



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 S.K. Dutta, Jt. Advisor 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 – Smt. Vijayalakshmy K Gupta

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

Part Time Member – Shri. 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 and Quality of Service (CA&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, Shri Narasimha Rao, PS, Smt. Sapna Sharma, Dy.Advisor (Coord), Shri Joseph Manoharan, Sr. Research Officer (Coord) & CAPIO, one Section Officer and two Assistants.

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General Administration Division

General Administration Division headed by Shri C.P.S Bakshi, 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 Section and RTI Section, OL Section, PR Section, RE 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 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 Vijay Sharma, Jt Advisor(GA), Shri Narender Kumar Sharma, Senior Research Officer(GA), Shri R. Ramanujam, SRO(Finance), Shri Praveen Saxena, SRO(PR), Smt. P.Janaki Technical Officer (MR/RTI).

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 Sanjeet Singh, Advisor (B&CS), Shri Sunil Kumar Singhal, Advisor (B&CS), and Shri Mohammed Kasim, Advisor (B&CS) and the following officers:-

Shri V.K.Agarwal, Jt Advisor(B&CS), Gp. Capt. Umesh Kumar, Jt Advisor(B&CS), Shri S.M.K Chandra, Jt Advisor(B&CS), Shri C.P.Sharma, Dy Advisor(B&CS), Shri

G.S.Kesarwani, Dy Advisor(B&CS), Shri Yogesh Kumar Sharma, Sr Research Officer and Shri Gyan Chand Tuteja, Sr Research Officer.

B&CS Division also comprises of two Section Officers, One Personal Private Secretary, two Personal Secretaries, two Personal Assistants 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 Suresh Kumar Gupta, 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.

Pr. Advisor (CA&QoS) is assisted by Shri A Robert Jerard Ravi, Advisor (QoS&TD) and Shri Agneshwar Sen, Advisor(CA) and the following officers/staff:

Shri Shaji Abraham, Jt Advisor(QoS), Shri Thomas Varghese, Jt Advisor(QoS&TD), Shri K.Chandra Choodan , Joint Advisor (CA), Shri G.S. Panwar, Dy. Advisor(CA), Shri V.K.Saxena, Dy. Advisor(QoS)& CPIO, Shri.V.Ananthkrishnan, Dy.Advisor(TD&IT), Shri Videep Angiwal, Sr. Research Officer(QoS), 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 Vijay Pal, Sr. Research Officer(TD) and Shri Molay Mukhopadhyay , Private Secretary.

CA&QoS Division comprises of three 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.

Pr. Advisor (F&EA) is assisted by Smt. Vinod Kotwal Advisor (F&EA), and the following officers:-

Vacant, Jt. Advisor(F&EA-I), Shri K.V. Sebastian, Jt Advisor(F&EA-II), Shri Akhilesh Kumar Trivedi, Jt. Advisor(F&EA-I), Shri Anil K. Dhingra, Jt. Advisor(F&EA-II), Shri Surendra Chawla, Jt. Advisor(F&EA-I), Shri Raj Kumar Yadav, Sr. Research Officer (F&EA-II), Shri Rohit Khare, Sr. Research Officer (F&EA-II), Shri Brijesh Kumar , Sr. Research Officer(F&EA), Shri. K.K.Pandey, Sr. Research Officer (F&EA-I), 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 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.

Advisor (Legal) is assisted by the following officers:-

Shri S.B. Singh, Jt. Advisor(Legal), Gp. Capt. S.V Kute, Jt. Advisor(Legal), Shri A. K. Mathur, Dy Advisor(Legal), Shri S.Peer Mohamed, SRO(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 Pr. Advisor (NSL), presently vacant 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 (NSL-I) and Shri Sanjeev Banzal, Advisor (NSL-II) and the following officers:-

Col. Kapil Handa, Jt Advisor (NSL-I), Shri. Som Dutt Sharma, Jt Advisor (NSL-I), Shri Jaipal Singh Tomar, Jt Advisor(NSL-II), Gp. Capt. Shaji Punnose, Jt Advisor(NSL-II), Smt Sonia Madan, Sr. Research Officer (NSL-II), Shri M S Hiremath, Sr. Research Officer (NSL-II), Shri Ashok Singh Tomar, 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), Shri Azad Singh Khandsaiya, Technical Officer(NSL-II).

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

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Technological Development Division (TD)

Technological Development Division is also headed by Pr. Advisor. The division is presently being looked after by Shri Suresh Kumar Gupta, 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.

Pr. Advisor (CA&QoS)&TD Division is assisted by Shri A. Robert J.Ravi Advisor (CA&QoS) and Shri Thomas Varghese, Jt. Advisor(TD) and have the following supporting staff:-

Shri V Ananthakrishnan , Dy Advisor(IT), Shri Vijay Pal, Sr. Research Officer (TD), Shri Sumeet Hemrajani, Sr. Research Officer(TD), Shri S Ganesh, Technical Officer(IT) and Shri Molay Mukhopadhyay, Private Secretary.

TD Division also comprises of one Section Officer, and one Assistant.

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The number of staff employed as Attendant, Driver, PCM Operator, 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	23211236 23664301
2.	Shri Anil Kaushal	Member	23221159 23664304
3.	Dr. Vijaya Lakshmy Gupta	Member	23211833 23664307
4.	Shri.Sudhir Gupta	Secretary	23237448 23664201
5.	Shri Parameswaran N.	Pr. Advisor	23233291 23664401
6.	Shri Suresh Kumar Gupta	Pr. Advisor	23216930 23664131
7.	Shri Sunil Kumar 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.	Shri Wasi Ahmed	Advisor	23237922 23664410
12.	Shri A Robert Jerard Ravi	Advisor	23230404 23664601
13.	Shri Amit Mohan Govil	Advisor	23237024 23664134
14.	Smt Vinod Kotwal	Advisor	23230752 23664178
15.	Shri CPS Bakshi	Advisor	23236119 23664209

16.	Shri Sunil Kumar Singhal	Advisor	23221509 23664425
17.	Shri Agneshwar Sen	Advisor	23234367 23664433
18.	Vacant	Advisor	23220020 23664503
19.	Vacant	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 Chandra Choodan K.	Jt. Advisor	23664555
26.	Anil Kr. Dhingra	Jt. Advisor	23664516
27.	Shri Surendra Chawla	Jt. Advisor	23664123
28.	Shri Jaipal Singh Tomar	Jt. Advisor	23664115
29.	Shri Akhilesh Kumar Trivedi	Jt. Advisor	23664507
30.	Shri Thomas Varghese	Jt. Advisor	23664610
31.	Col. Kapil Handa	Jt. Advisor	23664527
32.	Gp. Capt. Shaji Punnose	Jt. Advisor	23664251
33.	Gp. Capt. Umesh Kumar	Jt. Advisor	23664252
34.	Lt. Col. Vijay Sharma	Jt. Advisor	23664253
35.	Shri S.D. Sharma	Jt. Advisor	23664254
36.	Shri S.M.K. Chandra	Dy. Advisor	23664222
37.	Shri C.P. Sharma	Dy. Advisor	23664404
38.	Shri Sapna Sharma	Dy. Advisor	23664211
39.	Shri V.K. Saxena	Dy. Advisor	23664559
40.	Shri Rachna Mathur	Dy. Advisor	23664190
41.	vacant	Dy. Advisor	23664414
42.	Shri Gaurishankar Kesarwani	Dy. Advisor	23664508
43.	Shri Anurag Sharma	Dy. Advisor	23664189
44.	Shri G.S. Panwar	Dy. Advisor	23664524
45.	Shri V. Ananthakrishnan	Dy. Advisor	23664272
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.	Shri Vijay Pal	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	SO	23664537
87.	Smt.Aparna Vats	SO	23664529
88.	Shri Rajat Kumar Sharma	SO	23664650
89.	Shri Manoj Kr. Verma	SO	23664488
90.	Smt.Shubha Sinha	SO	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	SO	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	PS	23664309
102	Smt Lakshmi Narayanan	PS	23664104
103	Shri Jitender Kapoor	PS	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	Assistant	23664318
111	Shri N.S. Rawat	Assistant	23664405
112	Smt Rama Bawa	Assistant	23664221
113	Shri K.C. Pujari	Assistant	23664214
114	Shri Rajender Kumar Sharma	Assistant	23664311
115	Shri Mohinder Singh	Assistant	23664232
116	Shri Ashok Raja Dhoundiyal	Cashier	23664112
117	Shri Ranvir Singh Rawat	Assistant	23664223
118	Shri Amiya Kumar Jha	Assistant	23664216
119	Shri Sunil Kumar	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	vacant	Assistant	23664523

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 Satish Kumar Sharma	Staff-car-Driver	23664146
175	Shri Manbir Singh Panwar	Staff-car-Driver	23664146
176	Shri Giri Raj	Staff-car-Driver	23664146

177	Shri Ranjit Singh	Staff-car-Driver	23664146
178	Shri Udai Singh	Staff-car-Driver	23664146
179	Shri Narender Kumar	Staff-car-Driver	23664146
180	Shri Om Prakash Giri	Staff-car-Driver	23664146
181	Shri Harpal Singh	Staff-car-Driver	23664146
182	Shri Deo Krishna Thakur	Staff-car-Driver	23664146
183	Shri Harish Chand	Staff-car-Driver	23664146
184	Shri. Shyam Singh	Staff-car-Driver	23664146
185	Shri Manjeet Singh	PCMO	23664224
186	Shri Laxman Singh	PCMO	23664617
187	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.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 V.K.Saxena

Dy. Advisor (QoS) & Central Public Information Officer(CPIO)
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan,
Jawaharlal Nehru Marg, Old Minto Road,
New Delhi-110 002
Tele : 011-23211622
Fax : 011-23230204
e-mail : ap@traf.gov.in

Shri 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

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

