jt. Advisor	23664211
37	Shaji Abraham	Jt. Advisor	23664603
38	V.K. Aggarwal	Jt. Advisor	23664504
39	Vinod Kumar	Jt. Advisor	23664254
40	Pawan Kumar Gupta	Jt. Advisor	23664414
41	Anurag Sharma	Dy. Advisor	23664189
42	G.S. Panwar	Dy. Advisor	23664524
43	Gaurishankar Kesarwani	Dy. Advisor	23664508
44	K.M. Singh	Dy. Advisor	23664252
45	Rachna Mathur	Dy. Advisor	23664190
46	Surender Singh	Dy. Advisor	23664277
47	Arvind Kumar Mishra	Dy. Advisor	23664252
48	Alexander P. Thomas	Dy. Advisor	23664106
49	P.O. Abraham	Sr. PPS	23664202
50	Prakash Kirtani	Sr. PPS	23664302
51	Raghubir Singh	Sr. PPS	23664305
52	Alok Vohra	SRO	23664607
53	Anil Kumar Pathak	SRO	23664415
54	Anoop Tandon	SRO	23664144
55	Ashok Singh	SRO	23664174
56	G.P. Vishnoi	SRO	23664111
57	Gyan Chand Tuteja	SRO	23664662
58	I.J. Manoharan	SRO	23664220
59	K.K. Pandey	SRO	23664212
60	Meetu Gulati	SRO	23664652
61	Narender Kumar Sharma	SRO	23664141
62	Prakash Rani Chawla	SRO	23664187
63	Praveen Saxena	SRO	23664686
64	R. Ramanujam	SRO	23664182
65	S.N. Tiwary	SRO	23664213
66	Sajid Nizam Hasshmi	SRO	23664604
67	Sanjay Kumar-CA	SRO	23664231
68	Sanjay Kumar - BB&PA	SRO	23664535
69	Santosh Kumar	SRO	23664217
70	Sonia Madan	SRO	23664273
71	Sumeet Hemrajani	SRO	23664659
72	Sunil Gupta	SRO	23664506

73	Videep Kumar Antiwal	SRO	23664661
74	Vijay Kumar Mishra	SRO	23664505
75	Jitender Kapoor	PPS	23664402
76	S.B. Bhardwaj	PPS	23664582
77	Virender Makhija	PPS	23664308
78	Aparna Vats	TO	23664529
79	Azad Singh Khandsaiya	TO	23664176
80	Dinesh Singh Dhanik	TO	23664218
81	J.L. Mukhija	TO	23664605
82	Manish Negi	TO	23664554
83	Nand Kishor Chaudhary	TO	23664651
84	P. Janaki	TO	23664238
85	Rajat Kumar Sharma	TO	23664650
86	Rajesh Narayan	TO	23664122
87	S. Ganesh	TO	23664606
88	Sailesh	TO	23664537
89	Shubha Sinha	TO	23664105
90	A.L. Ramesh	SO	23664657
91	Anju Kandwal	SO	23664180
92	Ashwani Batra	SO	23664509
93	Baaloo G. Iyer	SO	23664233
94	Benny Francis K.	SO	23664556
95	K.C. Pujari	SO	23664214/142
96	Manoj Kr. Verma	SO	23664488
97	Mohinder Singh	SO	23664232
98	N.S. Rawat	SO	23664405
99	R.V. Gopal	SO	23664147
100	Rajender Kumar Sharma	SO	23664311
101	Rama Bawa	SO	23664221
102	Reevey J. Jacob	SO	23664136
103	S.R. Bhaskar	SO	23664326
104	Sushil Kr.Bansal	SO	23664235
105	Vishwas Saxena	SO	23664664
106	Bhuvneshwar Kumar	PS	23664316
107	Narshimha Rao	PS	23664615
108	Lakshmi Narayanan	PS	23664140
109	Molay Mukhopadhyay	PS	23664602
110	Phool Singh Choudhary	PS	23664224
111	Poonam Khurana	PS	23664203
112	R.K. Dhawan	PS	23664132
113	Rajesh Kumar Vatsa	PS	23664309
114	Shalini Katoch	PS	23664179
115	Sushil Kumar	PS	23664545

116	Ajay Kumar	Assistant	23664215
117	Amit Bhardwaj	Assistant	23664181
118	Amiya Kumar Jha	Assistant	23664216
119	Anil Kumar Kaushal	Assistant	23664663
120	Arun Kumar Vohra	Assistant	23664205
121	Arvind Kumar	Assistant	23664121
122	Ashok Raja Dhoundiyal	Assistant	23664234
123	Chander Bali	Assistant	23664135
124	Chander Prakash Kalwani	Assistant	23664653
125	Devender Kumar	Assistant	23664148
126	Ganesh Dutt	Assistant	23664208
127	I.A. Khan	Assistant	23664609
128	Jai Kumar	Assistant	23664575
129	K. Shravan	Assistant	23664403
130	Kailash Chand	Assistant	23664533
131	Kirandeep Ahuja	Assistant	23664550
132	Krishan Kumar	Assistant	23664112
133	Kundan Kumar-I	Assistant	23664125
134	Kundan Kumar-II	Assistant	23664614
135	Mohd. Atique Anwar	Assistant	23664236
136	Pawan Kumar Vij	Assistant	23664318
137	Pramod Kumar	Assistant	23664523
138	Raji Geojo T.,	Assistant	23664531
139	Rakesh Kumar	Assistant	23664406
140	Ranvir Singh Rawat	Assistant	23664223
141	Reshma Usmani	Assistant	23664191
142	Ritu Gusain	Assistant	23664656
143	Sathi Ramakrishnan	Assistant	23664145
144	Satish Chandra Sharma	Assistant	23664124
145	Satish Kumar	Assistant	23664530
146	Saurabh Aggarwal	Assistant	23664534
147	Savitri Pokhriyal	Assistant	23664511
148	Srivalli	Assistant	23664269
149	Sumit Nag	Assistant	23664149
150	Sunil Kumar	Assistant	23664113
151	Ved Prakash	Assistant	23664538
152	Vishal Pathak	Assistant	23664150
153	Anita	PA	23664309
154	Aruna Sethi	PA	23664317
155	Dinesh Kumar Sharma	PA	23664546
156	Dolly	PA	23664510
157	Geeta Pujari	PA	23664186
158	Ram Chandra Billat	PA	23664413

159	Ranjeeta Manchanda	PA	23664561
160	Sanjay Kumar	PA	23664210
161	Geeta Joshi	PA	23664188
162	Surendar	LDC	23664616
163	Bharat	LDC	23664547
164	Rajendar	Attendant	23664146
165	Avtar Singh	Attendant	23664146
166	Sudhir	Attendant	23664146
167	Subol Kumar Sharma	Attendant	23664146
168	Anil Kumar	Attendant	23664146
169	Sajjan Kumar	Driver Gr-I	23664146
170	Bhola Paswan	Driver Gr-I	23664146
171	Manbir Singh Panwar	Driver Gr-II	23664146
172	Giri Raj	Driver Gr-II	23664146
173	Ranjit Singh	Driver Gr-II	23664146
174	Harpal Singh	Driver Gr-II	23664146
175	Narender Kumar	Driver Ord. Grd.	23664146
176	Om Prakash Giri	Driver Ord. Grd.	23664146
177	Deo Krishna Thakur	Driver Ord. Grd.	23664146
178	Harish Chand	Driver Ord. Grd.	23664146
179	Sh. Shyam Singh	Driver Ord. Grd.	23664146
180	Manjeet Singh	PCMO	23664146
181	Laxman Singh	PCMO	23664617
182	Shankar Dhone	DR	23664146

(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

