



Telecom Regulatory Authority of India

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

(An IS/ISO 9001:2015 Certified Organisation)



MANUAL

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

(As on 3rd August 2021)

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General

Telecom Regulatory Authority of India was established on 28.3.1997 under “The Telecom Regulatory Authority of India Act 1997” (as amended in the year 2000).

The Act provides for the establishment of the Telecom Regulatory Authority of India to regulate the telecommunications services and to protect the interest of Service Providers and Consumers of the Telecom Sector, to promote and ensure orderly growth of the telecom sector and for matters connected therewith or incidental thereto. The Broadcasting and Cable Service sectors were brought under the purview of TRAI in the year 2004.

TRAI’s mission is to ensure that the interests of consumers are protected and at the same time nurture conditions for growth of telecommunications, broadcasting and cable services in a manner and at a pace which will enable India to play a leading role in emerging global information society.

One of the main objectives of TRAI is to provide a fair and transparent policy environment which promotes a level playing field and facilitates fair competition.

In pursuance of the above objective, TRAI has issued, from time to time, a large number of regulations, orders and directions to deal with issues and provide the required direction for the evolution of Indian telecom sector.

The directions, orders and regulations issued cover a wide range of subjects including tariff, inter connection and quality of service.

Information pertaining to Section 4 (1)(b) under RTI Act, 2005 is as follows:

(i) The particulars of Organization, functions and duties

A Particulars of the Organization

(Section 3 of the TRAI Act)

(1) The organization called the Telecom Regulatory Authority of India, was established under the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) dated the 28th March, 1997(as amended in the year 2000).

(2) The Authority is a body corporate by the name aforesaid, having perpetual succession and a common seal, with power, subject to the provisions of this Act, to acquire, hold and dispose of property, both movable and immovable, and to contract, and shall, by the said name, sue or be sued.

(3) The Authority consists of a Chairperson, and not more than two whole time members and not more than two-part time members, to be appointed by the Central Government.

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

B Functions of Authority
(Section 11 of the TRAI Act)

(1) Notwithstanding anything contained in the Indian Telegraph Act, 1885 (13 of 1885), the functions of the Authority shall be to-

(a) make recommendations, either suo motu or on a request from the licensor, on the following matters, namely:-

- i. need and timing for introduction of new service provider;
- ii. terms and conditions of license to a service provider;
- iii. revocation of license for non-compliance of terms and conditions of license;
- iv. measures to facilitate competition and promote efficiency in the operation of telecommunication services so as to facilitate growth in such services.
- v. technological improvements in the services provided by the service providers.
- vi. type of equipment to be used by the service providers after inspection of equipment used in the network.
- vii. measures for the development of telecommunication technology and any other matter relating to telecommunication industry in general;
- viii. efficient management of available spectrum;

(b) discharge the following functions, namely:-

- i. ensure compliance of terms and conditions of license;
- ii. notwithstanding anything contained in the terms and conditions of the license granted before the commencement of the Telecom Regulatory Authority of India (Amendment) Act, 2000, fix the terms and conditions of inter-connectivity between the service providers;
- iii. ensure technical compatibility and effective inter-connection between different service providers.
- iv. regulate arrangement amongst service providers of sharing their revenue derived from providing telecommunication services;
- v. lay down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect interest of the consumers of telecommunication services;
- vi. lay down and ensure the time period for providing local and long distance circuits of telecommunication between different service providers;
- vii. maintain register of interconnect agreements and of all such other matters as may be provided in the regulations;
- viii. keep register maintained under clause (vii) open for inspection to any member of public on payment of such fee and compliance of such other requirement as may be provided in the regulations;
- ix. ensure effective compliance of universal service obligations;

(c) levy fees and other charges at such rates and in respect of such services as may be determined by regulations.

(d) perform such other functions including such administrative and financial functions as may be entrusted to it by the Central Government or as may be necessary to carry out the provisions of this Act:

PROVIDED that the recommendations of the Authority specified in clause (a) of this sub-section shall not be binding upon the Central Government:

PROVIDED further that the Central Government shall seek the recommendations of the Authority in respect of matters specified in sub-clauses (i) and (ii) of clause (a) of this sub-section in respect of new licence to be issued to a service provider and the Authority shall forward its recommendations within a period of sixty days from the date on which that Government sought the recommendations:

PROVIDED also that the Authority may request the Central Government to furnish such information or documents as may be necessary for the purpose of making recommendations under sub-clauses (i) and (ii) of clause (a) of this sub-section and that Government shall supply such information within a period of seven days from receipt of such request:

PROVIDED also that the Central Government may issue a licence to a service provider if no recommendations are received from the Authority within the period specified in the second proviso or within such period as may be mutually agreed upon between the Central Government and the Authority:

PROVIDED also that if the Central Government having considered that recommendation of the Authority comes to a prima facie conclusion that such recommendation cannot be accepted or needs modifications, it shall, refer the recommendations back to the Authority for its reconsideration, and the Authority may within fifteen days from the date of receipt of such reference, forward to the Central Government its recommendation after considering the reference made by the Government. After receipt of further recommendation, if any, the Central Government shall take a final decision.

(2) Notwithstanding anything contained in the Indian Telegraph Act, 1885 (13 of 1885), the Authority may, from time to time, by order, notify in the Official Gazette the rates at which the telecommunication services within India and outside India shall be provided under this Act including the rates at which messages shall be transmitted to any country outside India;

PROVIDED that the Authority may notify different rates for different persons or class of persons for similar telecommunication services and where different rates are fixed as aforesaid the Authority shall record the reasons there for.

(3) While discharging its functions under sub-section (1) or subsection (2), the Authority shall not act against the interest of the sovereignty and integrity of India, the security of the State, friendly relations with foreign States, public order, decency or morality.

(4) The Authority shall ensure transparency while exercising its powers and discharging its functions.

(ii) The powers and duties of its officers and employees

A Powers of Authority to call for information conduct investigations, etc.
(Section 12 of the TRAI Act)

(1) Where the Authority considers it expedient so to do, it may, by order in writing.

- (a) call upon any service provider at any time to furnish in writing such information or explanation relating to its affairs as the Authority may require; or
- (b) appoint one or more persons to make an inquiry in relation to the affairs of any service provider; and
- (c) direct any of its officers or employees to inspect the books of account or other documents of any service provider.

(2) Where any inquiry in relation to the affairs of a service provider has been undertaken under sub-section (1)-

- (a) every officer of the Government Department, if such service provider is a department of the Government;
- (b) every director, manager, secretary or other officer, if such service provider is a company; or
- (c) every partner, manager, secretary or other officer, if such service provider is a firm; or
- (d) every other person or body of persons who has had dealings in the course of business with any of the persons mentioned in clauses (b) and (c),

shall be bound to produce before the Authority making the inquiry, all such books of account or other documents in his custody or power relating to, or having a bearing on the subject-matter of such inquiry and also to furnish to the Authority with any such statement or information relating thereto, as the case may be, required of him, within such time as may be specified.

(3) Every service provider shall maintain such books of account or other documents as may be prescribed.

(4) The Authority shall have the power to issue such directions to service providers as it may consider necessary for proper functioning by service providers.

B Powers of Authority to issue directions
(Section 13 of the TRAI Act)

The Authority may, for the discharge of its functions under sub-section (1) of section 11, issue such directions from time to time to the service providers, as it may consider necessary:

PROVIDED that no direction under sub-section (4) of section 12 or under this-section shall be issued except on the matters specified in clause (b) of sub-section (1) of section 11.

C Duties of Authority, its Officers and employees

The Authority is a body corporate by the name of Telecom Regulatory Authority of India, having perpetual succession and a common seal, with power, subject to the provisions of this Act, to acquire, hold and dispose of property, both movable and immovable, and to contract, and shall, by the said name, sue or be sued.

The Authority consists of a Chairperson, two whole-time Members and two part-time Members appointed by the Central Government.

The Chairperson has powers of general superintendence and directions in the conduct of the affairs of the Authority and he, in addition to presiding over the meeting of the Authority, exercise and discharges such powers and functions of the Authority and discharges such other powers and functions as may be prescribed.

Office of the Chairperson – Dr. P. D. Vaghela, Chairperson

The Chairperson is assisted by Shri Prakash Kirtani, Joint Advisor and one Personal Assistant.

Office of the Member – Vacant

The Member is assisted by (Vacant), Sr. PPS and one Personal Assistant.

Office of the Member – Smt. Meenakshi Gupta

The Member is assisted by Shri Virender Makhija, Sr.PPS and one Private Secretary

Part Time Member – (vacant)

Part Time Member – (vacant)

Secretary

The Secretariat of Telecom Regulatory Authority of India headed by the Secretary, works through seven functional Divisions- Networks, Spectrum and Licensing (NSL), Broadcasting and Cable Services (B&CS), Consumer Affairs (CA) Quality of Service (QoS), Financial & Economic Analysis (F&EA), Legal Division, Information Technology (IT), 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 V. Raghunandan, Secretary

The Secretary is assisted by Shri P. O. Abraham, Sr. PPS, Smt Poonam Khurana, PS, Shri S. K. Dutta, Joint Advisor (Coord) & CPIO, Smt P. Janaki, Senior Research Officer (Coord) & CAPIO, Shri I. Joseph Manoharan, Deputy Advisor (IR), one Technical Officer and one Section Officer.

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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: 2015 in TRAI. Advisor (Admn) is also acting as the Transparency Officer in TRAI to oversee the implementation of sections of the RTI Act and other related provisions under the RTI Act. This Division also deals in Media Relations, International Relations: dealing with international cooperation and multilateral bodies, Human Resources including recruitment, Training and Capacity Building, Accommodation of TRAI Office, Procurement of Items and Services, Matters relating to ISO, Staff Welfare, Organizing OHDs/Seminars etc, RTI, Regional Offices : Coordination and all other matters relating to administration.

Advisor is assisted by the following officers:-

Lt. Col. T. Rajish Sundaran, Joint Advisor (GA), Shri S.K.Dutta, Joint Advisor (Coordination), Sh. R. Ramanujam, Dy. Advisor (Finance), Shri Vinay Kumar Goel, Sr Research Officer (A&P), Shri Rakesh Purohit, SRO(GA), Smt P.Janaki, SRO(Coordination), Shri Manish Negi, SRO (GA), Shri Rajat Kumar Sharma, SRO(IR)

Administration Division also comprises of Section Officers, Assistants, one Cashier, Personal Assistants, Lower Division Clerks (LDC), Dispatch Rider and 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 Rajiv Sinha, Pr. Advisor (B&CS), Shri Anil Kumar Bhardwaj, Advisor (B&CS), and Shri Arvind Kumar, Advisor (B&CS) and the following officers :-

Shri V.K.Agarwal, Jt Advisor (B&CS), Shri C.P.Sharma, Jt. Advisor (B&CS), Shri Devendra Dwivedi, Jt. Advisor (B&CS), Smt Sapna Sharma, Jt. Advisor (B&CS) , Smt Shivani Sharma, Dy Advisor (B&CS), Shri Sumeet Hemrajani, , Dy Advisor (B&CS), Shri Rajesh Mattoo, Sr. Research Officer(B&CS), and Shri Praveen Saxena, Sr Research Officer (B&CS), B&CS Division also comprises of one Technical Officer, one Section Officer, one PPS, one Private Secretary, one Personal Assistant and two Assistants.

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

The Consumer Affairs and Quality of Service (CA & QoS) Division is headed by Pr. Advisor (CA & QoS) (vacant). 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) (vacant) is assisted by Shri Asit Kadayan (QoS) and Shri, Sanjeev Banzal,, Advisor (CA & IT) the following officers/staff:

Shri Pavan Kumar Gupta, Joint Advisor (QoS) Shri Jitender Prakash , Joint Advisor (QoS), Shri S.M.K. Chandra, Jt. Advisor (CA), Shri Manmohan Vyas, Dy. Advisor (CA), Shri Videep Kumar Antiwal, Dy. Advisor (IT), Shri Narendra Kumar, Deputy Advisor(QoS), Shri Vikas Verma Sr. Research Officer (QOS), Ms Trishna Mandal, Sr. Research Officer (QOS), Shri Pradeep Kumar, Sr. Research Officer (QOS) ,Shri J.L.Mukhija, Sr. Research Officer (QOS), Shri Hemant Dewan, Sr. Research Officer (QOS), Shri Sanjay Kumar ,Sr. Research Officer(CA) and Shri Molay Mukhopadhyay, Principal Private Secretary

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

Financial and Economic Analysis Division (F&EA)

Financial and Economic Analysis (F&EA) Division headed by Dr. M.P. Tangirala 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.

Dr. M.P. Tangirala, Pr. Advisor (F&EA) is assisted by Shri Kaushal Kishore Advisor (F&EA-I), Shri Amit Sharma (F&EA-II) and the following officers:-

Shri Sachin Goyal, Jt. Advisor (F&EA), Smt. Meetu Gulati, Dy. Advisor (F&EA), Smt. Aparna Vats, SRO(F&EA), Shri Ajay Jain, SRO (F&EA), Smt Shubha Sinha, SRO(F&EA).

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

Legal Division

Legal Division is headed by Shri Rajiv Ranjan Tiwari Advisor(Legal). This Division is responsible for rendering legal advice to the Authority on all regulatory issues. All matters pertaining to legal obligations including tendering of legal advice, formulation of legislative proposals, monitoring of cases in Supreme Court, High Courts, TDSAT and other judicial and quasi-judicial for and legal vetting of statutory regulations, orders and directions are handled by Legal Division.

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

Legal Division also comprises of one Personal Secretary, one Section Officer, three Assistants and one Personal Assistant. In addition, three 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) (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 S.T.Abbas, Advisor (NSL-II) and Shri Sanjeev Kumar Sharma, Advisor (BB&PA and NSL-I) with the following officers:-

Sh. Rajeev Jain, Joint Advisor (BB&PA), Shri. R. K. Singh Joint Advisor (NSL-I), Lt.Col.Shri R.N.Bhandari, Joint Advisor(NSL-II), Smt. Rachana Mathur, Jt. Advisor(NSL-II), Smt. Vibha Tomar, Jt. Advisor(NSL-II), Smt. Surchi Srivastava, Jt. Advisor(BB&PA), Smt Sonia Madan, Dy.Advisor (NSL-II), Shri P. K. Sharma, Sr. Research Officer (NSL-II), Shri O. K. Govind, Sr. Research Officer (NSL-II), Shri Alok Vohra, SRO (NSL-I), Shri Rajesh Narayan, SRO (NSL-I), Shri Bipul Prasad, SRO (NSL-I), Shri Sandip Sarkar, SRO(NSL-II), Shri Shailesh Kumar, SRO(BB&PA).

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

Information Technology Division (IT)

Information Technology Division is also headed by Pr. Advisor (vacant) 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) &IT Division is assisted by Shri Sanjeev Banzal, Advisor (CA&IT) and the following supporting staff :-Ms Archana Ahalawat, Joint Advisor, (IT), Lt.Col. Dheeraj Nautiyal, Jt. Advisor(TD),Shri Videep Kumar Antiwal, Dy. Advisor (IT) Shri S.Ganesh, Sr.Research Officer (IT), IT Division also comprises of Section Officer, Private Secretary, Personal Assistant and Assistants.

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. The details of which are available on TRAI's website: www.traigov.in

(v) The rules, regulations, instructions, manuals and records used by it or under its control

TRAI functions through consultation papers, orders / directions, recommendations, and regulations, the details of which are available on TRAI's website: www.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: 2015

(vii) The particulars of any arrangement that exists for consultation with, or representation by the members of the public, in relation to the formulation of policy or implementation thereof

The recommendations, directions etc are based on the consultation process where views and opinions of all the stakeholders i.e. service providers, experts, consumer organizations etc. are taken into consideration. In addition, TRAI addresses grievances/representations of general public/consumers on issues of common interest. Open House Discussions are held in major cities in connection with consultation on specific issues. Similarly, Consumer Advocacy Group meetings are organized to address the interest of the consumers.

(viii) a statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public ;

TRAI has registered a number of consumer organisations and NGOs from all over the country. The TRAI interacts with these organisations known as Consumer Advocacy Groups (CAGs) frequently. The list of CAGs are available on TRAI website under the link given below:

<https://traigov.in/sites/default/files/CAGsList10082018.pdf>

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

Sl. No.	Name [S./Shri/Smt./Ms.]	Designation	Division Section	Intercom (23664- Extn.)
1.	Dr. P.D. Vaghela	Chairman	O/o Chairperson	301
2.	Vacant	Member	O/o Member	304
3.	Meenakshi Gupta	Member	O/o Member	307
4.	V. Raghunandan	Secretary	O/o Secy	201
5.	Rajiv Sinha	Pr. Advisor	B&CS	255
6.	Dr. M. P. Tangirala	Pr. Advisor	F&EA	139
7.	Amit Sharma	Advisor	F&EA	433
8.	Anil Kumar	Advisor	B&CS - II	410
9.	Arvind Kumar	Advisor	B&CS - I & III	103
10.	Asit Kadayan	Advisor	QoS	601
11.	Kaushal Kishore	Advisor	F&EA	178
12.	Rajiv Ranjan Tiwari	Advisor	LEGAL	134
13.	Sanjeev Kumar Sharma	Advisor	Admn.	209
14.	Sanjeev Banzal	Advisor	CA & IT	258
15.	Syed Tausif Abbas	Advisor	NSL-2	173
16.	Archana Ahlawat	Jt. Advisor	IT	610
17.	C.P. Sharma	Jt. Advisor	B&CS - I & III	404

18.	Devendra Dwivedi	Jt. Advisor	B&CS - II	253
19.	Jitender Prakash	Jt. Advisor	QoS	277
20.	K. Chandra Choodan	Jt. Advisor	Transfer (Bengaluru)	
21.	Lt. Col. Dheeraj Nautiyal	Jt. Advisor	IT/TD	516
22.	Lt. Col. R.N. Bhandari	Jt. Advisor	NSL-2	115
23.	Lt. Col. T. Rajish Sundaran	Jt. Advisor	Admn. (GA)	256
24.	Pavan Kumar Gupta	Jt. Advisor	QoS	603
25.	Prakash Kirtani	Jt. Advisor	O/o Chairperson	302
26.	Rachna Mathur	Jt. Advisor	NSL-2	190
27.	Rajeev Jain	Jt. Advisor	BB&PA	525
28.	Rajendra Kumar Singh	Jt. Advisor	NSL-1	501
29.	S.B. Singh	Jt. Advisor	LEGAL	137
30.	S.K. Dutta	Jt. Advisor	Admn.(Coord.)	503
31.	S.M.K. Chandra	Jt. Advisor	CA	222
32.	Sapna Sharma	Jt. Advisor	B&CS - II	508
33.	Shuchi Srivastava	Jt. Advisor	BB&PA	507
34.	V.K. Aggarwal	Jt. Advisor	B&CS - I & III	504
35.	Vibha Tomar	Jt. Advisor	BB&PA	109
36.	Vipul Puri	Jt. Advisor	F&EA	183
37.	I.J. Manoharan	Dy. Advisor	Admn.(IR)	211
38.	Narendra Kumar	Dy. Advisor	QoS	414
39.	Man Mohan Vyas	Dy. Advisor	CA	555
40.	Meetu Gulati	Dy. Advisor	F&EA	652
41.	R. Ramanujam	Dy. Advisor	Admn. (Finance)	182
42.	Shivani Sharma	Dy. Advisor	B&CS - I & III	252
43.	Sonia Madan	Dy. Advisor	NSL-2	273
44.	Sumeet Hemrajani	Dy. Advisor	B&CS - I & III	251
45.	Videep Kumar Antiwal	Dy. Advisor	IT	661
46.	P.O. Abraham	Sr. PPS	O/o Secy	202
47.	Raghubir Singh	Sr. PPS	O/o Member (A)	172
48.	Virender Makhija	Sr. PPS	O/o Member (R)	308
49.	Ajay Jain	SRO	F&EA	212
50.	Alok Vohra	SRO	BB&PA	607
51.	Aparna Vats	SRO	F&EA	505
52.	Bipul Prasad	SRO	NSL-1	654
53.	Dinesh Singh Dhanik	SRO	Admn. (Comm. & PR)	218
54.	Hemant	SRO	QoS	524
55.	J.L. Mukhija	SRO	QoS	605
56.	Manish Negi	SRO	Admn. (GA)	141
57.	Nand Kishor Chaudhary	SRO	IA	651
58.	Omendra Kumar Govind	SRO	NSL-2	144
59.	P. Janaki	SRO	Admn. (MR & Coord)	220

60.	Pavan Kumar Sharma	SRO	NSL-2	176
61.	Praveen Saxena	SRO	B&CS - II	662
62.	Rajat Kumar Sharma	SRO	IT	650
63.	Rajesh Mattoo	SRO	B&CS - II	415
64.	Rajesh Narayan	SRO	NSL-1	105
65.	Rakesh Purohit	SRO	Admn. (GA)	686
66.	S. Ganesh	SRO	IT	606
67.	Sandip Sarkar	SRO	NSL-2	537
68.	Sanjay Kumar	SRO	BB&PA	535
69.	Shailesh	SRO	NSL-1	174
70.	Shubha Sinha	SRO	F&EA	122
71.	Trishna Mandal	SRO	QoS	659
72.	Vikas Nigam	SRO	Admn. (IR)	452
73.	Vikas Verma	SRO	QoS	604
74.	Vinay Kumar Goel	SRO	Admn. (A&P)	213
75.	Jitender Kapoor	PPS	NSL	402
76.	Lakshmi Narayanan	PPS	F&EA	140
77.	Molay Mukhopadhyay	PPS	QoS	602
78.	Anju Kandwal	TO	Admn. (GA)	180
79.	Ashwani Batra	TO	BB&PA	509
80.	A.L. Ramesh	TO	NSL-2	657
81.	Benny Francis K.	TO	IT	556
82.	Manoj Kr. Verma	TO	B&CS - I & III	488
83.	N.S. Rawat	TO	B&CS - II	405
84.	Reevey J. Jacob	TO	LEGAL	136
85.	R.V. Gopal	TO	Admn.(Coord.)	147
86.	S.R. Bhaskar	TO	CA	326
87.	Sushil Kr. Bansal	TO	CA/Library	111/187
88.	Vishwas Saxena	TO	QoS	664
89.	Ajay Kumar	SO	Admn. (A&P)	215
90.	Amiye Kumar Jha	SO	Admn. (A&P)	554
91.	Arvind Kumar	SO	B&CS - II	406
92.	Ashok Raja Dhoundiyal	SO	B&CS - I & III	529
93.	Baaloo G. Iyer	SO	F&EA	233
94.	Devender Kumar	SO	Admn. (Comm. & PR)	217
95.	Jai Kumar	SO	Admn. (RTI)	238
96.	K.C. Pujari	SO	Admn. (GA)	142
97.	Kundan Kumar-I	SO	F&EA	125
98.	Kundan Kumar-II	SO	NSL-1	124
99.	Mohd. Atique Anwar	SO	LEGAL	266
100.	Mohinder Singh	SO	QoS	311
101.	Rajender Kumar Sharma	SO	F&EA	279

102.	Rama Bawa	SO	Admn.(Coord.)	221
103.	Ranvir Singh Rawat	SO	Admn. (GA)	150
104.	Sumit Nag	SO	Admn. (GA)	149
105.	Sunil Kumar	SO	Admn. (Finance)	113
106.	Bhuvneshwar Kumar	PS	B&CS - I & III	316
107.	Dolly	PS	NSL-2	188
108.	D. Narshimha Rao	PS	Legal	615
109.	Phool Singh Choudhary	PS	O/o Chairperson	224
110.	Poonam Khurana	PS	O/o Secy	203
111.	Rajesh Kumar Vatsa	PS	O/o Member (R)	309
112.	Ranjeeta Manchanda	PS	F&EA	582
113.	R.K. Dhawan	PS	CA, QoS & IT	132
114.	Sanjay Kumar	PS	Admn.	210
115.	Shalini Katoch	PS	F&EA	179
116.	Sushil Kumar	PS	B&CS - II	545
117.	Amit Bhardwaj	Assistant	F&EA	181
118.	Amit Kumar	Assistant	BB&PA	527
119.	Anil Kumar Kaushal	Assistant	BB&PA	663
120.	Arun Kumar Vohra	Assistant	Admn. (A&P)	205
121.	Chander Bali	Assistant	LEGAL	575
122.	Chander Prakash Kalwani	Assistant	F&EA	653
123.	Devendra Sharma	Assistant	Admn. (A&P)	614
124.	Ganesh Dutt	Assistant	LEGAL	208
125.	Hemant Kumar	Assistant	F&EA	175
126.	Hitesh Kumar Sailwal	Assistant	Admn. (GA)	234
127.	Jitender Yadav	Assistant	QoS	367
128.	K. Shravan	Assistant	Admn. (GA)	177
129.	Kailash Chand	Assistant	B&CS - I & III	110
130.	Kirandeep Ahuja	Assistant	Admn.(Comm. & PR/IR)	550
131.	Krishan Kumar	Assistant	Admn. (Finance)	112
132.	Meenakshi	Assistant	Admn. (GA)	609
133.	Om Prakash Prasad	Assistant	LEGAL	379
134.	P. V. Yeshoda	Assistant	F&EA	459
135.	Pankaj Kumar	Assistant	Admn. (GA)	375
136.	Parveen Kumar Wadhwa	Assistant	Admn. (GA)	148
137.	Pawan Kumar Vij	Assistant	Admn. (Comm. & PR)	318
138.	Raji Geojo T.,	Assistant	IT	531
139.	Rajiv Ranjan	Assistant	NSL-II	
140.	Rakesh Kumar	Assistant	F&EA	121
141.	Reshma S. Usmani	Assistant	QoS	236
142.	Ritu Gusain	Assistant	QoS	656
143.	Sachin Rathi	Assistant	B&CS - I & III	533

144.	Sanjiv Kumar	Assistant	Admn. (A&P)	223
145.	Sathi Ramakrishnan	Assistant	Admn. (GA)	145
146.	Satish Chandra Sharma	Assistant	Admn. (A&P)	216
147.	Saurabh Aggarwal	Assistant	CA	534
148.	Savitri Pokhriyal	Assistant	Admn. (GA)	
149.	Srivalli	Assistant	NSL-2	269
150.	Sampuran Das	Assistant	Admn. (RTI)	539
151.	Ved Prakash	Assistant	BB&PA	538
152.	Bharat	Assistant	Admn. (GA)	403
153.	Anita	PA	LEGAL	561
154.	Aruna Sethi	PA	IT	366
155.	Geeta Joshi	PA	Admn. (A&P)	518
156.	Geeta Pujari	PA	F&EA	186
157.	Rajan Sharma	PA	B&CS - II	373
158.	Rakesh Kumar Upadhyay	PA	B&CS	268
159.	Ram Chandra Billat	PA	BB&PA	413
160.	Ravi Kumar	PA	CA&IT	272
161.	Shashikant Kumar	PA	Admn. (GA/PR)	613
162.	Rajendar	Attendant	O/o Member (R)	
163.	Anil Kumar	Attendant	B&CS	
164.	Avtar Singh	Attendant	Finance	
165.	Dilip Kumar	Attendant	Admn. (A&P)	
166.	Mamta Sharma	Attendant	Admn. (GA)	
167.	Subol Kumar Sharma	Attendant	F&EA	
168.	Sudhir	Attendant	LEGAL	
169.	Urmila Negi	Attendant	Admn. (Library)	
170.	Sajjan Kumar	Driver Gr-I	Admn. (GA)	
171.	Bhola Paswan	Driver Gr-I	Admn. (GA)	
172.	Manbir Singh Panwar	Driver Gr-II	Admn. (GA)	
173.	Giri Raj	Driver Gr-II	Admn. (GA)	
174.	Ranjit Singh	Driver Gr-II	Admn. (GA)	
175.	Harpal Singh	Driver Gr-II	Admn. (GA)	
176.	Narender Kumar	Driver Ord. Grd.	Admn. (GA)	
177.	Deo Krishna Thakur	Driver Ord. Grd.	Admn. (GA)	
178.	Harish Chand	Driver Ord. Grd.	Admn. (GA)	
179.	Shyam Singh	Driver Ord. Grd.	Admn. (GA)	
180.	Manjeet Singh	PCMO	Admn. (GA)	376
181.	Laxman Singh	PCMO	Admn. (GA)	617
182.	Shankar Dhone	DR	Admn. (GA)	

(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.

(xi) the budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made;

The information is available on the public domain at TRAI website–
www.traigov.in.

(xii) the manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes ;

Not Applicable

(xiii) particulars of recipients of concessions, permits or authorizations granted by it ;

Not Applicable

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

The information is available/ held by TRAI in electronic form is available on the public domain at TRAI website – www.trai.gov.in

(xv) The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use

Citizens can obtain information from CPIO, website, Press Releases, Quality Performance Indicators, Open House Discussions, and through Registered Consumer Advocacy Groups.

(xvi) The names, designations and other particulars of the Public Information Officers

Names, designations and other particulars of Appellate Authority, Transparency Officer, Central Public Information officer and Central Assistant Public Information Officer are given as under:

APPELLATE AUTHORITY

Dr. M. P. Tangirala

Pr. Advisor (F&EA)

Telecom Regulatory Authority of India

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TRANSPARENCY OFFICER

Shri Sanjeev Kumar Sharma

Advisor (A)

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CENTRAL PUBLIC INFORMATION OFFICER (CPIO)

Shri S. K. Dutta

Jt. Advisor (IR) & CPIO

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Smt P. Janaki

Senior Research Officer (Coord) & CAPIO

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New Delhi-110 002. Tele : 011-23664220

(xvii) Such other information as may be prescribed

No other information is considered necessary to be made available

