RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00001	**Date of Receipt :**	02/01/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Requ	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Bill details Required of Postpaid Connection of TATA Company Customer MDN. [redacted] Bill from April, 2012 to August, 2012. Which is required in reference of FIR No. 176/2012 And who is applied for this postpaid connection that time.		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(27)/2025-RTI Dated: 27-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 02.01.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00001, for providing information under the provisions of the RTI Act 2005, regarding Tata postpaid mobile bill details, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought vide your above mentioned RTI application is not available in TRAI.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 27-01-2025 11:04:18

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00002	**Date of Receipt :**	02/01/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Requester	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	RTI TO TRAI AND AIRTEL COMPANY RTI TO CYBER POLICE DELHI		

Print Save Close

MOST URGENT R.T.I Date: 02nd JANUARY, 2024

To

The CPIO's

Telecom Regulatory Authority of India

TO AIRTEL

To north east cyber police department delhi and their cyber delhi police headquarters

To Panipat cyber police departments **And All Police Department ..... Respondents**

SUBJECT: Application Under Right to Information Act, 2005 To Furnish the Record / Information to us . I want to know Acknowledgement Number : [redacted] through my phone number freeze by ncrp delhi ya north east delhi – +[redacted]

And airtel not replied after send multiple legal notice or twitter complain who one my phone number freeze or complain number or detail and violate my fundamental rights and now violate trai law/ rule . not provide my [redacted] after noc also . without 90 days pass , airtel not authority to deactivate my phone after take 10rs recharge in nov 2024 also .so totally law violate

Without investigate how airtel and other one block my phone numbers

Related my cyber portal complain no Acknowledgement Number : [redacted] date 29 dec 2024 why not block / freeze numbers of digital arrester scammer or fraudster accounts or phone number

Respected sir / Madam

I, Mr. /Ms. [redacted] advocate enrolment number [redacted]

ph. No.-+[redacted]

wish to seek information in my capacity of being a citizen of India. [Need RTI reply on my mail, need hard copy and scanned send soft copy on mail.]

You are required to provide the following information, in terms of S. 6 R/W S. 3 of the Right to Information Act, 2005: if authority not belongs send to relevant authority/ transfer with in RTI limitation time with bear Your Postal Costs / expenses and RTI other fee

Need without any other cost charge, reply give on mail

1. Need airtel through all legal notices reply
2. Need who one block our phone number without investigate , need authority detail
3. Need why airtel not provide my number [redacted] and not compensate to us related to that's matter
4. Need why trai not taken action on airtel till date after lodge my complain and after knew facts / truth and take rti through my complain also in direct way
5. Why airtel like big without investigate block our number and who one give order against my number [redacted] block ban this number by cyber complain

6. I need compensation afrom airtel and other responsibe parties please trai help me and I need lodge my complain and need my complain no against all this

7. I Need proper legal notices ore RTI replies or all complain with investigation report

8 . Need all replies on mail or by post / email

9. Need action on airtel company also by trai as impose heaviest penality on them in arab , crore rs

6. Need virtual meet of all police department who involve in this matter – sho ssp cyber police department or women department

6. If you are not the correct CPIO you may transfer my RTI to the suitable Authority under S. 6(3) of the RTI Act, 2005.

7. I hereby inform those following formalities have been completed by me:

8. That I have deposited the requisite fee of Rs. 10/- by way of Postal Order favouring "Accounts [related legal service authority]"

9. The information sought may be provided to me by means of e-mail or by post whichever means is possible/convenient.

10. Please note that if by any chance, some procedure is inadvertently left incomplete in this RTI Application or if you require any other supporting fee/information from me – I will be happy to provide it immediately. However, please do not stall my application for want of any minor procedural glitch.

11. Please note that this request for information is bona fide and is most urgent.

12. I request you to please provide me the aforesaid information under the provisions of Right to Information, 2005 as soon as possible, else I will be compelled to initiate legal proceedings against you.

Yours Sincerely,

[redacted]

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(28)/2025-RTI Dated: 27-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Madam,

Please refer to your RTI application dated 02.01.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00002, for providing information under the provisions of the RTI Act 2005, regarding your complaint against M/s. Airtel of freeze phone number, related matters. In this context, the following is furnished: -

S.No.	Reply
1 to 3 & 5 to 8.	The Information sought is not available with TRAI.
4 & 9.	The TRAI Act 1997 does not envisage redressal of individual consumer complaints by TRAI. Telecom service providers are required to redress the complaints of their customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI, which lays down a framework for redressal of complaints of telecom consumers by service providers. The customer should lodge his/ her complaint directly with his/ her telecom service provider.
	Further, as per the TCCCPR 2018, Regulation 29- Examination of telecom resources put under outgoing Usage Cap or having been disconnected: The authority may review telecom resources restricted or disconnected due to unregistered telemarketing activities (as per regulations 25(5) and 25(6)) upon receiving complaints. 1. **If Evidence is Insufficient:** • The authority can direct the access provider to lift restrictions, restore telecom resources, and remove customers or senders from the blacklist. **2. If Evidence is Adequate but Sender Takes Corrective Steps:** • A sender or customer may request restoration within 60 days by proving efforts to prevent future violations. • On approval, the authority may restore resources upon payment of ₹5,000 per resource (up to ₹5,00,000 total). Contd. on next page 02.

	3. Exceptions: • The authority may waive or reduce financial penalties if justified by the customer's reasons. every access provider undertakes various activities including registration of senders, telemarketers and is responsible to take action on UCC complaints. The copy of TCCCPR, 2018 is available on public domain at URL https://trai.gov.in/sites/default/files/RegulationUcc19072018.pdf

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 27-01-2025
11:00:00

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00003	**Date of Receipt :**	04/01/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Reque	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	1. Reliance Jio Telecom SIM Network True 5G tells itself, while giving information, tell whether 5G is available completely in Khurja Main Jhamka Gram Panchayat or not? If not, then give the names of all the Jhamka in which area is available. 2. Name and address of all True 5G available areas in whole Khurja.		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(29)/2025-RTI Dated: 21-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 04.01.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00003, for providing information under the provisions of the RTI Act 2005, regarding availability of 5G Network in Khurja, related matters. In this context, the following is furnished: -

S.No.	Reply
1 & 2.	The information sought vide your above mentioned RTI application is not available in TRAI. However, the desired information may be available with DoT. Hence, in terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 20.01.2025 for providing the related information, if any, directly to you.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 21-01-2025 13:12:15

(S. K. Dutta)
Central Public Information Officer

To,

Central Public Information Officer (CPIO),
Telephone Regulatory Authority of India,
4th, 5th, 6th, and 7th Floors, Tower-F, World Trade Centre, Nauroji Nagar, New Delhi - 110 029

Subject: Request for information under RTI Act, 2005 regarding mobile tower installation in a residential area.

Sir/Madam,

I, [redacted], wish to seek the following information under the Right to Information Act, 2005:

1. **Details of Permissions**: Provide the permissions/licenses granted for the installation of the mobile tower located at Village- [redacted] Haryana 124106.
2. **Health and Environmental Assessments**: Specify if any environmental and health impact assessments were conducted before granting permission for the installation.
3. **Compliance with Guidelines**: Provide details of compliance with the guidelines issued by the Department of Telecommunications regarding the installation of mobile towers in residential areas.
4. **Public Notifications**: Provide copies of any public notices or objections received regarding the installation of the mobile tower.
5. **Grievance Redressal**: Provide information on the procedures available for residents to file grievances against the installation of mobile towers in residential areas.

Enclosures:

1. Self-attested copy of my Identity Proof.

Thanking you,

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
टॉवर-एफ, एनबीसीसी वर्ल्ड ट्रेड सेंटर, नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 33304
07 JAN 2025
ई आफिस सं.

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या: RT-2/6/(2)/2025-आरटीआई दिनांक: 08-01-2025

सेवा में,
[redacted]

विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया दिनांक 03/01/2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 07/01/2025 को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **मोबाइल टावर की स्थापना (Installation Mobile Tower)** से संबन्धित मामलों के सम्बंध में जानकारी मांगी है।

2. अतः इस संदर्भ में आपको सूचित किया जाता है कि आपके उपरोक्त आरटीआई आवेदन में मांगी गई जानकारी भादुविप्रा में उपलब्ध नहीं है तथा संबन्धित जानकारी दूरसंचार विभाग (DoT) में उपलब्ध हो सकती है। इसलिए आपके उपरोक्त आरटीआई आवेदन को आरटीआई अधिनियम 2005 की धारा 6 (3) (ii) के तहत **DOT** को हस्तांतरित किया जा रहा है ताकि आपके द्वारा मांगी गयी सूचना सीधे आपको प्राप्त हो सके।

आपका विश्वासपात्र,
Signed by
Sushil Kumar Dutta
Date: 08-01-2025 17:29:32
(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

उप सचिव (समन्वय) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, संचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली – 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबन्धित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।

भारतीय दूरसंचार विनियामक प्राधिकरण
टॉवर-एफ, एनबीसीसी वर्ल्ड ट्रेड सेंटर, नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 33333—
0 8 JAN 2025
ई आफिस सं.

From,

[redacted]

TO,

The CENTRAL PUBLIC INFORMATION OFFICER (CPIO)
SHRI.S.K.DUTTA Junionr Advisor (Coord)
TELECOM REGULATORY AUTHORITY OF INDIA,
4th, 5th,6th & 7th Floor,Tower-F,
World Trade Centre,Nauroji Nagar,
New Delhi-110 029

Subject :- Request of information Regarding M/s.Aricel Limited ,Chennai, and its Authorized Signatory M/.R.Venkateswara Rao,-Regarding Rental and eviction of Tower in my land.

Type text here

I am writing to file an application under the Right to Information (RTI) Act 2005, seeking detail information to evict installation of BTS Shelter Tower in my owned land.

1) I am owned property in [redacted] comprised in S.No.212/B1,B2 R.S.No.200/1 & 200/2 measuring to an extent of 2940 Sq.ft. in the above said land The Aricel Limited ,its Registered Office, No. [redacted] 600 002 hereinafter called the The Lessee represented by its authorized signatory M[redacted] Roa approached me to install the BTS Shelter Tower in the above said land , so I give the permission and executed a Unregistered Lease agreement in favour of Aircel Limited with conditions

1 .Aircel Limited (Lessee) shall pay to the [redacted] the monthly rent of Rs. 4000/- on or before 10 the day of every calendar (Lease period three Years, including deduction of applicable taxes including TDS)

2. After expiry of three years will be revised and increased by 15% of the last prevailing rent.

As per agreement I received the rent upto 31.10.2020 , last rental amount Rs.6084. after 31.10.2020 I not received any rental from Aircel Limited, and I wrote the letter to Aircel Limited, above address for my rental due there is no response, and I directly visited the Chennai office its is closed.

Question :-

1. I Need Aricel Limited ,Tamilnadu Authorized dealer Address and Contact Number
2. I Need Aircel Limited, Tamilnadu Authorized signatory person [redacted] Address and Contact Number
3. Who will give rental for me from 31.10.2020 to still date
4. I want to remove the BTS Shelter in my land what is procedure to remove.
5. After removing the BTS Shelter, can I put the scrap in the shop.
6. After removing the BTS Shelter, then any body will come for claim.
7. Now Iam irreparable loss because not giving rental and the BTS shelter occupy the place, What is the remedy for me

For the above mentioned questions , please give information.

Regards

[redacted]

Place :- XXX

Date:- [redacted]

04-01-2025

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या: RT-2/6/(3)/2025-आरटीआई दिनांक: 10-01-2025

सेवा में,

[redacted]

विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया दिनांक 04/01/2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 08/01/2025 (डायरी सं. 33333) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **आपनी भूमि पर मोबाइल टॉवर का किराया और बेदखली (Rental and eviction of Tower)** से संबन्धित मामलों के सम्बंध में जानकारी मांगी है।

2. अतः इस संदर्भ में आपको सूचित किया जाता है कि आपके उपरोक्त आरटीआई आवेदन में मांगी गई जानकारी भादुविप्रा में उपलब्ध नहीं है तथा संबन्धित जानकारी दूरसंचार विभाग (DoT) में उपलब्ध हो सकती है। इसलिए आपके उपरोक्त आरटीआई आवेदन को आरटीआई अधिनियम 2005 की धारा 6 (3) (ii) के तहत **DOT** को हस्तांतरित किया जा रहा है ताकि आपके द्वारा मांगी गयी सूचना सीधे आपको प्राप्त हो सके।

आपका विश्वासपात्र,

Signed by
Sushil Kumar Dutta
Date: 10-01-2025 16:21:33

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

उप सचिव (समन्वय) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, संचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली – 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबन्धित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।

Government of India

TELECOM REGULATORY AUTHORITY OF INDIA
(REGIONAL OFFICE)
1st FLOOR, SOUTH BLOCK, SANCHAR BHAWAN
INSTITUTIONAL AREA, JHALANA-DOONGRI
JAIPUR – 302004

File No - RT-2/(107)//2022-RO_JPR Dated : 08.01.2025

To,

The Technical Officer(RTI)
Telecom Regulatory Authority of India
6th Floor, Tower F at NBCC World Trade Centre
Nauroji Nagar, New Delhi-110029

भारतीय दूरसंचार विनियामक प्राधिकरण
टॉवर-एफ, एनबीसीसी वर्ल्ड ट्रेड सेंटर नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 33429
13 JAN 2025
ई आफिस सं.

Subject: RTI application received from [redacted] Reg.

With reference to the above cited subject, it is submitted that an RTI application was received from [redacted] The information sought for is not available with TRAI RO Jaipur office. As per point no. 25 of the annexure of the DOP&T OM no. 1/4/2008-IR dated 25.04.2008 the application may be forwarded to Department of Telecommunications. Therefore, the original RTI application is being sent for ncessary action please.

2. This letter is issued with approval of Advisor, TRAI RO Jaipur

Sr Research Officer
TRAI RO Jaipur

Enclosures : As above.

दिनाक-05/01/2025

प्रति,

सेवा में श्री मान लोक सूचना अधिकारी

यदा

प्रभारी अधिकारी महोदय भारतीय दूरसंचार विनियामक प्राधिकरण

क्षेत्रीय कार्यालय जयपुर (राज.)

विषयः- सूचना के अधिकार अधिनियम 2005 की धरा 6 (1) के तहत निम्न सूचना दिलवाए जाने के क्रम में आवेदन

सूचना बिन्दुवार निम्न है :-

(1) राजस्थान के चित्तोड़गड जिले की निम्बाहेडा तहसील के ग्राम पंचायत क्रमशः (1) फलवा (2) मांगरोल (3) भावलिया (4) बडोली घाटा (5) अरनिया जोशी (6) अरनोदा एवं (7) टाई ग्राम पंचायत के समस्त गाँव में किन-किन दूर संचार कम्पनियों के टावर लगे हुए है ?

(2) इन गाँव में लगे टावरों से रेडीशन से होने वाले प्रदुषण की स्थति क्या है? एवं इसका जांचने का कोई तय मानक है क्या? बताएं

(3) इससे निकलने वाले घातक विकिरणों के कारण उक्त ग्रामीण क्षेत्रों में कैंसर जेसे रोगियों के वृद्धि का आंकड़ा विभाग के पास है क्या ?

उक्त सूचना की प्रमाणिक प्रति सूचना के अधिकार अधिनियम के तहत तय सीमा में दिलवाने की महती कृपा करें।

धन्यवाद

[redacted]

① सलग्न पो.आ.स.
69 F 13/420

No. 1/4/2008-IR
Government of India
Ministry of Personnel, P.G. and Pensions
Department of Personnel & Training
*****

New Delhi, Dated: the 25th April , 2008

OFFICE MEMORANDUM

Subject: Guidelines for the public authorities under the Right to Information Act, 2005.

*****

The undersigned is directed to say that the public authorities are the repository of information which the citizens have a right to have under the Right to Information Act, 2005. The Act casts important obligations on them so as to facilitate the reach of people to information held by them. This Department has prepared a 'Guide' for the public authorities which would help them in discharge of their functions under the Act effectively. A copy of the Guide so prepared is enclosed as Annexure.

2. All the Ministries / Departments etc. are requested to bring the contents of the Guide to the notice of all public authorities under them and to ensure that they comply with the requirements of the Act.

(K.G. Verma)
Director
Tel: 23092158

To

1. All Ministries / Departments of Govt. of India
2. Union Public Service Commission / Lok Sabha Secretariat / Rajya Sabha Secretariat / Cabinet Secretariat / Central Vigilance Commission / President's Secretariat / Vice-President's Secretariat / Prime Minister's Office / Planning Commission
3. Staff Selection Commission, CGO Complex, Lodi Road, New Delhi.
4. Office of the Comptroller & Auditor General of India, 10, Bahadur Shah Zafar Marg, New Delhi.
5. Central Information Commission/State Information Commissions.

Copy to : Chief Secretaries of all the States/UTs.

The guidelines contained in the Annexure apply mutatis mutandis to the public authorities under the State Governments. The State Governments may like to issue similar guidelines for their public authorities.

(K.G. Verma)
Director

ANNEXURE
(No.1/4/2008-IR dated : 25th April, 2008

Guide for the Public Authorities

****

Public authorities are the repository of information which the citizens have a right to have under the Right to Information Act, 2005. As defined in the Act, a "public authority" is any authority or body or institution of self government established or constituted by or under the Constitution; or by any other law made by the Parliament or a State Legislature; or by notification issued or order made by the Central Government or a State Government. Bodies owned, controlled or substantially financed by the Central Government or a State Government and non-Government organisations substantially financed by the Central Government or a State Government also fall within the definition of public authority. The financing of the body or the NGO by the Government may be direct or indirect.

2. The Act casts important obligations on public authorities so as to facilitate the citizens of the country to access the information held under their control. The obligations of a public authority are basically the obligations of the head of the authority, who should ensure that these are met in right earnest. Reference made to public authority in this document is, in fact, a reference to the head of the public authority.

What is Information

3. Information is not an abstract concept under the RTI Act. It is conceived as being contained in any material including records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form. It also includes information relating to

Type text here
Type text here

any private body which can be accessed by the public authority under any law for the time being in force.

Right to Information under the Act

4. A citizen has a right to seek such information from a public authority which is held by the public authority or which is held under its control. This right includes inspection of work, documents and records; taking notes, extracts or certified copies of documents or records; and taking certified samples of material held by the public authority or held under the control of the public authority.

5. The Act gives the citizens a right to information at par with the Members of Parliament and the Members of State Legislatures. According to the Act, the information which cannot be denied to the Parliament or a State Legislature, shall not be denied to any person.

6. A citizen has a right to obtain an information in the form of diskettes, floppies, tapes, video cassettes or in any other electronic mode or through print-outs provided such information is already stored in a computer or in any other device from which the information may be transferred to diskettes etc.

7. The information to the applicant should ordinarily be provided in the form in which it is sought. However, if the supply of information sought in a particular form would disproportionately divert the resources of the public authority or may cause harm to the safety or preservation of the records, supply of information in that form may be denied.

8. The Act gives the right to information only to the citizens of India. It does not make provision for giving information to Corporations, Associations, Companies etc. which are legal entities/persons, but not citizens. However, if an application is made by an employee or office-bearer of any Corporation, Association, Company, NGO etc. indicating his name and such employee/office bearer is a citizen of India, information

may be supplied to him/her. In such cases, it would be presumed that a citizen has sought information at the address of the Corporation etc.

9. Only such information is required to be supplied under the Act which already exists and is held by the public authority or held under the control of the public authority. It is not required under the Act to create information; or to interpret information; or to solve the problems raised by the applicants; or to furnish replies to hypothetical questions.

Information Exempted From Disclosure

10. Sub-section (1) of section 8 and section 9 of the Act enumerate the types of information which is exempt from disclosure. Sub-section (2) of section 8, however, provides that information exempted under sub-section (1) or exempted under the Official Secrets Act, 1923 can be disclosed if public interest in disclosure overweighs the harm to the protected interest. Further, sub-section (3) of section 8 provides that information exempt from disclosure under sub-section (1), except as provided in clauses (a), (c) and (i) thereof, would cease to be exempted after 20 years from the date of occurrence of the related event etc.

11. It may be noted that section 8(3) of the Act does not require the public authorities to retain records for indefinite period. The records should be retained as per the record retention schedule applicable to the concerned public authority. Information generated in a file may survive in the form of an OM or a letter or in any other form even after destruction of the file/record. The Act requires furnishing of information so available after the lapse of 20 years even if such information was exempt from disclosure under sub-section(1) of Section 8. It means that the information which, in normal course, is exempt from disclosure under sub-section(1) of Section 8 of the Act, would cease to be exempted if 20 years have lapsed after occurrence of the incident to which the information relates. However, the

following types of information would continue to be exempt and there would be no obligation, even after lapse of 20 years, to give any citizen-

(i) information disclosure of which would prejudicially affect the sovereignty and integrity of India, the security, strategic, scientific or economic interest of the State, relation with foreign state or lead to incitement of an offence;

(ii) information the disclosure of which would cause a breach of privilege of Parliament or State Legislature; or

(iii) cabinet papers including records of deliberations of the Council of Ministers, Secretaries and other Officers subject to the conditions given in proviso to clause (i) of sub-section(1) of Section 8 of the Act.

Timely Supply of Information

12. The Act requires that except in some special circumstances, decision on an application for information should be given within 30 days of the receipt of the request. Where the information sought for concerns the life or liberty of a person, the same should be provided within forty-eight hours of the receipt of the request. If the decision on the request for information is not given within the prescribed period, it is deemed that the request has been refused. It is pertinent to note that if a public authority fails to comply with the specified time limit, the information to the concerned applicant would have to be provided free of charge.

Right to Information Vis-a-Vis other Acts

13. The RTI Act has over-riding effect vis-à-vis other laws inasmuch as the provisions of the RTI Act would have effect notwithstanding anything inconsistent therewith contained in the Official Secrets Act, 1923, and any

other law for the time being in force or in any instrument having effect by virtue of any law other than the RTI Act.

Maintenance and Computerisation of Records

14. Proper management of records is of utmost importance for effective implementation of the provisions of the Act. A public authority should, therefore, maintain all its records properly. It should ensure that the records are duly catalogued and indexed in such a manner and form that it may facilitate the right to information.

15. The Public authorities should computerize all its records which are appropriate to be computerized. Records so computerised should be connected through a network on different systems so that access to such records is facilitated.

Suo Motu Disclosure

16. Every public authority should provide as much information suo motu to the public through various means of communications so that the public have minimum resort to the use of the Act to obtain information. Internet being one of the most effective means of communications, the information may be posted on the website.

17. Section 4(1)(b) of the Act, in particular, requires every public authority to publish following sixteen categories of information:

(i) the particulars of its organisation, functions and duties;

(ii) the powers and duties of its officers and employees;

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

(iv) the norms set by it for the discharge of its functions;

(v) the rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions;

(vi) a statement of the categories of documents that are held by it or under its control;

(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 its policy or implementation thereof;

(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;

(ix) directory of its officers and employees;

(x) the monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations;

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

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

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

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

(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;

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

18. Besides the categories of information enumerated above, the Government may prescribe other categories of information to be published by any public authority. It need be stressed that publication of the information as referred to above is not optional. It is a statutory requirement which every public authority is bound to meet.

19. An another important point to note is that it is not sufficient to publish the above information once. The public authority is obliged to update such information every year. It is advisable that, as far as possible, the information should be updated as and when any development takes place. Particularly, in case of publication on the internet, the information should be kept updated all the time.

Dissemination of Information

20. The public authority should widely disseminate the information. Dissemination should be done in such form and manner which is easily accessible to the public. It may be done through notice boards, newspapers, public announcements, media broadcast, the internet or any other means. The public authority should take into consideration the cost effectiveness, local language and most effective method of communication in the local area while disseminating the information.

Publication of Facts about Policies and Decisions

21. Public authorities formulate policies and take various decisions from time to time. As provided in the Act, while formulating important policies or announcing the decisions affecting the public, the public authority should publish all relevant facts about such policies and decisions for the information of public at large.

Providing Reasons for Decisions

22. The public authorities take various administrative and quasi-judicial decisions which affect the interests of certain persons. It is mandatory for the concerned public authority to provide reasons for such decisions to the affected persons. It may be done by using appropriate mode of communication.

Designation of CPIOs etc.

23. Every public authority is required to designate Public Information Officers in all the administrative units or offices under it. The public authorities should also designate the First Appellate Authorities and publish the details thereof alongwith the details of the Public Information Officers. Every public authority is also required to designate Assistant Public Information Officers at each sub-divisional level. The Government has decided that Central Assistant Public Information Officers (CAPIOs) appointed by the Department of Posts would act as CAPIOs for all the public authorities under the Government of India.

Acceptance of Fee

24. According to the Right to Information (Regulation of Fee and Cost) Rules, 2005 as amended by the Right to Information (Regulation of Fee and Cost) Rules, 2006, an applicant can make payment of fee in cash or by demand draft or banker's cheque or Indian Postal Order payable to the Accounts Officer of the public authority. The public authority should ensure that payment by any of the above modes is not denied or the applicant is not compelled to draw IPO etc. in the name of any officer other than the Accounts Officer. If any public authority does not have any Accounts Officer, an officer may be designated as such for the purpose of receiving fee under the RTI Act or rules made thereunder.

Transfer of Applications

25. The Act provides that if an application is made to a public authority requesting for an information, which is held by another public authority; or the subject matter of which is more closely connected with the functions of another public authority, the public authority, to which such application is made, shall transfer the application or relevant part of it to that other public authority within five days from the receipt of the application. The public authority should sensitize its officers about this provision of the Act lest the public authority is held responsible for delay.

Compliance with the Orders of the CIC

26. While deciding an appeal, the Central Information Commission, may require the concerned public authority to take such steps as may be necessary to secure compliance with the provisions of the Act. In this regard the Commission may pass an order to provide information to an applicant in a particular form; appoint a Public Information Officer; publish certain information or categories of information; make necessary changes to its practices in relation to the maintenance, management and destruction of records; enhance the provision of training for its officials; provide an annual report as prepared in compliance with clause (*b*) of subsection (*1*) of section 4 of the Act.

27. The Commission has power to pass orders requiring a public authority to compensate the complainant for any loss or other detriment suffered by him. It also has power to impose penalty on the Public Information Officer as provided in the Act. It may be noted that penalty is imposed on the Public Information Officer which is to be paid by him. However, the compensation, ordered by the Commission to be paid to an applicant would have to be paid by the public authority,

28. The decisions of the Commission are binding. The public authority should ensure that the orders passed by the Commission are

implemented. If any public authority is of the view that an order of the Commission is not in consonance with the provisions of the Act, it may approach the High Court by way of a Writ Petition.

Annual Report of the CIC

29. The Central Information Commission, after the end of each year, is required to prepare a report on the implementation of the provisions of the Act during that year. Each Ministry or Department is required, in relation to the public authorities within its jurisdiction, to collect and provide information to the Central Information Commission for preparation of the report. The report of the Commission, inter-alia, contains following information in respect of the year to which the report relates—

(a) the number of requests made to each public authority;

(b) the number of decisions where applicants were not entitled to access to the documents pursuant to the requests, the provisions of the Act under which these decisions were made and the number of times such provisions were invoked;

(c) particulars of any disciplinary action taken against any officer in respect of the administration of the Act;

(e) the amount of charges collected by each public authority under the Act; and

(f) any facts which indicate an effort by the public authorities to administer and implement the spirit and intention of the Act.

30. Every public authority should send necessary material to its administrative Ministry/Department soon after the end of the year so that the Ministry/Department may send the information to the Commission and the Commission may incorporate the same in its report.

31. If it appears to the Central Information Commission that a practice of a public authority in relation to the exercise of its functions under the

Act does not conform with the provisions or spirit of the Act, it may give a recommendation to the authority specifying the steps ought to be taken for promoting such conformity. The concerned public authority should take necessary action to bring its practice in conformity with the Act.

Development of Programmes etc.

32. It is expected of each public authority that it would develop and organise educational programmes to advance the understanding of the public, in particular of disadvantaged communities, as to how to exercise the rights contemplated under the Act; and ensure timely and effective dissemination of accurate information about their activities. Training of the Public Information Officers and other officers of a public authority is very important for meeting these expectations and effective implementation of the provisions of the Act. The public authorities should, therefore, arrange for training of their officers designated as Public Information Officer/First Appellate Authority and other officers who are directly or indirectly involved in the implementation of the provisions of the Act.

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या: RT-2/6/(5)/2025-आरटीआई दिनांक: 15-01-2025

सेवा में,
[redacted]

विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया अपने आरटीआई आवेदन पत्र दिनांक 05/01/2025 जो की भारतीय दूरसंचार विनियामक प्राधिकरण (भादुविप्रा) के क्षेत्रीय कार्यालय, जयपुर के पत्रांक RT-2/(107)2022-RO_JPR, दिनांक 08.01.2025 द्वारा, दिनांक 13/01/2025 को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **दूरसंचार कंपनियों के टावरों से निकलने वाले धातक विकिरण से होने वाले प्रदूषण और बीमारियों** से संबंधित मामलों के सम्बंध में जानकारी मांगी है।

2. अतः इस संदर्भ में आपको सूचित किया जाता है कि आपके उपरोक्त आरटीआई आवेदन में मांगी गई जानकारी भादुविप्रा में उपलब्ध नहीं है तथा संबन्धित जानकारी दूरसंचार विभाग (DoT) में उपलब्ध हो सकती है। इसलिए आपके उपरोक्त आरटीआई आवेदन को आरटीआई अधिनियम 2005 की धारा 6 (3) (ii) के तहत **DOT** को हस्तांतरित किया जा रहा है ताकि आपके द्वारा मांगी गयी सूचना सीधे आपको प्राप्त हो सके।

आपका विश्वासपात्र,
Signed by
Sushil Kumar Dutta
Date: 15-01-2025 12:14:09
(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

उप सचिव (समन्वय) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, संचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली – 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबन्धित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।
भारतीय दूरसंचार विनियामक प्राधिकरण (भादुविप्रा), **क्षेत्रीय कार्यालय, जयपुर** [Through E-Office]	उपरोक्त RTI के संदर्भ में सूचनार्थ हेतु ।

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00010	**Date of Receipt :**	07/01/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Stat	[redacted]		
Is Requester B			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Why required action not taken against Jio? They take money from customer for 5G and even not working as 2G I think all the authorities & government working with Jio in the process of cheating with customers. I want the clarification that what action taken and regulations made for denying that cheating and false advertisements?		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(31)/2025-RTI Dated: 21-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 07.01.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00010, for providing information under the provisions of the RTI Act 2005, regarding your query for 5G/4G network, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	Vide your above mentioned RTI application you have not sought any specific information rather seeking redressal of your complaint against M/s. JIO, which does not come under the purview of the RTI Act 2005.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Signed by
Sushil Kumar Dutta
Date: 21-01-2025 15:39:05
(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00012	**Date of Receipt :**	08/01/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Requeste	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Wish to know some basic factors on 4g and 5g network rules / laws by TRAI

1. TRAI allows the network providers like Jio, Airtel, Vodafone to limit their SIM card use only with their own data dongles or users can use it in any unlocked dongles.

2. If any such law / rule been implemented, wish to know more details on it including the date from when it has been implemented.

3. If there are no such rule, wish to know what actions can be taken on the networks who are denying the service on other dongles not supplied by the networks.

4. If there is any limitation, wish to know if that limitations is for 2g, 3g, 4g, and 5g sim cards or any particular bands only

5. Wish to know if Jio or Airtel can ban any single or multiple numbers not to use it in volte enabled other brand devices

6. wish to know the minimum guaranteed speed limit to be provided to prepaid sim users of 3g, 4g, 5g networks in Jio and Airtel

7. wish to know the rules of TRAI on missed call alert services.

8. wish to know if SMS based missed call alert service is mandatory or not

Thanks

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(33)/2025-RTI Dated: 27-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 08.01.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00012, for providing information under the provisions of the RTI Act 2005, regarding 3G,4G & 5G Network, related matters. In this context, the following is furnished: -

S.No.	Reply
1 to 5.	The information sought is not available with TRAI.
6 to 8.	TRAI has not prescribed any minimum internet speed for 3G, 4G & 5G. However, kindly refer regulation 6 of the following relevant regulations- "The Standards of Quality of Service of Access (Wireline And Wireless) And Broadband (Wireline And Wireless) Service Regulations, 2024 (06 of 2024)" dated 2nd August 2024 which is available in the public domain and can be accessed at the following url: https://trai.gov.in/sites/default/files/2024-10/Regulation_02082024.pdf Further, TRAI MySpeed App/ Portal facilitates users to explore the Mobile Data experience of customers across India. Users can submit data by downloading the app and testing their data speeds. TRAI MySpeed Portal provides Crowdsourced data, technology wise, Licensed Service Area (Circle) wise and operator wise. For more details the portal may be accessed through the following link:- https://myspeed.trai.gov.in

contd. on next page 02.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 27-01-2025
12:44:11

(S. K. Dutta)
Central Public Information Officer

Date : 12-01-2025

To

The Central Assistant Public Information Officer (CAPIO)
Deputy Adviso(IR) & CAPIO
TELECOM REGULATORY AUTHORITY OF INDIA
World Trade centre tower-F (4th to 7th Floor) Nauroji Nagar
New Delhi – 110 029

भारतीय दूरसंचार विनियामक प्राधिकरण
टॉवर-एफ, एनबीसीसी वर्ल्ड टेड सेंटर,नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 33523
17 JAN 2025
ई आफिस सं.

SUB: SEEKING INFORMATION UNDER RTI ACT

REF: Ph.no. [redacted]

I, [redacted], [redacted]espectfully submit that I need the following information under RTI Act.

1. Kindly Provide the Name and address of person, who is presently using the mobile no. [redacted]
2. Kindly Provide the Name and address of person, who used the mobile no. [redacted] before 27-12-2016
3. Kindly Provide the Name and address of person, who used the mobile no. [redacted] from 01.01.2017 to 30.03.2018
4. The details from which place the SIM is in usage

Kindly provide us the above as early as possible for which I shall be thankful to you
I am herewith attaching an amount of Rs.10/- for postal order as fee required under RTI Act

Yours faithfully

[redacted]

FROM:

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या. RT-2/6/(6)/2025-आरटीआई दिनांक: 22-01-2025

सेवा में,
[redacted].

विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदया,

कृपया दिनांक 12.01.2025 के अपने ऑफ़लाइन आरटीआई आवेदन पत्र का अवलोकन करें, जोकि भारतीय दूरसंचार विनियामक प्राधिकरण (भादूविप्रा) में दिनांक 17/01/2025 (डायरी सं. 33523) को प्राप्त हुआ है, आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत मोबाइल नं. [redacted] के धारक का नाम एवं पता प्रदान करने से संबन्धित मामलों के संबंध में जानकारी मांगी है।

2. अतः इस संदर्भ में आपको सूचित किया जाता है कि आपके उपरोक्त आरटीआई आवेदन में मांगी गई जानकारी भादुविप्रा में उपलब्ध नहीं है तथा संबन्धित जानकारी दूरसंचार विभाग (DoT) में उपलब्ध हो सकती है। इसलिए आपके उपरोक्त आरटीआई आवेदन को आरटीआई अधिनियम 2005 की धारा 6 (3) (ii) के तहत DOT को हस्तांतरित किया जा रहा है ताकि आपके द्वारा मांगी गयी सूचना सीधे आपको प्राप्त हो सके।

आपका विश्वासपात्र,
Signed by
Sushil Kumar Dutta
Date: 22-01-2025 10:32:45

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

उप सचिव (समन्वय) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, संचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली – 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबन्धित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।

Date : 12-01-2025

To

The Central Assistant Public Information Officer (CAPIO)
Deputy Adviso(IR) & CAPIO
TELECOM REGULATORY AUTHORITY OF INDIA
World Trade centre tower-F (4th to 7th Floor) Nauroji Nagar
New Delhi – 110 029

भारतीय दूरसंचार विनियामक प्राधिकरण
टॉवर-एफ, एनबीसीसी वर्ल्ड ट्रेड सेंटर,नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 33524 -
17 JAN 2025
ई आफिस सं.

SUB: SEEKING INFORMATION UNDER RTI ACT

REF: Ph.no. [redacted]

I, [redacted] respectfully submit that I need the following information under RTI Act.

1. Kindly Provide the Name and address of person, who is presently using the mobile no. 9[redacted]
2. Kindly Provide the Name and address of person, who used the mobile no. [redacted]3 before 27-12-2016
3. Kindly Provide the Name and address of person, who used the mobile no. 9[redacted] from 01.01.2017 to 30.03.2018
4. The details from which place the SIM is in usage

Kindly provide us the above as early as possible for which I shall be thankful to you
I am herewith attaching an amount of Rs.10/- for postal order as fee required under RTI Act

Yours faithfully

[redacted]

FROM:

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

सत्यमेव जयते

भादूविप्रा TRAI

फ. संख्या. RT-2/6/(7)/2025-आरटीआई दिनांक: 22-01-2025

सेवा में,
[redacted].

विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदया,

कृपया दिनांक 12.01.2025 के अपने ऑफ़लाइन आरटीआई आवेदन पत्र का अवलोकन करें, जोकि भारतीय दूरसंचार विनियामक प्राधिकरण (भादूविप्रा) में दिनांक 17/01/2025 (डायरी सं. 33524) को प्राप्त हुआ है, आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **मोबाइल नं.** [redacted] **के धारक का नाम एवं पता प्रदान करने** से संबन्धित मामलों के संबंध में जानकारी मांगी है।

2. अतः इस संदर्भ में आपको सूचित किया जाता है कि आपके उपरोक्त आरटीआई आवेदन में मांगी गई जानकारी भादुविप्रा में उपलब्ध नहीं है तथा संबन्धित जानकारी दूरसंचार विभाग (DoT) में उपलब्ध हो सकती है। इसलिए आपके उपरोक्त आरटीआई आवेदन को आरटीआई अधिनियम 2005 की धारा 6 (3) (ii) के तहत DOT को हस्तांतरित किया जा रहा है ताकि आपके द्वारा मांगी गयी सूचना सीधे आपको प्राप्त हो सके।

भवदीय,
Signed by
Sushil Kumar Dutta
Date: 22-01-2025 10:31:36
(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

उप सचिव (समन्वय) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, संचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली – 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबन्धित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00013	**Date of Receipt :**	08/01/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Reques	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Telecom Regulatory Authority of India Subject: I want to Desire of Information under RTI Act. There are following questions which needed to be answered:- 1. If a New SIM is taken then Aadhaar/KYC is mandatory? 2. If I port a SIM and KYC is already done then KYC again is mandatory? 3. If SIM port is in process, and the same no. is linked with Aadhaar Card then how can I get the OTP on the same number? 4. Is there any process, when SIM porting is in process, and still I can get OTP for few minutes?		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(34)/2025-RTI Dated: 28-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 08.01.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00013, for providing information under the provisions of the RTI Act 2005, regarding mandatory of Aadhaar/KYC for issue of SIM Card, related matters. In this context, the following is furnished: -

S.No.	Reply
1 to 4.	The Information sought is not available with TRAI. However, it is informed that, all the Telecom Service Providers are governed by the License Agreement entered into with the Department of Telecommunications (DoT). As per the License Agreement, instructions relating to subscribers verification can be issued by DoT. Therefore, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 13.01.2025 for providing the related information, if any, directly to you.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 28-01-2025 14:27:47

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00014	**Date of Receipt :**	08/01/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Reque	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Sir, The request is that the applicant has sent a complaint letter on 08.01.2025 through his email ID [redacted] to the Email ID daca@trai.gov.in of Telecom Regulatory Authority of India at 05.33 pm and has demanded to direct all telecom companies to provide incoming recharge of Rs 30. Therefore, please provide the following information in reference to the above complaint letter. (1) Provide information about the Telecom Regulatory Authority of India directing all telecom companies to provide incoming recharge of Rs 30 to all consumers.		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(35)/2025-RTI Dated: 28-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 08.01.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00014, for providing information under the provisions of the RTI Act 2005, regarding your complaint of incoming recharge, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	Vide your above mentioned RTI application you have not sought any specific information and rather redressal of complaint/grievance has been sought which does not come under the purview of Right to Information Act 2005.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 28-01-2025 14:29:48

(S. K. Dutta)
Central Public Information Officer

[redacted]

[redacted]

Dated: - 14/01/2025

To
The Central Public Information Officer
(As designated under the provisions of RTI, Act 2005)
Telecom Regulatory Authority of India
4th, 5th, 6th & 7th Floor, Tower –F,
World Trade Centre, Nauroji Nager,
New Delhi – 110029.



Subject:-An application seeking information's under The Right to Information Act, 2005.

Dear Sir/Madam,

I had visited Airtel Store for porting one of my mobile numbers, they constantly insisted me for providing my Aadhaar Card for verification or else my verification will be rejected.

Now, under the provisions of Section 6(i) & 6(ii) of the Right to Information Act, 2005 provide the information's as sought for.

1. Is Aadhaar Card mandatory of Mobile Connection?

2. If anybody does not want to provide Aadhaar Card, can he not uses any other ID proof for mobile connection?

3. If Aadhaar Card is not provided for mobile connection, will the mobile connection verification be rejected?

4. If any mobile phone operator refuses to provide mobile connection without Aadhaar Card, then what action can be taken and how?

Please find enclosed herewith an IPO of Rs. 10/- (Rupees Ten) vide IPO No. 27F 211752 Dated 14.01.2025 for furnishing the aforesaid Information.

Thanking You,

Yours Sincerely

[redacted]

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या. RT-2/6/(8)/2025-आरटीआई दिनांक: 27-01-2025

सेवा में,
[redacted]

विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया दिनांक 14.01.2025 के अपने ऑफ़लाइन आरटीआई आवेदन पत्र का अवलोकन करें, जोकि भारतीय दूरसंचार विनियामक प्राधिकरण (भादूविप्रा) में दिनांक 17/01/2025 (डायरी सं. 33524-A) को प्राप्त हुआ है, आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत आपने **मोबाइल कनेक्शन के लिए आधार कार्ड अनिवार्य (Aadhaar Card mandatory for Mobile Connection)** से संबन्धित मामलों के संबंध में जानकारी मांगी है।

2. अतः इस संदर्भ में आपको सूचित किया जाता है कि आपके उपरोक्त आरटीआई आवेदन में मांगी गई जानकारी भादुविप्रा में उपलब्ध नहीं है तथा संबन्धित जानकारी दूरसंचार विभाग (DoT) में उपलब्ध हो सकती है। इसलिए आपके उपरोक्त आरटीआई आवेदन को आरटीआई अधिनियम 2005 की धारा 6 (3) (ii) के तहत DOT को हस्तांतरित किया जा रहा है ताकि आपके द्वारा मांगी गयी सूचना सीधे आपको प्राप्त हो सके।

आपका विश्वासभाजन,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 27-01-2025
11:05:09

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

उप सचिव (समन्वय) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, संचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली – 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबन्धित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।

श्रीमान जी,
निवेदन है कि मेरा एक मोबाइल नम्बर [redacted] जो कि जियो कम्पनी का था । जिसको 29 अगस्त 2024 को बंद कर दिया था हमने जिओ से संपर्क किया तो बताया गया कि आपका नम्बर बन्द कर दिया गया है हमारे पास आपके नम्बर को बंद करने की रिक्वेस्ट आयी थी आप इस ईमेल पर सम्पर्क करें। ccpwb@cidwestbengal.gov.in हमने लगातार इस ईमेल पर सम्पर्क किया लेकिन हमें कोई भी जबाब नही मिला हमे एक बार इस ईमेल पर जबाब आया कि Contact with Barrackpore Cyber Crime Police station. हमने यंहा पर सम्पर्क किया तो बताया गया कि आपके नम्बर के खिलाफ हमारे पास कोई भी किसी भी तरह की शिकायत नही है। इसके बाद हमने इस ईमेल के ऑफिस का पता किया और वहाँ पर सम्पर्क किया Officer Incharge Shankar Chandra Das Co-ordinates Cell West Bengal इन्होंने हमे बताया कि हमने आपका नम्बर 20 नम्बर 2024 को फिर से एक्टिवेट (No Objection) करने के लिए भेज दिया है TSP को कृपया कुछ समय इंतजार करें हम लगातार जिओ में संपर्क करते रहे तो बताया गया कि अभी आपका नम्बर डिएक्टिवेट है west Bengal से अभी हमे कंफर्मेशन नही मिला। अचानक से फिर हमें 29 नम्बर को जबाब आता है कि आपका नम्बर एयरटेल राजस्थान में रिटर्न हो गया है Non Usage के कारण सर मेरा नम्बर ब्लॉक किया गया है तो मैं उसको उपयोग में कैसे ले पाऊंगा ना ही उसमे रिचार्ज होता है ना ही किसी तरह की कॉल जियो को इसको एयरटेल को रिटर्न नही करना चाहिए क्योंकि ये नम्बर Non Usage नही ब्लॉकिंग टाइम में था और 20 नम्बर को west Bengal की तरफ से नम्बर को चालू करने के लिए कंफर्मेशन भेज दिया गया था।
ये नम्बर पिछले कई वर्षो से मेरे नाम [redacted] के नाम पर एयरटेल में रजिस्टर्ड था लेकिन जनवरी 2024 में मैंने मेरी [redacted] के नाम जे जिओ में पोर्ट करा लिया था। श्रीमान जिओ से बोल रहे है नम्बर को एक्टिवेट करने के लिए तो जिओ की तरफ से बोला जाता है कि यह नम्बर एयरटेल राजस्थान में वापस चला गया है आप एयरटेल से संपर्क करे हमने एयरटेल से संपर्क किया तो बताया गया है कि आपको इस नम्बर के लिए हमे चार्ज देना होगा वेनिटी चार्ज जो की 15 लाख रुपये प्लस GST है श्रीमान यह मेरा बहुत पुराना और बहुत महत्वपूर्ण नम्बर है मेरा जीवन इसी पर आधारित है और यह नम्बर मैने बहुत पैसे देकर खरीदा था। इस नम्बर का मेरे जीवन मे बहुत उपयोग है सर इसमें मेरा किसी तरह का कोई भी दोष नही है । कृपया मुझे मेरे नम्बर को वापस दिलवाने के कष्ट करें। क्योंकि जिओ में भी यह नम्बर हमारे नाम पर था तो एयरटेल में भी यह नम्बर हमारे ही नाम पर दर्ज था । हमे कंही भी इस से संबंधित मदद नही मिल पा रही है!जियो राजस्थान के द्वारा एयरटेल राजस्थान को निवेदन भी किया गया है इस नम्बर को वापस जियो में रिटर्न करने के लिए ।
अतः आपसे विनम्र निवेदन है कि आप एयरटेल राजस्थान को आदेश दे कि ग्राहक का बहुत समय से यह नम्बर है या तो आप जिओ राजस्थान में इसको वापस से भेजे अन्यथा आप सीधे ग्राहक को बिना कोई चार्ज लिए ग्राहक को उसका नम्बर देने का कष्ट करें। क्योंकि पिछले कई सालों से ग्राहक इस नम्बर को उपयोग में ले रहा है और उसके लिए यह बहुत ही जरूरी है।
अतः आपसे निवेदन है कि कृपया DOT Department of Telecommunication/ TRAI Airtel राजस्थान को आदेश करे कि ग्राहक को यह नम्बर बिना कोई वेनिटी चार्ज के देने का श्रम करे। क्योंकि यह ग्राहक का पिछले कई वर्षों से इन्ही के नाम पर रजिस्टर्ड है। और इसमें ग्राहक का किसी तरह का कोई दोष नही है।
आपकी अति कृपा होगी!

प्रार्थी
[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
टॉवर-एफ, एनबीसीसी न्यू टेड सेंटर,भीगोजी नगर, नई दिल्ली-23
पंजीकरण सं. 33058
16 DEC 2024
ई आफिस सं.

Details for registration number : DOTEL/E/2024/0041283

Name Of Complainant	[redacted]
Date of Receipt	28/11/2024
Received By Ministry/Department	Telecommunications

Grievance Description

Telecommunications >> Mobile Related >> Activation/Deactivation/Fault of Sim Card

Mobile Number : [redacted]
Service Provider : M/s.Bharti Airtel Ltd.

Dear Sir My Number is [redacted] deactivated via Jio for non Usage This is my Important Number Sir Im airtel customer of before many years so I need your help and support so please activate this number for me dear sir please help my issue and allote This Number to Me
Name [redacted]
[redacted]
Jio Says This Number is Under Your Custody my Number Back To you so please provide my important Number

Current Status	Case closed
Date of Action	29/11/2024

Remarks

Customer complained regarding reactivation of mobile number related on mobile number [redacted]. We informed him that as per team revert we request him to visit nearest Airtel store with proof of identity, proof of address, passport size photo in order to activate the number. Kindly note there is a vanity charges of rupees 15 Lac and 18 GST applicable for the mentioned mobile number [redacted]. Further, we have taken his feedback and shared with our concerned team.

Rating	Poor

Appeal Details

Appeal Number	DOTEL/E/A/24/0008663
Date of Receipt	29/11/2024
Appeal Text	I'm owner of This Number Before Many Years Ago Im a Airtel Family Customer Mam This is Not Good This Charges is Very high and im Already Customer of This Number Mam So Please Realotte This Number
Current Status	Appeal Closed
Date of Action	05/12/2024
Remarks	Dear Sir, Customer complained regarding reactivation of mobile number related on mobile number. We have already informed him to visit nearest authorized Airtel store along with proof of identity, proof of address, passport size photo in order to activate the number. Kindly note there is a vanity charges of rupees 15 Lac and 18 percent GST applicable for highlighted mobile number.

Officer Concerns To

Officer Name	Mr. Nitin Grover (Head Customer Complaints)
Organisation name	M/s.Bharti Airtel Ltd.
Contact Address	M/s.Bharti Airtel Ltd. Plot Number 16, 2nd Floor Udyog Vihar, Phase-IV Gurgaon, Haryana

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

सत्यमेव जयते

भादूविप्रा TRAI

फ. संख्या. RT-2/6/(1)/2025-आरटीआई दिनांक: 08-01-2025

सेवा में [redacted]

विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया दिनांक रहित अपने ऑफ़लाइन आरटीआई आवेदन पत्र का अवलोकन करें, जोकि भारतीय दूरसंचार विनियामक प्राधिकरण (भादूविप्रा) में दिनांक 16/12/2024 (डायरी सं. 33058) को प्राप्त हुआ है, आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत आपने जियो मोबाइल नम्बर के ब्लॉक और पोर्ट से संबन्धित शिकायत के संबंध में जानकारी मांगी है। इस संबंध में आपको सूचित किया जाता है: -

क्र. स्.	उत्तर
1.	आपने इस आरटीआई आवेदन के माध्यम कोई सूचना नहीं मांगी है, बल्कि शिकायत का निवारण मांगा गया है जो सूचना का अधिकार अधिनियम 2005 के दायरे में नहीं आता है।

2. सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत ट्राई में अपीलीय प्राधिकारी श्री डी. मनोज, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार नियामक प्राधिकरण, वर्ल्ड ट्रेड सेंटर, टावर-एफ, 4-7 मंजिला, नौरोजी नगर, नई दिल्ली-110029 ।

भवदीय,

Signed by
Sushil Kumar Dutta
Date: 08-01-2025 16:31:18

(एस. कु. दत्ता)
केंद्रीय जन सूचना अधिकारी

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00017	**Date of Receipt :**	09/01/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Re	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	provide information as above attached application		

Print Save Close

सेवा में,

सूचना अधिकारी महोदय,

भारतीय दूरसंचार विनियामक प्राधिकरण

नई दिल्ली

विष्य: सूचना के अधिकार अधिनियम 2005 के तहत निम्न सूचना उपलब्ध करवाने बाबत

महोदय,

सूचना उपलब्ध करवाने के संदर्भ में मोबाइल नंबर [redacted] की समस्त सेवाएं बिना ग्राहक को बताए एक ही दिन में समस्त सेवाएं निलंबित करने के प्रावधान के नियम कि प्रमाणित प्रतिलिपि हिंदी भाषा में उपलब्ध करवाएं।

मैने नंबर [redacted] वोडाफोन से 7 वर्ष पहले खरीदा गया था, उसके बाद जुलाई 2024 में बीएसएनल में पोर्ट करवा लिया था। बीएसएनल द्वारा 5 दिसंबर 2024 को अचानक से मुझे बिना सूचना के बंद कर वोडाफोनआइडिया को वापिस दे दिया गया है यह कार्रवाई जिस नियम के तहत की गई है नियम कि प्रमाणित प्रतिलिपि तथा वोडाफोनआइडिया द्वारा समान नंबर [redacted] व समान ग्राहक (कृष्ण लाल) से प्रीमियम चार्ज जिस नियम के तहत डिमांड की जा रही है प्रमाणित प्रतिलिपि हिंदी भाषा में उपलब्ध करवाएं।

ग्राहक अपना मोबाइल नंबर [redacted] वोडाफोनआइडिया से बीएसएनल में पोर्ट करवाने के बाद किसी टेक्निकल समस्या के कारण बीएसएनल से बंद हो कर वोडाफोनआइडिया में वापिस देने का न्यूनतम और अधिकतम समय निर्धारित है नियम कि प्रमाणित प्रतिलिपि हिंदी भाषा में उपलब्ध करवाएं।

मेरा नंबर [redacted] वोडाफोनआइडिया से MNP करवाकर BSNL में आये हुए निलंबित नंबर को BSNL से प्राप्त करने की समय सीमा बताई जावे ।

ग्राहक अपना नंबर पोर्ट करवाने के बाद अगर डोनर का बिल बकाया हो तो ग्राहक डोनर को बकाया जमा नहीं करवा रहा हो तो क्रमशः दूरसंचार विभाग द्वारा कि जाने वाली कार्रवाई के नियम कि प्रमाणित प्रतिलिपि हिंदी भाषा में उपलब्ध करवाएं।

ग्राहक अपना नंबर VI से BSNL में पोर्ट करवाने के बाद NPD नियम के तहत कि जाने वाली कार्रवाई सर्वप्रथम 30 दिन समय के साथ वर्तमान सेवा प्रदाता द्वारा ग्राहक को नोटिस दिया जाता है, 45 दिन बाद आउटगोइंग सेवा निलंबित कर दी जाती है और 60 दिन बाद समस्त सेवा बंद कर दी जाती है, ग्राहक वर्तमान सेवा प्रदाता से 45 दिन के अंदर डोनर का बकाया जमा करवा कर दोबारा नबर की समस्त सेवा चालू करवा सकता है, यह ट्राई द्वारा जारी नियम के अंतर्गत है या नहीं इस कथन का हां या ना में प्रमाणित जवाब देवें।

यह है कि मोबाइल नंबर [redacted] की सेवाएं समाप्त करने से पहले नोटिस देने कि दिनांक और माध्यम, निम्न नंबर कि आउटगोइंग सर्विस बंद करने कि दिनांक बताई जावे मय प्रमाणित प्रतिलिपि उपलब्ध करवाएं।

Date: 09-01-2025

[redacted]

Note:- यह सूचना आर्थिक नुकसान से संबंधित है इसलिए 7 दिन में उपलब्ध करवाएं।

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या. RT-2/7/(36)/2025-आरटीआई दिनांक: 29-01-2025

सेवा में,

[redacted]

विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया ऑनलाइन आरटीआई पोर्टल के माध्यम से भादूविप्रा में प्राप्त आपके आवेदन पत्र दिनांक 09.01.2025, पंजीकरण संख्या TRAOI/R/E/25/00017, का अवलोकन करें। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत मोबाइल नम्बर की सेवा बंद करने के प्रावधान के नियम के संबंध में है जानकारी मांगी है । इस संबंध में आपको सूचित किया जाता है की : -

क्र. स्.	उत्तर
1.	वर्ष 2009 में, ट्राई ने दूरसंचार मोबाइल नंबर पोर्टेबिलिटी विनियम, 2009 के माध्यम से देश में मोबाइल नंबर पोर्टेबिलिटी के लिए नियामक ढांचा तैयार किया। समय-समय पर संशोधित समेकित दूरसंचार मोबाइल नंबर पोर्टेबिलिटी (एमएनपी) विनियम, 2009 को URL- https://trai.gov.in/hi/release-publication/regulations/amendments-page/10733 पर देखा जा सकता है। एमएनपी से संबंधित अक्सर पूछे जाने वाले प्रश्न भी निम्न URL पर उपलब्ध हैं:- https://trai.gov.in/faqcategory/mobile-number-portability

2 . सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत ट्राई में अपीलीय प्राधिकारी श्री डी. मनोज, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार नियामक प्राधिकरण, वर्ल्ड ट्रेड सेंटर, टावर-एफ, 4-7 मंजिला, नौरोजी नगर, नई दिल्ली-110029 ।

भवदीय,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 29-01-2025 13:06:50

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

भारतीय दूरसंचार विनियामक प्राधिकरण
हॉवर-एफ, एमटीएनएल स्ट्रक्चर टेड सेंटर,नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 33079
19 DEC 2024
ई आफिस सं.

The R.T.I. Cell,
TERAI
Nauroji Nagar,
New Delhi - 110029

Sub. Seeking of Information under R.T.I. Act-2005

Sir,

To resolve my grievance of not getting Refund of my Security from M/s Neeltra Tele Services (P) Ltd. Plot 4B, Mayur Vihar Distt. center Mayur Vihar Extn, New Delhi-1, despite of consumer court Tanak Puri Distt. decision, I had approached your office vide my email's dt. 7.4.24, 24.4.24, 28.6.24 and 16.10.24.

This email must be on your record.

In this regard I seek information as under

1. What action on my request through above email's has been taken by TERAI.
2. Why no confirmation or action taken if any, was not intimated to me.

Yours faithfully,

[redacted]

Encl. Postal order of Rs.10/- Value
No 64F-744142
as RTI Fee

17.12.24

It is certified that I am a ~~city~~ citizen of India

[redacted]

17.12.24

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/6/(4)/2025-RTI Dated: 13-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your offline RTI application dated 17.12.2024 (Dy. No. 33079) received in TRAI on dated 19.12.2024, for providing information under the provisions of the RTI Act 2005, regarding your complaints against M/s Nextra Teleservices (P) Limited for refund amount, related matter. In this context, the following is furnished: -

S.No.	Reply
1 & 2.	Out of the email communications referred in this RTI application, only one email dated 16.10.2024 was received at daca@trai.gov.in which having the trailing email addressed to daca@trai.gov.nic.in (which is not a valid email address) and hence the remaining emails were not found in the records of the TRAI. Further, the only email received at the TRAI on 16.10.2024 contained neither mobile number nor account number, due to which TRAI could not forward the same to the concerned service provider. Therefore, the complaint referred to is hypothetical & vague in nature. Furthermore, the TRAI Act 1997 does not envisage redressal of individual consumer complaints by TRAI. Telecom service providers are required to redress the complaints of their customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI, which lays down a framework for redressal of complaints of telecom consumers by service providers. The customer should lodge his/ her complaint directly with his/ her telecom service provider.

Contd. on next page 02.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 13-01-2025 17:32:14

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00018	**Date of Receipt :**	07/01/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Req	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Sir Please provide copy of circulars provided to cell phone companies (Service Providers) regarding guidelines in production of Call data records to Law enforcing Agencies.		

Print Save Close

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00009	**Date of Receipt :**	07/01/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Reque	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Sir Please provide copy of circulars provided to cell phone companies (Service Providers) regarding guidelines in production of Call data records to Law enforcing Agencies.		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(30)/2025-RTI Dated: 21-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your (02) RTI applications dated 07.01.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00009 and No. TRAOI/R/E/25/00018, for providing information under the provisions of the RTI Act 2005, regarding Call Data records, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	The Information sought is not available with TRAI. All the Telecom Service Providers are governed by the License Agreement entered into with the Department of Telecommunications (DoT). As per the License Agreement, instructions relating to CDRs can be issued by DoT. Therefore, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 13.01.2025 for providing the related information, if any, directly to you.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 21-01-2025 15:40:21

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00019	**Date of Receipt :**	11/01/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
S	[redacted]		
Is Req	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Dear Sir, Kindly provide me information regarding reason of suspension of service for mobile number 7[redacted], service provider is JIO		

Print Save Close

ACTION HISTORY OF RTI REQUEST No.TRAOI/R/E/25/00019

Applicant Name [redacted]

Text of Application Dear Sir, Kindly provide me information regarding reason of suspension of service for mobile number [redacted], service provider is JIO

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	11/01/2025	Nodal Officer	
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	24/01/2025	Nodal Officer	आपके उपरोक्त RTI-आवेदन जिसमें आपने कोई विशिस्ट जानकारी नहीं मांगी है, बल्कि समस्या का समाधान/शिकायत के संबंध में है, जो की आरटीआई अधिनियम, 2005 की धारा 2 (एफ) के अनुसार 'सूचना' की परिभाषा के अंतर्गत नहीं आती है । इसलिए, ट्राई के पास इस पर कोई सूचना उपलब्ध कराने के लिए नहीं है।

Print

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00021	**Date of Receipt :**	12/01/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Req	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Myself Named [redacted]h holding Airtel broadband service vide service no 0[redacted] tn I would like to lodge a complaint on OVERCHARGING BY SERVICE PROVIDER IN MY CASE 1 Initial mail request for closure of broadband service mailed on 17th Nov 2024 2 Broadband Service had issues and stopped working from the date of 29th Nov 2024 3 Service Provider had billed service charges for the period 26th of Nov to 21st of Dec in my case billing cycle is 26th to 25th of subsequent month 4 Bill of Rs 490 is charged as service provider had billed till 21st of Dec 2024 5 Inspite of continuous mails to CUSTOMER CARE and to service provider appellate tribunal I had been asked to make payment of Rs 490 which was later reduced to Rs 372 6 As there is no proper reply from Service provider I had reached the doors of TRAI for OVERCHARGING OF CUSTOMER IN MY CASE CHARGED AFTER SERVICES WERE NOT SERVICEABLE		

Print Save Close

ACTION HISTORY OF RTI REQUEST No.TRAOI/R/E/25/00021

Applicant Name [redacted]

Text of Application

Myself Named [redacted] holding Airtel broadband service vide service no [redacted] tn I would like to lodge a complaint on OVERCHARGING BY SERVICE PROVIDER IN MY CASE 1 Initial mail request for closure of broadband service mailed on 17th Nov 2024 2 Broadband Service had issues and stopped working from the date of 29th Nov 2024 3 Service Provider had billed service charges for the period 26th of Nov to 21st of Dec in my case billing cycle is 26th to 25th of subsequent month 4 Bill of Rs 490 is charged as service provider had billed till 21st of Dec 2024 5 Inspite of continuous mails to CUSTOMER CARE and to service provider appellate tribunal I had been asked to make payment of Rs 490 which was later reduced to Rs 372 6 As there is no proper reply from Service provider I had reached the doors of TRAI for OVERCHARGING OF CUSTOMER IN MY CASE CHARGED AFTER SERVICES WERE NOT SERVICEABLE

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	12/01/2025	Nodal Officer	
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	24/01/2025	Nodal Officer	Vide your RTI application you have not sought any specific information and rather redressal of complaint has been sought which does not come under the purview of Right to Information Act 2005.

Print

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00022	**Date of Receipt :**	13/01/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Req	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	I had activated airtel broadband service in July 24 and had requested for deactivation in Oct 24 as the service was not provided properly and no resolution for my escalations as well. However the service deactivation did not happen properly in Oct 24 and was deactivated in Dec only. The bills kept on piling and after further escalation they waived off the bills except Rs 17. I was provided a due date of 28th Jan 25 but still am getting at least 5 calls a day stating that i am over due. I have escalated this to the nodal officers and CFO but still no resolution. DTH Number - 0[redacted] ID -[redacted]		

Print Save Close

ACTION HISTORY OF RTI REQUEST No.TRAOI/R/E/25/00022

Applicant Name [redacted]

Text of Application I had activated airtel broadband service in July 24 and had requested for deactivation in Oct 24 as the service was not provided properly and no resolution for my escalations as well. However the service deactivation did not happen properly in Oct 24 and was deactivated in Dec only. The bills kept on piling and after further escalation they waived off the bills except Rs 17. I was provided a due date of 28th Jan 25 but still am getting at least 5 calls a day stating that i am over due. I have escalated this to the nodal officers and CFO but still no resolution. DTH Number - [redacted]

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	13/01/2025	Nodal Officer	
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	24/01/2025	Nodal Officer	Vide your RTI application you have not sought any specific information and rather redressal of complaint has been sought which does not come under the purview of Right to Information Act 2005.

Print

To,

Registered.

The Public Information Officer cum
Dy. Advisor(& IR)& CAPIO
Telecom Regulator Authority of India
World Trade Center, Tower-F(4th to 7th Floor)
Nauroji Nagar. New Delhi.110029

SUBJECT: Request for furnished following sought Information **under** section 7 of RTI Act 2005.

I [redacted] (copy enclosed) Enclosed please find herewith IPO No 447155. Rs.10/- application You are requested that furnished me attested readable documents of following sought information **under** section 7 of RTI Act 2005.

2) Provide me photo copies of call details incoming and out going of **my Mobile phone N[redacted] w.e.f. 1/1/2022 to 31/12/2023 (two years)**

3) Provide me call details received and out going through my **Mobile phone No. [redacted] w.e.f. 1/1/2022 to 30/6/2024**

DA/IPO

3) IPO No.447155.....Dated..8/24

4) Copy of Adhar Card.

Appellate

[redacted]

Punjab

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
टॉवर-एफ, एनबीसीसी वर्ल्ड ट्रेड सेंटर,नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 33676
22 JAN 2025
ई आफिस सं.

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या. RT-2/6/(9)/2025-आरटीआई दिनांक: 28-01-2025

सेवा में,

[redacted].

विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया दिनांक रहित अपने ऑफ़लाइन आरटीआई आवेदन पत्र का अवलोकन करें, जोकिभारतीय दूरसंचार विनियामक प्राधिकरण (भादूविप्रा) में दिनांक 22/01/2025 (डायरी सं. 33676) को प्राप्त हुआ है, आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **मोबाइल कॉल विवरण रिकॉर्ड (Call Details Records)** से संबन्धित मामलों के संबंध में जानकारी मांगी है।

2. अतः इस संदर्भ में आपको सूचित किया जाता है कि आपके उपरोक्त आरटीआई आवेदन में मांगी गई जानकारी भादुविप्रा में उपलब्ध नहीं है तथा संबन्धित जानकारी दूरसंचार विभाग (DoT) में उपलब्ध हो सकती है। इसलिए आपके उपरोक्त आरटीआई आवेदन को आरटीआई अधिनियम 2005 की धारा 6 (3) (ii) के तहत DOT को हस्तांतरित किया जा रहा है ताकि आपके द्वारा मांगी गयी सूचना सीधे आपको प्राप्त हो सके।

आपका विश्वासी,
Digitally signed by SUSHIL KUMAR DUTTA
Date: 28-01-2025 14:33:20
(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

उप सचिव (समन्वय) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, संचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली – 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबन्धित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।

தகவல் அறியும் உரிமைச் சட்டம் 2005 இன் கீழ் மனு

SECTION 4(1)(5) Act.

நாள் : 23 / 01/2025

இடம் : கோவை

அனுப்புநர் [redacted]

[redacted]

[redacted]

[redacted]

PH [redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
टॉवर-एफ, एनबीसीसी वर्ल्ड ट्रेड सेंटर, नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 33745
27 JAN 2025
ई आफिस सं.

பெறுநர் : HON. PUBLIC INFORMATION OFFICER ((PIO)

TELECOM REGULATORY AUTHORITY OF INDIA (TRAI)

4th, 5th, 6th, 7th FLOOR, TOWER – F

WORLD TRADE CENTER, NAUROJI NAGAR,

NEW DELHI - 110 029

பொருள் : தங்களது கட்டுப்பாட்டின் கீழ் கோவை மாவட்டத்தில் பயன்பாட்டில் உள்ள [redacted]

இந்த இரு JIO எண்களும் என் மனைவி R. அனுஷா பயன் படுத்தி வரும் மொபைல் எண்கள் ஆகும். மேற்குறிப்பிட்டுள்ள இந்த இரு மொபைல் எண்களின் கடந்த ஜூலை 1, 2024 மாதம் முதல் தகவல் வழங்கும் நாள் வரை உள்ள நாட்களுக்கு வந்துள்ள / அழைத்துள்ள INCOMING / OUTGOING அழைப்புகளின் CALL HISTORY விபரம்கள் வழங்கிட கோரும் RTI மனு அளித்தல் தொடர்பாக..

உயர் திரு. ஐயா ! வணக்கம்!

முக்கிய அறிவிப்பு : நான் ஒரு இந்திய நாட்டின் குடிமகன் ஆவன்.

மேற்குறிப்பிட்டுள்ள மொபைல் எண்கள் கோவை மாவட்டம், தமிழ்நாட்டினை சார்ந்த என் மனைவி திருமதி. R. அனுஷா அவர்கள் பயன் படுத்தி வரும் மொபைல் எண்கள் ஆகும். என் மனைவி அனுஷா என் மீது கோவை மாவட்டம் புலியகுளம் காவல் துறையில்

மொத்த பக்கங்கள் :- [2] (தமி)

மொத்த கோரிக்கைகள் :- [4]

File No. RT-2/6/(11)/2025-RTI (Computer No. 15135)
Generated from eOffice by VED PRAKASH, ASSTT(VP)-RTI, ASSISTANT, TRAI on 29/01/2025 11:16 am

234/2024 என்ற FIR பதிவு செய்து வழக்கு விசாரணை நிலுவையில் உள்ளது. மேலும் எங்கள் இருவருக்கும் கோவை குடும்ப நல நீதிமன்றத்தில் (FAMILY COURT) இல் HMOP MC , GWOP உள்ளிட்ட வழக்குகள் விசாரணை நிறைவு பெறாமல் நிலுவையில் உள்ளது. தாங்கள் வழங்கும் தகவல் நீதிமன்றத்தில் என்னை குற்றமற்றவனாக நிரூபித்து வழக்கில் இருந்து விடுதலை ஆக உதவும் என்பதால் கீழ் கோரும் தகவல்கள் வழங்கி உதவிடுமாறு வேண்டுகிறேன்.

1. மேற்கண்ட மொபைல் எண்கள் முதன் முதலில் எந்த தேதி, மாதம், வருடம் முதல் ACTIVATE செய்ய பட்டது? அதன் விபரம் வழங்குக.
2. மேற்கண்ட இரு மொபைல் எண்களை பெற தங்களது வாடிக்கையாளர் வழங்கியுள்ள ஆதார் அட்டையின் நகல் வழங்குக.
3. மேற்கண்ட இரு மொபைல் எண்களும் யார் பெயரில் உள்ளது? அதன் விபரம், மேற்கண்ட இரு மொபைல் எண்களையும் பெற ADDRESS PROOF வழங்கியவரின் பெயர், விலாசம் உள்ளிட்ட விபரம் வழங்குக.
4. மேற்கண்ட இரு மொபைல் எண்களின் தொடர்பான கடந்த 1/7/2024 நாள் முதல் தகவல் வழங்கும் நாள் வரை உள்ள நாட்களுக்கு வந்துள்ள / அழைத்துள்ள அனைத்து INCOMING / OUT GOING CALL HISTORY களின் முழு விவரம் வழங்குக.

குறிப்பு : தகவல் கோரும் கட்டணமாக 10/- ரூபாக்கான POSTAL ORDER I இணைக்க பட்டுள்ளது .

POSTAL ORDER NO : 50F 083308

[redacted]

File No. RT-2/6/(11)/2025-RTI (Computer No. 15135)
Generated from eOffice by VED PRAKASH, ASSTT(VP)-RTI, ASSISTANT, TRAI on 29/01/2025 11:16 am

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/6/(11)/2025-RTI Dated: 30-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your offline RTI application dated 23.01.2025 received in TRAI on 27.01.2025 (Dy. No. 33745), for providing information under the provisions of the RTI Act 2005,

2. In this regard, it is noticed that you have submitted RTI request in the regional language which is not an acceptable mode as per the RTI Act, 2005. Hence, as per the section 6 (1) of RTI Act, 2005, you are requested to submit a fresh RTI request either in English or Hindi language for seeking the information.

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 30-01-2025
15:12:36

(S. K. Dutta)
Central Public Information Officer

सूचना का अधिकार अधिनियम 2005

सेवा मे,

Head Office

Telecom Regulatory Authority of India,

04th to 07th Floor, Tower-F,

Word Trade Center, Nauroji Nagar, New Delhi 110029

भारतीय दूरसंचार विनियामक प्राधिकरण
टॉवर-एफ, एनबीसीसी वर्ल्ड ट्रेड सेंटर,नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 32915
04 DEC 2024
ई आफिस सं.

प्रेषक-

[redacted]

विषय- आवेदन अतंगत सूचना का अधिकार अधिनियम 2005

सूचना का अधिकार अधिनियम 2005 के तहत पार्थी को भारत की सम्प्रबुता verbal Communication के लिए Internet क्यों जरूरी है से सम्बिदित निमिळखित सूचना प्रमानित रुप से उपलब्ध करने की कृपा करे-

1. As in today's present time, it is necessary for everyone to have a mobile phone, but my mother does not need mobile internet, so I can get any connection without internet, if I can get which one and if not, then why not with the bank, then why is the mobile number necessary with the bank??

   जेसा की आज के इस वर्तमान समय में सभी के पास मोबाइल फोन होना जरूरी है लेकिन मेरी मां को मोबाइल इंटरनेट की आवश्यकता नहीं है तो मुझे बिना इंटरनेट के कोई कनेक्शन मिल सकता है क्या ? अगर मिल सकता है तो कौन सा और नहीं मिल सकता तो क्यों नहीं ? फिर बैंक के साथ मोबाइल नंबर क्यों जरूरी कर रखा है?

नोट:- मैं कथन करता हू कि मेरे ज्ञान और विश्वास के अनुसार चाही गई सूचना, सूचना का अधिकार अधिनियम 2005 की धारा 8 के अंतरगत किये जाने से सम्बिदित नहीं है।

संलग्न- 10 रुपये का नोट या 10 रुपये का पोस्टल ऑर्डर..... GIF 666884

दिनाक.....25/11/2024

आवेदक.....[redacted]

सूचना - यदि पार्थी दारा चाही गई सूचना आप के कार्यालय के अतिरीकत किसी अनय कार्यालय से संभधिता है तो जनसूचना का अधिकार अधिनियम 2005 क धारा 6 (3) का संन्यांन लेते सबधित कार्यालय को हतांतरत कर एवं सूचना उपंलबद कराते समय पार्थी को प्रथम अपीलीय अधिकारी का नाम व पता अवसंय उपंलबद कराए।

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या. RT-2/6/(124)/2024-आरटीआई दिनांक: 03-01-2025

सेवा में,

[redacted]

विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया दिनांक 25/11/2024 के अपने ऑफ़लाइन आरटीआई आवेदन पत्र का अवलोकन करें, जोकि भारतीय दूरसंचार विनियामक प्राधिकरण (भादूविप्रा) में दिनांक 04/12/2024 (डायरी सं. 32915) को प्राप्त हुआ है, अथवा आरटीआई अनुभाग के अंतरिम उत्तर पत्र समसंख्यक, दिनांक 30.12.2024 के अनुक्रम में, आपने अपने आरटीआई पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत बिना इंटरनेट मोबाइल कनेक्शन से संबन्धित मामलों के संबंध में जानकारी मांगी है। इस संबंध में आपको सूचित किया जाता है: -

क्र. स्.	उत्तर
1.	भारतीय दूरसंचार विनियामक प्राधिकरण (TRAI) के पास आपके द्वारा आरटीआई के माध्यम से उठाई गई विशिष्ट जानकारी/प्रश्न पर कोई उत्तर देने के लिए नहीं है। हालांकि, मौजूदा विनियामक टैरिफ ढांचे के अनुसार, राष्ट्रीय रोमिंग, ग्रामीण फिक्स्ड लाइन सेवाओं, मोबाइल नंबर पोर्टेबिलिटी शुल्क और लीज्ड सर्किट और यूएसएसडी टैरिफ सेवाओं जैसी सेवाओं को छोड़कर दूरसंचार सेवा के लिए टैरिफ सहनशीलता के अधीन है। मौजूदा विनियामक प्रावधानों के अनुपालन के अधीन, सेवा प्रदाता बाजार की स्थिति की अपनी समझ और अपने सर्वोत्तम वाणिज्यिक हित के आधार पर टैरिफ डिजाइन और पेशकश करने के लिए स्वतंत्र हैं। सेवा प्रदाताओं के पास अपने संचालन के विभिन्न सेवा क्षेत्रों के लिए रिचार्ज मूल्य और वैधता सहित कई संयोजनों के साथ विभिन्न प्रकार की कॉल, एसएमएस, डेटा ऑफ़र आदि के लिए दरों जैसे विभिन्न टैरिफ घटकों को तय करने की लचीलापन है। इनपुट लागत, प्रतिस्पर्धा का स्तर और अन्य वाणिज्यिक विचारों सहित कई कारकों को ध्यान में रखते हुए सेवा प्रदाताओं द्वारा टैरिफ की पेशकश की जाती है। contd. on next page 02

	"ट्राई ने दूरसंचार सेवा प्रदाताओं को वॉयस और एसएमएस के लिए कम से कम एक विशेष टैरिफ वाउचर प्रदान करने का निर्देश दिया है, जिसकी वैधता अवधि तीन सौ पैंसठ दिनों से अधिक नहीं होगी।"

2. सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत ट्राई में अपीलीय प्राधिकारी श्री डी. मनोज, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार नियामक प्राधिकरण, वर्ल्ड ट्रेड सेंटर, टावर-एफ, 4-7 मंजिला, नौरोजी नगर, नई दिल्ली-110029 ।

भवदीय,

Signed by
Sushil Kumar Dutta
Date: 03-01-2025 17:10:20

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

भारतीय दूरसंचार विनियामक प्राधिकरण
टॉवर-एफ, एनबीसीसी वर्ल्ड ट्रेड सेंटर,नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 32959-
09 DEC 2024
ई आफिस सं.

No. 9-06/2024-RTI (Offline)
Government of India
Ministry of Communications
Department of Telecommunications
(RTI Cell)

Sanchar Bhawan, 20, Ashoka Road, New Delhi-110001

Dated: 5.12.2024

OFFICE MEMORANDUM

Subject: - Forwarding of RTI application dated 26.09.2024 of Shri [redacted] – regarding.

The undersigned is directed to forward herewith an application dated 26.09.2024 of [redacted] (forwarded by Ministry of Information & Broadcasting vide letter dated 26.11.2024 and received in this office on 04.12.2024) seeking information under RTI Act, 2005.

2. It is requested that the information may be provided directly to the applicant. In case the subject matter of the application does not pertain to or partly pertains to the any other division, application may also be forwarded/transferred to concerned CPIO/Other Public Authority for providing information.

3. The applicant has paid the requisite application fee.

5.12.24

(Anoop Kumar)
Under Secretary (C&A)/RTI
Tele. 23036213

Encl.: as above

To: -

1. RTI Nodal officer, DGT Hq, IInd Floor, UIDAI building, near Kali Mandir, New Delhi-110001
2. Nodal Officer RTI, TRAI Tower-F, World Trade Centre, Nauroji Nagar, New Delhi-110029

Copy to:

[redacted].- with the request to communicate in future with above mentioned CPIO.

No.N-45004/43/2024-DAS
GOVERNMENT OF INDIA
MINISTRY OF INFORMATION & BROADCASTING
'A' WING, SHASTRI BHAWAN,
NEW DELHI – 110 001

Dated the 26th Nov., 2024

To

[redacted]

Subject : Information sought under Right to Information Act, 2005 by [redacted].

Sir,

This is to say that an RTI application bearing registration No. MOIAB/R/E/24/00524 dated 26.09.2024 was received from [redacted] seeking information under Right to Information Act, 2005 about refund of his deposited amount on account of disconnection of his JIO Air Fibre Account, etc. Since Department of Telecommunications (DoT) dealt with the issue of Air Fibre connection and the related matters, the RTI application was transferred to Shri Vishal Srivastava, Director (AS-II)/CPIO), DoT under Section 6(3) of the RTI Act, 2005. In turn, the said CPIO, DoT, vide his letter No.9-1/2024-AS-IV dated 23.10.2024 (**copy enclosed**), informed this Ministry that the subject-matter of the RTI application does not pertain to Access Services (AS) Wing of DoT and returned the same for necessary action with contact details of Nodal person for RTI matters in DoT {Shri S. Bandopadhyay, Director (Coord.)}. However, it is not known whether the copy of this letter was also endorsed to the applicant and the Nodal Officer in DoT.

2. Given the above position, the information requested by the applicant is likely to be available with you. Accordingly, the aforesaid RTI application of [redacted] is hereby transferred to you under section 6(3) of the RTI Act, 2005 for taking necessary action at your end.

3. If the information requested does not pertain to you, kindly transfer the said RTI application to the CPIO with whom the requested information is likely to be available as per the extant provisions of the RTI Act, 2005, under intimation to the applicant.

328/RTI/2024
4/12/2024

Yours faithfully,

Satbir Singh
26/11/2024
(Satbir Singh)
Under Secretary to the Govt of India/CPIO
Tele. 23386819

Copy to: [redacted] – Your RTI application has been transferred to Shri S. Bandopadhyay, Director (Coord.), Deptt of Telecommunications, R.No.507, Sanchar Bhawan, 20, Ashoka Road, New Delhi – 110001 (email: b.soumitra@nic.in) under section 6(3) of the RTI Act, 2005 for taking necessary action at their end.

SO (RTI)

No.9-1/2024-AS-IV
Government of India
Ministry of Communications
Department of Telecommunications
(AS-II Section)
Sanchar Bhavan, 20, Ashoka Road, New Delhi-110001

Dated 23rd October, 2024

To
The Under Secretary /CPIO
Ministry of Information & Broadcasting
Shastri Bhawan
New Delhi

Ref: RTI Application NO. MOIAB/R/E/24/00524 dated 26/09/2024 regarding information about refund of deposit amount on account of disconnection of JIO Air Fibre Account. (Enclosed).

Subject: Reply to the RTI Application dated 26/09/2024.

This has reference to RTI Application No. MOIAB/R/E/24/00524 of Shri [redacted] dated 26/09/2024. In this connection it is submitted that the subject matter of the above mentioned RTI application does not pertain to Access Services (AS) Wing of D/o Telecommunications. Hence, the same is hereby returned for necessary action at your end. Contact details of Nodal person for RTI matters in DoT is given below:-

[redacted]

Yours faithfully,

(Vishal Srivastava)
CPIO & Director (AS-II)
Phone No.23372370

6

RTI REQUEST DETAILS (आ रोध विवरण)

Registration Number (पंजीकरण संख्या) :	MOIAB/R/E/24/00524	**Date of Receipt (प्राप्ति की तारीख) :**	26/09/2024
Type of Receipt (रसीद का प्रकार) :	Online Receipt	**Language of Request (अनुरोध की भाषा) :**	English
Phon	[redacted]		0
E			
Status			
Is R Line ? (से नीचे का है?) :			
Amount Paid (राशि का भुगतान) :	10) (original recipient),	**Mode of Payment (भुगतान का प्रकार)**	Payment Gateway
Does it concern the life or Liberty of a Person? (क्या यह किसी व्यक्ति के जीवन अथवा स्वतंत्रता से संबंधित है?) :	No(Normal)	**Request Pertains to (अनुरोध निम्नलिखित संबंधित है) :**	Satbir Singh, Under Secretary (DAS)
Information Sought (जानकारी मांगी):	My Jio Fiber Account Number 8[redacted], Jio [redacted] Jio Fibre ID [redacted] at my residence in Ghaziabad, UP was requested to be disconnected, and the account was closed on 11th March 2024. However, my deposit amount has still not been refunded. I had shifted to Kolkata, WB. That was the reason for the disconnection request. I had taken a new Jio Fiber Air connection at the new location. I approached their various email contacts (appellate.upw@jio.com, appellate.del@jio.com, jiofibercare@jio.com) and even their Grievance Officer (grievance.officer@jio.com). Every time they responded that my issue is being looked into and shall be resolve soon. Finally, I approached TRAI (daca@trai.gov.in). Till date I have no response. All mail copy enclosed. Kindly look into it for refund of my deposit. Thanks.		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/6/(125)/2024-RTI Dated: 03-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 26.09.2024 received in TRAI from Department of Telecommunications (DoT) vide their letter No. 9-06/2024-RTI(Offline), dated 05.12.2024, through Offline mode on 09.12.2024 (Dy. No. 32959) for providing information under the provisions of the RTI Act 2005, regarding your complaint against M/s Jio Air Fiber for refund, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	Vide your above mentioned RTI application you have not sought any specific information rather seeking redressal of your complaint against M/s. JIO Fiber, which does not come under the purview of the RTI Act 2005. Further, it is informed that TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. In order to protect the interest of consumers, TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/ grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case a complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with the Appellate Authority of the TSPs. The relevant regulate on can be accessed on TRAI website through the URL "https://www.trai.gov.in/sites/default/files/CA_05012012.pdf". However, your complaint regarding the refund of the deposit amount was received in TRAI through email on 20.08.2024, which was forwarded to the concerned service provider for necessary action. The Action Taken Report (ATR) of the said complaint uploaded by the service provider on the TCCMS portal is also enclosed.

Contd. on next page 02.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 03-01-2025 12:40:35

(S. K. Dutta)
Central Public Information Officer

Encl.: As above.

Re: Deposit not refunded

BA [redacted]

Tue, 20 Aug 2024 1:01:21 PM +0530 •

To "Deputy Advisor TRAI" <daca@trai.gov.in>

Cc "grievance.officer" <grievance.officer@jio.com>, "appellate.del" <appellate.del@jio.com>, "jiofibercare" <jiofibercare@jio.com>, "appellate.upw" <appellate.upw@jio.com>

Dear Madam, Sir,
Please find below chain of mail I have been writing to JIOFIBRE for refund of my Fiber Wi-Fi connection terminated on 11th March 2024.
Jio [redacted]

Till date Jio response has been unsatisfactory continuously informing me that my issue is being looked into and shall be resolved soon. The last response is from the Grievance Officer of JIO which too is assuring the same and written on 29th July 2024 without any further confirmation of the refund.
There has been no concrete action taken so far by JIO.
This is to request you to please help me with getting my deposit amount refunded back.
Thanking you,
[redacted]

From: "\'grievance.officer\'" <grievance.officer@jio.com>
Sen[redacted]: Mon, 29 Jul 2024 15:35:37
To:[redacted]
Subject: Fw: Deposit not refunded

Dear [redacted],

I can understand your concern regarding the refund.

Sincere apologies for the trouble you are facing.

Not to worry, your issue has already been escalated to our concerned team and they are working on it, on priority.

Please be assured that your issue will be resolved at the earliest.

I appreciate your patience and understanding.

Srikant Mohanty

Team Jio

*on 70007 70007 or **click here** to WhatsApp Now. You can chat with us now in English and Hindi too.*

Your Feedback will help me improve to serve you better. Post this communication, you will receive an email with a survey link. Please do participate by clicking on one of the emojis as it will help me to improve myself. I look forward to your feedback.

On 7/28/2024 4:51 PM, [redacted] wrote:

Dear Ms. Radha Nair, Grievance Officer,

My Jio Fibre connection Account Number [redacted]
Jio Fibre ID [redacted]0 was terminated in March 2024 and still you have failed to refund my deposit money.
Please refer entire chain of mails below.
Kindly look into it and help me.
Thanks,
[redacted]

From: appellate.del@jio.com
Sent: Mon, 15 Jul 2024 23:11:11
[redacted]
Subject: Re: Deposit not refunded

Dear Barundeb,

I understand your concern related to the request for refund.

Please accept my apology for the delay.

I have re-escalated your case to the concerned team internally.

Please allow us some more time to get an update on the same.

I am grateful to you for your patience.

Appreciate your co-operation.

Vivek Gupta

Team Jio

*on 70007 70007 or **click here** to WhatsApp Now. You can chat with us now in English and Hindi too.*

Your Feedback will help me improve to serve you better. Post this communication, you will receive an email with a survey link. Please do participate by clicking on one of the emojis as it will help me to improve myself. I look forward to your feedback.

On 7/13/2024 6:24 PM, Barundeb Chatterjee wrote:

Dear Mr. Talukdar,
When will my issue be resolved?
Regards,
[redacted]

From: \'Appellate_Delhi\' <appellate.del@jio.com>
Sent: Wed, 03 Jul 2024 16:28:36
To: [redacted]
Subject: Re: Deposit not refunded

Dear [redacted]

I understand your concern related to the request for refund.

Please accept my apology for the delay.

I have escalated your case to the concerned team internally.

Please allow us some more time to get an update on the same.

I am grateful to you for your patience.

Appreciate your co-operation.

Nabajit Talukdar

Team Jio

*on 70007 70007 or **click here** to WhatsApp Now. You can chat with us now in English and Hindi too.*

Your Feedback will help me improve to serve you better. Post this communication, you will receive an email with a survey link. Please do participate by clicking on one of the emojis as it will help me to improve myself. I look forward to your feedback.

On 6/29/2024 5:22 PM, Barundeb Chatterjee wrote:

Dear Mr. Gurunath,

You had assured in your below email to update statue of your ticket number SR00001YUQI2 in 24 hours.
It has been nearly two weeks.
When will you refund my deposit ?
Regards,
Barundeb Chatterjee

From: appellate.del@jio.com
Sent: Sat, 15 Jun 2024 19:33:45
To: [redacted]
Subject: Re: Deposit not refunded

Dear [redacted]

I understand your concern about refund post termination of JioFiber services.

I could see that the device return details are not updated on your JioFiber account due to Jio STB serial mismatch issue.

The applicable refund is initiated when the device uninstallation details are updated on your JioFiber account and the account is ceased.

I would like to assure you that I have escalated your issue to our support team, who will be reviewing the matter in detail. The service request reference number is S[redacted].

Rest assured, we will provide an update within the next 24 hours on the progress made towards resolving the issue. Once we get an update, we will keep you posted.

I appreciate your time and patience.

You can now also get support to your service-related queries through WhatsApp by sending “Hello” to 7000570005.

For any queries or support, please feel free to call us on our toll-free JioFiber helpline number 1[redacted]9 or write us to at JioFibercare@jio.com

Nagarjun Gurumath

Team Jio

*on 70007 70007 or **click here** to WhatsApp Now. You can chat with us now in English and Hindi too.*

Your Feedback will help me improve to serve you better. Post this communication, you will receive an email with a survey link. Please do participate by clicking on one of the emojis as it will help me to improve myself. I look forward to your feedback.

On 6/11/2024 3:50 PM, [redacted] wrote:

> Dear All,
> My issue, described in detail in below mail of 26th May 2024, has not been addressed. I have shifted to Kolkata, WB. That was the reason for the disconnection request. I have taken a new Jio Fiber Air connection at the new location. However, another family is there at the same old address in Indirapuram, Ghaziabad, who too have purchased new Jio Fiber connection there.
>
> Til date since 11th March when I got it disconnected, you have not refunded my deposit.
> It was indicated by your InCharge Mr. Vinod Kumar ji, of Indirapuram Office who arranged for the collection of my set top box, that the serial number of the box which was picked up by your engineer from my residence sometime around 11th March 2024 had not matched. That he has been trying to resolve it internally since then without any result.
> I think the reason for this mismatch is because when the set top box was delivered to me, it was after nearly 4 months of struggle and innumerable email writing. Your Mr. Avinash Mishra copied here in this mail had helped me at that time, because the originally assigned set top box was wrongly delivered by the engineer then to somebody else. From January 2020, after nearly 3, 4 months finally you had arranged to provide me another set top box in April 2020.

Now, it is quite possible, that your records were never updated for this switch. And because of it, now again your numbers are not tallying.
You cannot keep harassing me for your mismanagement and bungling.
If you continue to withhold my due refund any longer, I will be compelled to approach Consumer Court for redressal.
Please revert and confirm my due refund.
Best regards,
[redacted]

From: "[redacted]"<[redacted]
Sent: Sun, 26 May 2024 08:06:58
To: "jiofibercare@jio.com "<jiofibercare@jio.com>
Subject: Deposit not refunded

Dear Support,

My below account was closed on 11th March 2024
Jio Number1203542173
Account [redacted]
However, my deposit has still not been refunded.
My service requests dated 11th March, 20th March and 12th May, 2024 were closed without any resolution.
Please find enclosed the service request details screenshot.
When will I get my deposit refunded?
Do I need to approach consumer court?
Kindly revert.
Best regards,
[redacted]

Print Page

Telecom Consumer Complaints Monitoring System (TCCMS)

Written Complaints

Registration No	Complaint Date	Service Provider	Service Area	Complaint Category	Complainants Name	Email	Type of Service	Phone No	Landline No
NR-11-24-0042	25/11/2024	Reliance Jio Infocomm Ltd	Delhi	Indvidual Complaints	[redacted]	[redacted]	Internet & Broadband Service	N.A	N.A

Action Taken

Action Date	Action	Remarks	FileName	View Details
28/11/2024	CASE DISPOSED OF	This is with reference to the TCCMS complaint our team investigated the case and it was understood that Customer escalated stating that he wanted the refund for cancellation of Jio Fiber connection however as checked with work order details , STB which was provided by customer had an mismatch hence we require the original STB which was provided at the time of installation. Hence the case stands resolved.	DispNR-11-24-0042350.pdf	View
25/11/2024	TAKEN UP FOR EXAMINATION BY SERVICE PROVIDER	No Remarks	No Document	View
25/11/2024	LODGED THE COMPLAINTS	No Remarks	NR-11-24-0042.pdf	View

To,

Registered.

The Public Information Officer cum
Transparency Officer, Advisor(Admn..& IR)
Telecom Regulator Authority of India
World Trade Center, Tower-F(4th to 7th Floor)
Nauroji Nagar. New Delhi.110029

SUBJECT: Request for furnished following sought Information **under** section 7 of RTI Act 2005.

I [redacted] (copy enciosed) Enclosed please find herewith IPO No 011132 Rs.10/- application fees and IPO No 273394, 273396 400/- 100×4 = four Hundred only dated 23/11/24 Rs. 400/- for photo copies. You are requested that furnished me attested readable documents of following sought information within **fourty eight hours under** section 7 of RTI Act 2005 or within specified time as per Act after received of this letter.

Provide me photo copies of call details incoming and out going of **my Mobile phone No. [redacted] w.e.f. 1/1/2022 to 31/12/2023 (two years)**

1) Provide me call details received and out going through my **Mobile phone No. [redacted] to mobile No [redacted] and [redacted] w.e.f. 1/1/2023 to 30/6/2024**

DA/IPO 011132

1) IPO No. 273394, 273398 **Dated.....** 23/11/2024

2) Copy of Adhar Card.

Appellate [redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
टॉवर-एफ, एनबीसीसी वर्ल्ड ट्रेड सेंटर, नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 33732-
27 JAN 2025
ई आफिस सं.

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या. RT-2/6/(10)/2025-आरटीआई दिनांक: 31-01-2025

सेवा में,

[redacted]

विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

मोहदया,

कृपया अपने दिनांक रहित ऑफ़लाइन आरटीआई आवेदन पत्र का अवलोकन करें, जोकि भारतीय दूरसंचार विनियामक प्राधिकरण (भादूविप्रा) में दिनांक: 27/01/2025 (डायरी सं. 33732) को प्राप्त हुआ है, आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **कॉल विवरण रिकॉर्ड (Call Details Records)** से संबन्धित मामलों के संबंध में जानकारी मांगी है ।

2. चुंकि उपरोक्त आरटीआई आवेदन में मांगी गई जानकारी भादुविप्रा में उपलब्ध नहीं है तथा संबन्धित जानकारी दूरसंचार विभाग (DoT) में उपलब्ध हो सकती है। इसलिए आपके उपरोक्त आरटीआई आवेदन को आरटीआई अधिनियम 2005 की धारा 6 (3) (ii) के तहत DOT को हस्तांतरित किया जा रहा है ताकि आपके द्वारा मांगी गयी सूचना सीधे आपको प्राप्त हो सके।

2. आगे, आपको सूचित किया जाता है कि आपने उपरोक्त आरटीआई आवेदन के लिए शुल्क रुपये 410/- जो की आईपीओ के माध्यम से अदा किया है, आरटीआई (शुल्क और लागत का विनियमन) नियम, 2005 के अनुसार 10 रुपये से अधिक है, आपकी अतिरिक्त राशि रुपये 100x4 = 400/- रुपये के चार आईपीओ संख्या 273394, 273395, 273396, 273397 आपको मुल रुप में इस पत्र के साथ वापस किए जाते है।

आपका विश्वासपात्र,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 31-01-2025 09:48:35

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

संलग्न- 4-आईपीओ रुपये 100/-

प्रतिलिपि: -

उप सचिव (समन्वय) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, संचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली – 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबन्धित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।

सेवा में,

RTI of Mobile No. [redacted]
पंजिकृत Receiving.
100 Rs Postal ORDER
57H-746034

श्री मान [redacted] Executive Officer,
TELECOM Regulatory Authority
of India,
DELHI,

भारतीय दूरसंचार विनियामक प्राधिकरण
टॉवर-एक, एनबीसीसी ट्रेड टेड सेंटर,नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 3325
30 DEC 2024
ई आफिस सं.

श्री मान जी,

विषय : RTI of BSNL Mobile No.
[redacted]

निवेदन है कि मैं एक BSNL SIM जो कि Mobile No. [redacted] के अंतर्गत एक RTI लगा रहा हूँ जिसके लिए 100 रुपए का Postal ORDER 57H 746034 आप को लगा कर भेज रहा हूँ मैं एक BSNL का Customer हूँ जिसका Mobile No. [redacted], अपनी सेवा के प्रयोग के दौरान यह Mobile No. मेरे किसी के संपर्क में कहीं पर Hacking या Tracking पर लगाया है जिसके द्वारा मेरी व्यक्तिगत की जानकारी किसी तीसरे को पता लग जाती है और कुछ ऐसे व्यापार में नुकसान हो रहा है अगर ऐसा किसी ने करवा रखा है तो मुझे इसकी जानकारी प्रदान की जाए कि मेरा फोन Hacking पर किसी और द्वारा लगाया है यह भी बताया जाए या कोई Agency कर रही है तो भी बताया जाए, कृपा करके जल्दी से जल्दी इसका समाधान करने की कृपा करें। धन्यवाद

[redacted]

[redacted]

Mobile No.

मैंने लगभग 8-10 महीनों से जब
रहते मैं BSNL OFFICE में भी
जमा कर दी थी कोई संतोषजनक
जवाब नहीं है पर अब अपका
से अनुरोध है कि आप इस
RTI का जवाब शीघ्र से शीघ्र
देने की कृपा करें

धन्यवाद

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या: RT-2/6/(127)/2024-आरटीआई दिनांक: 01-01-2025

सेवा में,

[redacted].

विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया अपने आरटीआई आवेदन पत्र दिनांक Nil का अवलोकन करें जोकि भादुविप्रा में दिनांक 30/12/2024 को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **मोबाइल ट्रैपिंग एवं रिकार्डिंग (Mobile Tapping and Recording)** से संबन्धित मामलों के सम्बंध में जानकारी मांगी है।

2 . अतः इस संदर्भ में आपको सूचित किया जाता है कि आपके उपरोक्त आरटीआई आवेदन में मांगी गई जानकारी भादुविप्रा में उपलब्ध नहीं है तथा संबन्धित जानकारी दूरसंचार विभाग (DoT) में उपलब्ध हो सकती है। इसलिए आपके उपरोक्त आरटीआई आवेदन को आरटीआई अधिनियम 2005 की धारा 6 (3) (ii) के तहत **DOT** को हस्तांतरित किया जा रहा है ताकि आपके द्वारा मांगी गयी सूचना सीधे आपको प्राप्त हो सके।

आपका विश्वासपात्र,

Signed by
Sushil Kumar Dutta
Date: 01-01-2025 14:06:53

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

उप सचिव (समन्वय) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, सचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली – 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबन्धित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00721	**Date of Receipt :**	05/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
St			
Is Requester			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	i am Indian Citizen and mobile user. I am raising this RTI just to bring to your notice that there are many mobile users who are not able to use internet but though they are paying for internet. I request you to kindly notify telecom companies to come up with monthly or quarterly recharge packages were only calling facility is there for senior citizen.		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(421)/2024-RTI Dated: 03-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 05.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00721, for providing information under the provisions of the RTI Act 2005, regarding monthly recharge tariff, related matters. In this context, the following is furnished: -

S.No.	*Reply*
1	TRAI has no input to offer on specific information/query raised by you through this RTI. However, as per the existing regulatory tariff framework, tariff for telecommunication service is under forbearance except for services such as National Roaming, Rural Fixed Line Services, mobile number portability charges and leased circuits and USSD tariff services. Subject to compliance with extant regulatory provisions, service providers are free to design and offer tariff based on their understanding of the market situation and in their best commercial interest. Service providers have the flexibility to decide various tariff components like the rates for different types of calls, SMS, data offers etc. with multiple combinations including recharge value and validity for different service areas of their operation. Tariffs are offered by service providers taking into account several factors including input costs, level of competition and other commercial considerations. ***Further, TRAI mandated Telecom Service Providers to offer at least one Special Tariff Voucher exclusively for Voice and SMS with validity period not exceeding three hundred and sixty five days.***

Contd. on next page 02.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 03-01-2025 17:08:30

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00725	**Date of Receipt :**	10/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Reque	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	1. When a DND complaint in made against any unregistered UCC, what is the standard operating procedure followed against that sender. 2. Please provide set turn around times for every step involved. 3. Please provide the specifics like how many complaints result in warning/limits on communication, how many complaint blacklist the number and how penalty is imposed on the sender. 4. Is there any penalty or legal action sought if the same entity is violating the DND rules multiple times?		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(1)/2025-RTI Dated: 06-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 10.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00725, for providing information under the provisions of the RTI Act 2005, regarding DND/UCC, related matters. In this context, the following is furnished: -

S.No.	*Reply*
1, 2, 3 & 4.	(**Sl. 1, 2 & 4**): To curb Unsolicited Commercial Communication (UCC), TRAI has issued regulations i.e., Telecom Commercial Communication Customers Preference Regulation (TCCCPR),2018. As per the provisions of TCCCPR,2018, every access provider undertakes various activities including registration of senders, telemarketers and is responsible to take action on UCC complaints. As per TCCCPR, 2018, customer's complaints for UCC/DND are registered by concerned Access Service Providers and action on those complaints is also taken care by Access Service Providers. The Complaint Mechanism, system(s), functions and processes to resolve complaints & Code of Practice for Complaint Handling by the Access Provider is prescribed in chapter VI (Complaint Redressal) & Schedule III of TCCCPR 2018 Regulation. The mechanism for Unregistered UCC Canplaints handling is provided in Regulation 25(5) & (6) of TCCCPR, 2018 and is as below: (5) In case the complaint is related to an unregistered telemarketer (UTM), the Originating Access Provider (OAP) (from which the call has originated): a. shall examine communication detail records (CDRs), within one business day from the date of receipt of complaint, to check the occurrence of complained communication between the complainant and the reported telephone number or header from which unsolicited commercial communication was received. b. In case of no occurrence of complained communications under sub- regulation (5)(a), OAP shall communicate to the TAP to inform the complainant about the closure of complaint in a manner prescribed in the Code(s) of Practice;

c. In case of occurrence of complained communications under sub regulation (5)(a), OAP shall further examine, within two business daysfrom the date of complaint, whether there are similar complaints or reports against the same sender; and

i. in case, it is found that number of complaints against the sender are from ten or more than ten recipients over a period of last seven days, the OAP shall put sender under Usage Cap and at the same time shall initiate investigation as provided for in sub-regulation (6);provided that such Usage Cap shall be valid till investigation is completed or thirty days from the date of effect of restrictions, whichever is earlier;

ii. in case it is found that number of complaints against the sender are from less than ten recipients over a period of last seven days, the OAP shall,from the previous thirty days data of CoP_UCC_Detect System, check whether suspected sender is involved in sending Commercial Communication in bulk or not; and

A. in case, sender has sent commercial communications in bulk, the OAP shall put the sender under Usage Cap, and at the same time initiate investigation as provided for in sub-regulation (6);

Provided that such restrictions shall be valid till investigation in this regard is completed under relevant regulations or thirty days from the date of effect of restrictions, whichever is earlier;

B. in case, sender has not sent commercial communications in bulk, the OAP shall warn such sender through appropriate means as provided for in Code(s) of Practice;

(6) OAP shall issue notice, within three business days, to give opportunity to such sender(s), under sub regulations (5)(c)(i), (5)(c)(ii)(A) to represent his case and shall investigate, within thirty business days from the date of receipt of complaint and shall conclude whether the communication so made was unsolicited commercial communication or not; and conclusion of the investigation was that sender was engaged in sending unsolicited commercial communications, OAP shall take action against such sender as under: -

a. for first instance of violation, due warning shall be given;

Provided that the first instance of the violation shall include all the complaints against the sender within two business days after the date of receipt of the first complaint, against which the sender is to be warned under this subregulation.

b. for the second instance of violation, Usage Cap shall continue for a period of six months;

Provided that the second instance of the violation shall include all the complaints against the sender after the issuance of first warning within two business days after the date of receipt of the complaint against which second warning is being given to the sender under this subregulation.

c. for third and subsequent instances of violations, all telecom resources of the sender shall be disconnected for a period up to two years and OAP shall put the sender under blacklist category and communicate to all other access providers to not to allocate new telecom resources to such sender for up to two years from the date of such communication;

Provided that the third instance of the violation shall include all the complaints received against the sender after the date of second warning within two business days after the receipt of the complaint against which telecom resources are being disconnected under this sub-regulation. Provided further that one telephone number may be allowed to be retained by such sender with the Usage Cap for a period up to two years.

(Sl. 3): To provide the inform about the complaints results in warning, usage cap and blacklisting, Access Providers submits monthy Performance Monitoring Reports (PMRs) to TRAI. As per the PMRs submitted by Access Providers have disconnected 15382 telephone numbers in 2021, 32032 telephone numbers in 2022, 27043 in 2023 and 15535 in 2024 (till July). Details are provided in Tabe-I.

Table-I Actions taken by Access Providers against UTMs

Period	Imposed Usage Cap during investigation of complaints	Issued warning notices for first instance of violation	Imposed usage caps for 6 months for second instance of violation	Disconnected connections for violating regulations for third time.
Jan-21 to Dec-21	221690	346429	54865	15382
Jan-22 to Dec-22	258041	409739	77213	32032
Jan-23 to Dec-23	256220	399274	57565	27043
Jan-24 to Dec-24	184645	314905	33947	15535

Consequent to release of TRAI directive dated 13 th August, 2024 to disconnect all telecom resources (SIP/PRI/ other telecom resources) of unregistered Senders/ Unregistered Telemarketers (UTMs) which are being used for making spam calls and to blacklist such Senders, Access Providers have taken widespread actions which has led to a significant reduction in the complaints registered against the spam calls (Table-I). The directive mandates that any entity found to be making promotional voice calls in violation of regulations would face severe consequences including disconnection of all telecom resources for a period upto two years, blacklisting for up to two years, during which there will be complete ban on acquisition of new telecom resources etc.

	After the issuance of the Direction, 18.8 lakhs SIP DID/Mobile Numbers/Telecom resources have been disconnected and 1150 entities/individuals have been blacklisted. The copy of TCCCPR, 2018 is available on public domain at URL https://trai.gov.in/sites/default/files/RegulationUcc19072018.pdf

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 06-01-2025 14:16:43

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00728	**Date of Receipt :**	11/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Req	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Refund not received after recharge failed in Airtel		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या.RT-2/7/(3)/2025-आरटीआई दिनांक: 06-01-2025

सेवा में
[redacted]

विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया ऑनलाइन आरटीआई पोर्टल के माध्यम से भादूविप्रा में प्राप्त आपके आवेदन पत्र दिनांक 11.12.2024, पंजीकरण संख्या TRAOI/R/E/24/00728, का अवलोकन करें। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत आपके रिचार्ज के विफल होने पर एयरटेल कम्पनी से रिफंड प्राप्त नहीं होने के संबंध में जानकारी मांगी है। इस संबंध में आपको सूचित किया जाता है: -

क्र. स्.	उत्तर
1.	आपके उपरोक्त आरटीआई-आवेदन में मांगी गई जानकारी जो की समस्या का समाधान/शिकायत के निवारण के संबंध में है, इसलिए, आरटीआई अधिनियम, 2005 की धारा 2 (एफ) के अनुसार 'सूचना' की परिभाषा के अंतर्गत नहीं आती है ।

2. सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत ट्राई में अपीलीय प्राधिकारी श्री डी. मनोज, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार नियामक प्राधिकरण, वर्ल्ड ट्रेड सेंटर, टावर-एफ, 4-7 मंजिला, नौरोजी नगर, नई दिल्ली-110029 ।

भवदीय,

Signed by
Sushil Kumar Dutta
Date: 06-01-2025 11:43:21

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00729	**Date of Receipt :**	11/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Reque	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Dear Sir / Madam Telecom operator were providing EDI services under license agreeement with DOT. Pursuant to 1998, they started providing internet services under license agreement. Please let us know, whether EDI and Internet are same? Also, document / recommendation / publication issued by government providing definition of EDI, internet. Thank you		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(4)/2025-RTI Dated: 06-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 11.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00729, for providing information under the provisions of the RTI Act 2005, regarding EDI services provided to TSPs under license agreement with DoT, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	Telecom Operators are providing telecom services as per the License/ service authorization granted by Licensor (DoT) and the service definitions, license terms etc., are available in public domain and can be accessed from the url: https://dot.gov.in/unified-licnse or https://dot.gov.in However, the desired information may be available with DoT. Hence, in terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 13.12.2024 for providing the related information, if any, directly to you.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 06-01-2025 11:42:23

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00730	**Date of Receipt :**	11/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Stat	[redacted]		
Is Requester B			
Does it Liberty of a Person ? :		**Request Pertains to :**	
Information Sought :	Dear Sir/Madam Telecom operator were providing Electronic data interchange (EDI) services under license agreement with DoT. Pursuant to 1998, they started providing internet services under license agreement. Please provide us with the draft agreements entered into for providing EDI services and also for Internet services. Thank you		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(5)/2025-RTI Dated: 06-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 11.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00730, for providing information under the provisions of the RTI Act 2005, regarding EDI services under license agreement with DoT, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought vide your above mentioned RTI application is not available in TRAI. However, the desired information may be available with DoT. Hence, in terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 13.12.2024 for providing the related information, if any, directly to you.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 06-01-2025 14:59:05

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00732	**Date of Receipt :**	12/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Requeste	[redacted]		
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	RTI Application is attached herewith.		

Print Save Close

सूचना का अधिकार अधिनियम 2005

(सूचना का अधिकार अधिनियम 2005 की धारा 6(1) के अधीन चाही गयी सूचना हेतु प्रपत्र)

सेवा में,

श्रीमान् जन सूचना अधिकारी,
भारतीय दूरसंचार विनियामक प्राधिकरण,
मुख्यालय नई दिल्ली

1. आवेदक का नाम –
2. आवेदक का पता –

[redacted]

3. दूरभाष संख्या –
4. कार्यालय का नाम – मुख्यालय, भारतीय दूरसंचार विनियामक प्राधिकरण, नई दिल्ली।

4. चाही गयी सूचना का विवरण –

(1) भर्ती विज्ञापन सं0 सी–1/2024–25 दिनांकित 12.07.2024 भारतीय दूरसंचार विनियामक प्राधिकरण, मुख्यालय नई दिल्ली में यंग प्रोफेशनल–टेक्निकल डेटा सांइस रिक्त पद पर नियुक्ति हेतु साक्षात्कार/चयन समिति के सदस्यों की सूची नाम, पदनाम की प्रमाणित प्रतिलिपि उपलब्ध करायें।

(2) भर्ती विज्ञापन सं0 सी–1/2024–25 दिनांकित 12.07.2024 भारतीय दूरसंचार विनियामक प्राधिकरण, मुख्यालय नई दिल्ली में यंग प्रोफेशनल–टेक्निकल डेटा सांइस रिक्त पद हेतु साक्षात्कार में उपस्थित समस्त अभ्यर्थियों का नाम, जातिवर्ग, शैक्षिक योग्यता, अनुभव एवं साक्षात्कार प्राप्तांक, कुल प्राप्तांक सूची की प्रमाणित प्रतिलिपि उपलब्ध करायें।

(3) भर्ती विज्ञापन सं0 सी–1/2024–25 दिनांकित 12.07.2024 भारतीय दूरसंचार विनियामक प्राधिकरण, मुख्यालय नई दिल्ली में यंग प्रोफेशनल–टेक्निकल डेटा सांइस रिक्त पद पर नियुक्ति हेतु भारतीय संविधान के अनुसार अनुसूचित जाति हेतु आरक्षण दिये जाने के सम्बन्ध में प्रमाणित सूचना उपलब्ध करायें।

(4) भर्ती विज्ञापन सं0 सी–1/2024–25 दिनांकित 12.07.2024 भारतीय दूरसंचार विनियामक प्राधिकरण, मुख्यालय नई दिल्ली में यंग प्रोफेशनल–टेक्निकल डेटा सांइस रिक्त पद पर नियुक्ति हेतु अनुसूचित जाति को आरक्षण न दिये जाने की स्थिति में ऑनलाइन आवेदन में जातिवर्ग पूछने का प्रमाणित कारण स्पष्ट करें।

(5) भर्ती विज्ञापन सं0 सी–1/2024–25 दिनांकित 12.07.2024 भारतीय दूरसंचार विनियामक प्राधिकरण, मुख्यालय नई दिल्ली में यंग प्रोफेशनल–टेक्निकल डेटा सांइस रिक्त पद पर चयनित अभ्यर्थी का नाम, शैक्षिक योग्यता, जातिवर्ग, अनुभव, साक्षात्कार प्राप्तांक, कुल प्राप्तांक उपलब्ध करायें।

(6) भारतीय दूरसंचार विनियामक प्राधिकरण, मुख्यालय नई दिल्ली में यंग प्रोफेशनल पद पर अब तक चयनित समस्त कर्मचारियों का नाम, जातिवर्ग (अनुसूचित जाति, जनजाति, अन्य पिछडा वर्ग, सामान्य), चयन की दिनांक की प्रमाणित सूची उपलब्ध करायें।

(7) भर्ती विज्ञापन सं0 सी–1/2024–25 दिनांकित 12.07.2024 भारतीय दूरसंचार विनियामक प्राधिकरण, मुख्यालय नई दिल्ली में यंग प्रोफेशनल–टेक्निकल डेटा सांइस रिक्त पद पर चयनित अभ्यर्थी को ऑफर लेटर प्रेषित करने की दिनांक से अवगत करायें।

(8) भर्ती विज्ञापन सं0 सी–1/2024–25 दिनांकित 12.07.2024 भारतीय दूरसंचार विनियामक प्राधिकरण, मुख्यालय नई दिल्ली में यंग प्रोफेशनल–टेक्निकल डेटा सांइस रिक्त पद पर किसी अभ्यर्थी का चयन करने के उपरांत भी आपके द्वारा अन्य अभ्यर्थियों को चयन न होने (रिजेक्शन) की सूचना न देने के सम्बन्ध में प्रमाणित कारण स्पष्ट करें।

5. सूचना प्राप्त करने का प्रकार – डाक/ई–मेल द्वारा।
6. अदा किये जाना वाला शुल्क – 10 रूपये ऑनलाइन अदा कर दी गयी है।

दिनांकः 12.12.2024

[redacted]

आवेदक के हस्ताक्षर

(कृपया विदित रहे कि उपरोक्त आवेदन–पत्र का ससमय संतुष्टिपूर्ण उत्तर न देने की स्थिति में, आवेदक अपीलीय अधिकारी के समक्ष प्रथम अपील प्रस्तुत करने का अधिकारी है।)

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या. RT-2/7/(9)/2025-आरटीआई दिनांक: 09-01-2025

सेवा में,

[redacted]

विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया ऑनलाइन आरटीआई पोर्टल के माध्यम से भादूविप्रा में प्राप्त आपके आवेदन पत्र दिनांक 12.12.2024, पंजीकरण संख्या TRAOI/R/E/24/00732, का अवलोकन करें। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत यंग प्रोफेशनल- टेक्निकल, यंग प्रोफेशनल- डेटा साइंस के पदों से संबंधित जानकारी मांगी है। इस संबंध में आपको सूचित किया जाता है :-

क्र. स्.	उत्तर
(1).	सूचना का अधिकार 2005 के उपनियम 8(छ) [8(g)] के अंतर्गत मांगी गई सूचना नहीं दी जा सकती है।
(2), (5) एवं (6).	सूचना का अधिकार 2005 के उपनियम 8(ञ) [8(j)] के अंतर्गत मांगी गई सूचना नहीं दी जा सकती है।
(3).	ऐसी कोई भी सूचना उपलब्ध नहीं है।
(4) एवं (8).	आपके द्वारा मांगी गई सूचना प्रश्नात्मक है, इसलिए यह आरटीआई अधिनियम, 2005 की धारा 2(च) [2(f)] के अनुसार 'सूचना' नहीं मानी जाएगी।
(7).	चयनित अभ्यर्थियों को दिनांक 03.12.2024 तथा 30.12.2024 को ऑफर लेटर जारी किया गया है।

2 . सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत ट्राई में अपीलीय प्राधिकारी श्री डी. मनोज, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार नियामक प्राधिकरण, वर्ल्ड ट्रेड सेंटर, टावर-एफ, 4-7 मंजिला, नौरोजी नगर, नई दिल्ली-110029 ।

भवदीय,
Signed by
Sushil Kumar Dutta
Date: 09-01-2025 14:44:44
(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00733	**Date of Receipt :**	13/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
S	[redacted]		
Is Requeste			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Hello I need my mobile number [redacted] call details with the location (April 2024 to may 2024) I am writing you because my service provider airtel denied for this details. Please provide me above details		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(7)/2025-RTI Dated: 08-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 13.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00733, for providing information under the provisions of the RTI Act 2005, regarding provide the call details along with location, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought is not available in TRAI. However, it is informed that All the Telecom Service Providers are governed by the License Agreement entered into with the Department of Telecommunications (DoT). As per Clause 39.20 of the Unified License Agreement instructions relating to call detail records (CDRs) can be given only by the Licensor (DoT). Hence, the desired information may be available with DoT. Therefore, in terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 26.12.2024 for providing the related information, if any, directly to you.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Signed by
Sushil Kumar Dutta
Date: 08-01-2025 11:40:35
(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00734	**Date of Receipt :**	14/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	I [redacted] resident of India is filling this RTI to know if phones of my family members have been tapped between the duration from 1 September 2019 till 31st December 2019 due to unknown reasons as we feel that some of the relatives have been using the family information against us . FATHERs number - [redacted] BROTHERs number - [redacted] MOTHERs number - [redacted]		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(8)/2025-RTI Dated: 08-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 14.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00734, for providing information under the provisions of the RTI Act 2005, regarding phone tapping, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	The information regarding surveillance, tapping or interception is not available with TRAI. However, the desired information may be available from the Department of Telecommunications (DoT) or Ministry of Home Affairs (MHA). Hence, in terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application were transferred online to DoT and MHA on 26.12.2024 for providing the related information, if any, directly to you.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 08-01-2025 16:32:22

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00736	**Date of Receipt :**	17/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
St			
Is Requester			
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Subject: Request for information under the Right to Information Act, 2005 regarding Jio SIM issues and porting

Sir/Madam,

I am writing to request information under the Right to Information Act, 2005 regarding the issues I am facing with my Jio SIM card (Mobile No [redacted]) and the process to port my number to another network.

Details of the issue
My Jio SIM is not working properly.
Phone calls are not working (incoming/outgoing),
Messages are not being sent (incoming/outgoing).
G Pay, Paytm and PhonePe are not working. I was using BSNL SIM earlier and it was working fine but had poor network signal. I switched to Jio due to poor network signal in BSNL. I spent money on this Jio SIM but it is still not working.

Porting Request
I request the authority to provide a port number to switch from Jio network to another network as I am not receiving SMS on my Jio SIM. I have provided an alternate number [redacted] for communication purposes. Please provide the documents and process required to port my number.

Information Requested
1. I need information on what steps can be taken to resolve these issues.
2. I need information on the compensation policy formulated by the Central Government for customers facing such issues.
3. Am I entitled to compensation for the amount I spent on the non-

working Jio SIM? If so, I need information on the same.
4. I need information on the process for claiming compensation.
5. I need information on which company SIMs are compatible with the Redmi 8A Dual mobile phone.
6. I need information on the process to port my number to another network to get rid of this issue.
7. I need information on what documents are required to port my number.

Thank you for your attention in this matter.

Sincerely,
[redacted]

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(10)/2025-RTI Dated: 10-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 17.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00736, for providing information under the provisions of the RTI Act 2005, regarding your sim card port from M/s. Jio to another network, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought by you under Right to Information Act, 2005 pertains to creating information by drawing inference and/or making of assumptions or interpreting information for furnishing replies to hypothetical questions viz. 'What...', 'How....', 'Can...', 'If...', 'Will....', etc. which do not fall under the definition of 'information' under Section 2(f) of the RTI Act, 2005. Further in terms of Para 10 of the Guide on Right to Information Act, 2005 issued by Department of Personnel & Training, Ministry of Personnel, Public Grievances & Pension vide OM No.1/32/2013-IR dated 28th November 2013, the CPIO is neither supposed to create information that is not a part of the record of the public authority nor required to furnish information which require drawing of inference and/or making of assumptions; or to interpret information; or to solve the problems raised by the applicants; or to furnish replies to hypothetical questions.
2, 3, 4 & 5.	The information sought is not available with TRAI. However, the desired information may be available with DoT. Hence, in terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 27.12.2024 for providing the related information, if any, directly to you.
6 & 7.	The regulatory framework of mobile number portability is issued through The Telecommunications Mobile Number Portability (MNP) Regulations, amended from time to time. TRAI is, however, not directly involved in the porting process. The 'Frequently Asked Questions' (FAQ) with regard to Mobile Number Portability gives details of the process to port any mobile number. The same may be assessed at the URL: https://trai.gov.in/faqcategory/mobile-number-portability

Contd. on next page 02.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 10-01-2025 12:28:55

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00737	**Date of Receipt :**	17/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Request	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	i am police officer , what is procedure to take cdr , recharge history , and all that ? where it mantioned ?		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(6)/2025-RTI Dated: 10-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 17.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00737, for providing information under the provisions of the RTI Act 2005, regarding Call Details Records (CDR) and recharge history, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	As regards CDRs, all Telecom Service Providers are governed by the License Agreement entered into with the Department of Telecommunications (DoT). As per the License Agreement instructions relating to CDRs can be given only by the Licensor (DoT). However, the desired information may be available with DoT. Hence, in terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 18.12.2024 for providing the related information, if any, directly to you.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 10-01-2025 12:31:46

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00003	**Date of Receipt :**	09/01/2025
Transferred From :	Department of Telecommunications on 09/01/2025 With Reference Number : DOTEL/R/T/24/01232		
Remarks :	**Information is sought from TRAI, accordingly RTI application is forwarded to provide information directly to the applicant if any.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
S	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Telecom Regulatory Authority of India (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	At present the number of unwanted calls and messages coming on mobile numbers is increasing day by day which causes a lot of trouble to the consumers Not only are the consumers unable to receive the necessary calls coming from the new number but many frauds are also happening with them Apart from data theft hacking illegal sale of data many other illegal activities are also being carried out My request to the Telecom Regulatory Authority of India is that 1 Give details of what concrete steps they have taken in the last 2 years to control this 2 Give details of how many complaints have come from the public in this regard in the last 2 months and what action has TRAI taken on them 3 Tell us your future plans in this regard		

	At present the number of unwanted calls and messages coming on mobile numbers is increasing day by day which causes a lot of trouble to the consumers Not only are the consumers unable to receive the necessary calls coming from the new number but many frauds are also happening with them Apart from data theft hacking illegal sale of data many other illegal activities are also being carried out
Original RTI Text :	My request to the Telecom Regulatory Authority of India is that 1 Give details of what concrete steps they have taken in the last 2 years to control this 2 Give details of how many complaints have come from the public in this regard in the last 2 months and what action has TRAI taken on them 3 Tell us your future plans in this regard

Print Save Close

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00738	**Date of Receipt :**	18/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Stat	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	At present the number of unwanted calls and messages coming on mobile numbers is increasing day by day which causes a lot of trouble to the consumers Not only are the consumers unable to receive the necessary calls coming from the new number but many frauds are also happening with them Apart from data theft hacking illegal sale of data many other illegal activities are also being carried out My request to the Telecom Regulatory Authority of India is that 1 Give details of what concrete steps they have taken in the last 2 years to control this 2 Give details of how many complaints have come from the public in this regard in the last 2 months and what action has TRAI taken on them 3 Tell us your future plans in this regard		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(11)/2025-RTI Dated: 17-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your (02) two RTI applications filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00738 dated 18.12.2024 and another returned received from DoT online vide Reg. No. TRAOI/R/T/25/00003 dated 09.01.2025, for providing information under the provisions of the RTI Act 2005, regarding unwanted calls and messeages, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	To curb Unsolicited Commercial Communication (UCC), TRAI has issued regulations i.e., Telecom Commercial Communication Customers Preference Regulation (TCCCPR),2018. As per the provisions of TCCCPR, 2018, every access provider undertakes various activities including registration of senders, telemarketers and is responsible to take action on UCC complaints. As per TCCCPR 2018, the promotional voice call and service message/call is defined at section 2 (av) and 2 (bh) of the regulation, respectively. Additionally, TRAI has specified, a separate number series viz. '140'xxx xxxxx for Telemarketers who are registered with Access Service Providers for making commercial calls. Any entity after registration with any Access Providers as per the provisions of TCCCPR 2018 can send commercial communication. If a subscriber desires not to receive commercial communication, he can register himself for not receiving commercial communication by sending SMS at 1909, calling 1909 or through TRAI/Operator App. Even after opting for not receiving any promotional call/messages, if subscriber receives UCC, he can make complaint to his access provider by sending SMS or making voice call at 1909 or through TRAI DND App. Access service providers are responsible to register the customer's complaints for UCC/DND and to take action on those complaints under TCCCPR, 2018 Regulation. In case the consumer is not satisfied with the resolution of his complaint he may file an appeal with the Appellate Authority of the access provider. Contd. on next page 02.

	The copy of TCCCPR, 2018 is available on public domain at URL https://trai.gov.in/sites/default/files/RegulationUcc19072018.pdf The process for filing complaints & Appeals along with the contact details of Appellate Authorities/grievance redressal officer are available on concerned Access Service Provider website. The Action is taken against the Access Service Providers as per the provisions of TCCCPR-2018 regulations if they fail to curb the UCC through their networks. The regulation may be referred to for detail s such as Role and responsibilities of Access ss Providers, the provision of Financial Disi incentives, etc. TRAI has issued directions to all access providers within the ambit of the TCCCPR, 2018 from time to time. All these directions are available on the TRAI website. Further, TRAI also issued two directions to all access providers with respect to the UCC_Detect_System on 13.06.2023 & 19.07.2023 under TCCCPR, 2018. These directions can be accessed on the following links The direction is available in the public domain & can be accessed on URL:- https://www.trai.gov.in/sites/default/files/2024-09/Direction_13062023.pdf & https://www.trai.gov.in/sites/default/files/2024-09/Direction_19072023.pdf
2.	In the last 2 months i.e. October-November 2024, 13-complaints were received in TRAI on UCC related matters, which were transferred to the concerned telecom service provider for action as per the provisions of TRAI regulations namely, The Telecom Commercial Communication Customer Preference Regulation (TCCCPR), 2018.
3.	The Consultation Process for the amendment of the Telecom Commercial Communication Customers Preference Regulation (TCCCPR),2018 is under process. The Consultation Paper, the Comments & the Counter Comments on the same is available in the public domain and can be accessed on URL: https://trai.gov.in/consultation-paper-review-telecom-commercial-communications-customer-preference-regulations-2018

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

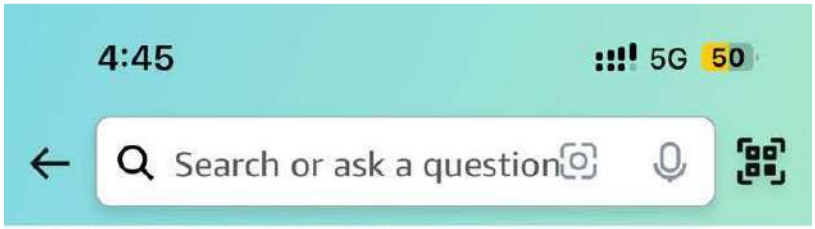
Signed by
Sushil Kumar Dutta
Date: 17-01-2025 10:22:17

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00740	**Date of Receipt :**	19/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Req	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	I recharged with the Rs. 1198 pack on 2nd November 2024, but the recharge benefits have not been received. I have raised several complaints with BSNL Customer Care, but the issue has not been resolved yet.		

Print Save Close



Order Placed: 2 November 2024
Amazon.in order number: [redacted]

Order Total: 1,198.00

Mobile Prepaid Recharge

Recharge Status : Successful

Amount
1,198.00

BSNL mobile number : [redacted]
300min any-net voice calls in Home LSA national roaming including MTNL area of Mumbai and Delhi+3GB Data+30SMS) per month for 12 months/365days.*Above voice freebies are charged on a per minute basis and Charges after freebies are as follows: Voice call charges: Local calls Rs 1/min STD calls Rs 1.3/min Video Calls : Local/STD:- Rs 2/min SMS: Local 80p/SMS National: Rs 1.20/SMS International: Rs 6/SMS Data Charges 25p/MB.
Operator Reference Number : [redacted]

Your BSNL prepaid mobile recharge order was processed successfully. To check status, dial *123#. Check after 30 minutes of recharge. For more queries, please call BSNL care at 1503

Payment information

Amount 1,198.00



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(12)/2025-RTI Dated: 13-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 19.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00740, for providing information under the provisions of the RTI Act 2005, regarding your complaint against M/s. BSNL for recharge benefits, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	You have not sought any information and rather redressal of complaint has been sought which does not come under the purview of Right to Information Act 2005.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Signed by
Sushil Kumar Dutta
Date: 13-01-2025 17:34:01
(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00746	**Date of Receipt :**	22/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Requester	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Which villages in Maharashtra do not have any cellular network coverage?		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(13)/2025-RTI Dated: 14-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 22.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00746, for providing information under the provisions of the RTI Act 2005, regarding villages who do not have cellular network coverage in Maharashtra, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought is not available with TRAI. However, the desired information may be available with DoT. Hence, in terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 24.12.2024 for providing the related information, if any, directly to you.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 14-01-2025 09:50:57

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00747	**Date of Receipt :**	22/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Statu	[redacted]		
Is Requester Bel ? :		**Citizenship Status**	
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	My mobile no [redacted]9 is accused under DND violation. Pls share the complainant mobile number and time of call had with him. Regarding this CPGRAMS complaint submitted. Not provided the seeked details. Pls provide complainant mobile number and DND complaint copy. DOTEL/E/A/24/0009112		

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Appeal Details

Appeal Number	DOTEL/E/A/24/0009112
Name	[redacted]
Appeal Recieved Date	15/12/2024
Reason Of Appeal	I have all calls voice recordings, without validating the voice recording, based on CDR how come Jio concluding the particular call is done business promotion. Still Jio is not disclosed which number called for business promotions. And also from this i understood, any one can file complaint aginst to anyone under business promotion to restrict the calls or restrict the privacy / freedom of the person. Regarding this Jio mail replied, with same content, but Jio is not ready to investicate and acept the mistake. Again repeating same decision based on CDR business promotion call some unkown number. This is not acceptable.
Appeal Status	Appeal Closed (On 22/12/2024)
Closing Remarks	This is reference to DOT complaint regarding the DND plan applied. We have validated the DND complaint and identified that the number was used for making promotion call to DND registered customer. Usage has been restricted based on the UCC description and positive CDR logs. We trust we have provided relevant information regarding the same.

Officer Concerns To

Officer Name	Anoop Sharma
Email Address	telecom.grievance@jio.com
Contact Number	02227965519
Organisation name	Reliance Jio Infocomm Limited

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(14)/2025-RTI Dated: 14-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 22.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00747, for providing information under the provisions of the RTI Act 2005, regarding copy of complaint on CPGRAMS for DND violation, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought vide your above mentioned RTI application is not available in TRAI. However, it is informed that the CPGRAMS portal is maintained by DoT. Hence, the desired information may be available with DoT, in terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 27.12.2024 for providing the related information, if any, directly to you.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Signed by
Sushil Kumar Dutta
Date: 14-01-2025 16:43:55
(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00748	**Date of Receipt :**	22/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
Is Requeste			
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Pls see the attached file		

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Trai had issued the following two directions under Telecom Commercial Communication Customer Preference Regulation, 2018 (6 of 2018)

A. Dated February 16, 2023 regarding measures to curb unauthorised activities using telecom resources and amendment in Codes of Practice

B. Dated May 12, 2023 to curb misuse of Headers and Content Templates

Access Providers must have submitted compliance to TRAI's above stated Directions.

In this regard, please provide the following information under the RTI Act: -

1. Copies of letters written by Access Provers to TRAI submitting their compliances
2. Did TRAI carry out their independent verification of compliance?
3. If answer to Sr No. 2 yes, please provide copies of the test reports.

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(15)/2025-RTI Dated: 22-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 22.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00748 and in continuation of RTI Section interim reply letter of even number dated 21.01.2025, for providing information under the provisions of the RTI Act 2005, regarding provide the copies of letters written by Access Provider to TRAI, related matters. In this context, the following is furnished: -

S.No.	Reply
1 to 3.	The compliance letters from Access Providers in reference to mentioned Directions are attached herewith along with the details of Headers/Content Template status.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Encl.: As above.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 22-01-2025 12:16:54

(S. K. Dutta)
Central Public Information Officer

RE: Reminder 1: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

Po Pooja.Tomar@tatatel.co.in <pooja.tomar@tatatel.co.in>
Wed, 04 Oct 2023 8:55:34 PM +0530 •

To "Nishant Malik" <nishant.malik@trai.gov.in>

Cc [redacted]

Dear Sir,

In reference to your mail below, please find attached herewith TTL compliance status as per the format provided.

This is for your information please.

Regards,

Pooja Tomar
Manager - Regulatory - TRAI & POI
Regulatory & Corporate Affairs

T: (120) 6696000 | **M**: (91) 9212108772
Level 3, Max Towers, Plot No. C-001/A/1, Sector 16 (B), Noida, Uttar Pradesh, 201301

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From: Nishant Malik <nishant.malik@trai.gov.in>
Sent: Wednesday, October 4, 2023 10:48 AM
To: JAIPAL SINGH TOMAR <jaipalsingh.tomar@gov.in>
Cc: GopalKumar Kool <dgmrac@bol.net.in>; Alok Kumar <mgrra1@bol.net.in>; agmregln@gmail.com; harindermakkar@gmail.com; vibha munjal <vibha.munjal@vmipl.in>; regulatory vmipl <regulatory.vmipl@vmipl.in>; seema jindal <seema.jindal@airtel.com>; rakesh gujral <rakesh.gujral@ril.com>; vishal ambardar <vishal.ambardar@ril.com>; Satya Yadav <Satya.Yadav@tatatel.co.in>; Pooja Tomar <Pooja.Tomar@tatatel.co.in>; ajay mehta1 <ajay.mehta1@vodafoneidea.com>; geeta nagpal <geeta.nagpal@vodafoneidea.com>; peeyush mishra <peeyush.mishra@infotelconnect.com>; arpit1 arora <arpit1.arora@airtel.com>; Manoj Kumar <aorac1@bol.net.in>; Yogesh Khurana <yogeshkhurana@bsnl.co.in>; kkapoor@coai.in; Sangharsh Khorawal <Sangharsh.Khorawal@tatatel.co.in>; MANISH JAIN <manish.jain75@nic.in>; Kishori Kumari <kishori.kumari@trai.gov.in>; Vikas Verma <verma.vikas@trai.gov.in>; Mohinder Singh <uccqos@trai.gov.in>; AkshayYadav <akshay.yadav94@trai.gov.in>; Jitender Yadav <jitender.y@trai.gov.in>; RAJEEV YADHUVANSHI <rajeev.yadhu@trai.gov.in>
Subject: Reminder 1: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

Reminder-I

Madam/Sir,

Please refer to the trailing mail.

You were requested to submit the status of compliance with various Directions issued under TCCCPR-2018 as per the attached file latest by 11:00 A.M., 04.10.2023 (**Wednesday**).

The response in this regard is still awaited. Therefore, you are once again requested to submit the same **immediately**.

Nishant Malik
Young Professional Consultant[Tech.] (QoS-II)
Telecom Regulatory Authority of India (TRAI)
Mob: +91-9999501419

From: "JAIPAL SINGH TOMAR" <jaipalsingh.tomar@gov.in>
To: "GopalKumar Kool" <dgmrac@bol.net.in>, "Alok Kumar" <mgrra1@bol.net.in>, agmregln@gmail.com, harindermakkar@gmail.com, "vibha munjal" <vibha.munjal@vmipl.in>, "regulatory vmipl" <regulatory.vmipl@vmipl.in>, "seema jindal" <seema.jindal@airtel.com>, "rakesh gujral" <rakesh.gujral@ril.com>, "vishal ambardar" <vishal.ambardar@ril.com>, "satya yadav" <satya.yadav@tatatel.co.in>, "pooja tomar" <pooja.tomar@tatatel.co.in>, "ajay mehta1" <ajay.mehta1@vodafoneidea.com>, "geeta nagpal" <geeta.nagpal@vodafoneidea.com>, "peeyush mishra" <peeyush.mishra@infotelconnect.com>, "arpit1 arora" <arpit1.arora@airtel.com>, "Manoj Kumar" <aorac1@bol.net.in>, "Yogesh Khurana" <yogeshkhurana@bsnl.co.in>, kkapoor@coai.in, "sangharsh khorawal" <sangharsh.khorawal@tatatel.co.in>
Cc: "MANISH JAIN" <manish.jain75@nic.in>, "Kishori Kumari" <kishori.kumari@trai.gov.in>, "Vikas Verma" <verma.vikas@trai.gov.in>, "Mohinder Singh" <uccqos@trai.gov.in>, "AkshayYadav" <akshay.yadav94@trai.gov.in>, "Jitender Yadav" <jitender.y@trai.gov.in>, "RAJEEV YADHUVANSHI" <rajeev.yadhu@trai.gov.in>, "Nishant Malik" <nishant.malik@trai.gov.in>
Sent: Monday, October 2, 2023 7:40:14 AM
Subject: Fwd: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

Dear all,

Please see the trailing email from Nishant. The following information is also required to be captured, accordingly, format of the report has been modified.The same is attached herewith.

(C) Whether deactivation exercise completed in respect of Aug 2023 data?
(i) If yes, how many headers temporarily deactivated?
(ii) In no, reasons thereof.

Kindly submit the report by
by 11:00 A.M., 04.10.2023 (Wednesday) positively.

Jaipal Singh Tomar
Adv (QoS)

From: "Nishant Malik" <nishant.malik@trai.gov.in>
To: "GopalKumar Kool" <dgmrac@bol.net.in>, "Alok Kumar" <mgrra1@bol.net.in>, agmregln@gmail.com, harindermakkar@gmail.com, "vibha munjal" <vibha.munjal@vmipl.in>, "regulatory vmipl" <regulatory.vmipl@vmipl.in>, "seema jindal" <seema.jindal@airtel.com>, "rakesh gujral" <rakesh.gujral@ril.com>, "vishal ambardar" <vishal.ambardar@ril.com>, "satya yadav" <satya.yadav@tatatel.co.in>, "pooja tomar" <pooja.tomar@tatatel.co.in>, "ajay mehta1" <ajay.mehta1@vodafoneidea.com>, "geeta nagpal" <geeta.nagpal@vodafoneidea.com>, "peeyush mishra" <peeyush.mishra@infotelconnect.com>, "arpit1 arora" <arpit1.arora@airtel.com>, "Manoj Kumar" <aorac1@bol.net.in>, "Yogesh Khurana" <yogeshkhurana@bsnl.co.in>, kkapoor@coai.in, "sangharsh khorawal" <sangharsh.khorawal@tatatel.co.in>
Cc: "JAIPAL SINGH TOMAR" <jaipalsingh.tomar@gov.in>, "MANISH JAIN" <manish.jain75@nic.in>, "Kishori Kumari" <kishori.kumari@trai.gov.in>, "Vikas Verma" <verma.vikas@trai.gov.in>, "Mohinder Singh" <uccqos@trai.gov.in>, "AkshayYadav" <akshay.yadav94@trai.gov.in>, "Jitender Yadav" <jitender.y@trai.gov.in>, "RAJEEV YADHUVANSHI" <rajeev.yadhu@trai.gov.in>
Sent: Saturday, September 30, 2023 4:20:42 PM
Subject: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

Madam/Sir,

I am directed to forward the attached file on the subject mentioned above.

The attached file contains 4 sheets corresponding to Direction dated 16.02.2023, 02.06.2023, 12.05.2023 and 13.06.2023.

You are requested to submit the status of compliance with various Directions issued under TCCCPR-2018 as per the attached file latest by 11:00 A.M., 04.10.2023 (Wednesday) positively.

Vishant Malik
Young Professional Consultant[Tech.] (QoS-II)
Telecom Regulatory Authority of India (TRAI)
Mob: +91-9999501419





1 Attachment(s) • Download as Zip

TTL Compliance status dated 04….xlsx
22.8 KB •

Re: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

ag agmregln@gmail.com <agmregln@gmail.com>
Wed, 25 Oct 2023 12:40:29 PM +0530 •

To "Nishant Malik" <nishant.malik@trai.gov.in>, "JAIPAL SINGH TOMAR" <jaipalsingh.tomar@gov.in>, "Mohinder Singh" <uccqos@trai.gov.in>, "Jitender Yadav" <jitender.y@trai.gov.in>

Sir
In reference to the TRAI email dated 30-09-2023 and 02-10-2023 on the captioned subject matter mentioned above. In this regard, the Status of Compliance of various Directions issued under TCCCPR-2018 as per the modified format is attached as Annexure-I.

This is for your kind information please.

Regards

DGM (Regulation - II)
BSNL CO New Delhi

On Sat, Sep 30, 2023 at 4:20 PM Nishant Malik <nishant.malik@trai.gov.in> wrote:
•••

2 Attachment(s) • Download as Zip • Add To ›

BSNL 25-10-2023.pdf
71.8 KB •

02102023 Direction wise c… .xlsx
25.5 KB •

RE: Reminder 1: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

Vi Vishal.Ambardar@ril.com <vishal.ambardar@ril.com>
Fri, 06 Oct 2023 4:04:43 PM +0530 •

To "Nishant Malik" <nishant.malik@trai.gov.in>

Cc "JAIPAL SINGH TOMAR" <jaipalsingh.tomar@gov.in>, "MANISH JAIN" <manish.jain75@nic.in>, "Kishori Kumari" <kishori.kumari@trai.gov.in>, "Vikas Verma" <verma.vikas@trai.gov.in>, "Mohinder Singh" <uccqos@trai.gov.in>, "AkshayYadav" <akshay.yadav94@trai.gov.in>, "Jitender Yadav" <jitender.y@trai.gov.in>, "RAJEEV YADHUVANSHI" <rajeev.yadhu@trai.gov.in>, "Rakesh.Gujral" <Rakesh.Gujral@ril.com>, "Anurag1.Jain" <Anurag1.Jain@ril.com>

Dear Nishant ji,

In continuation to the trailing mail, please find attached the Status of Compliance of various Directions issued under TCCCPR-2018 as per the prescribed format for your kind perusal.

Regards,
Vishal

From: Vishal Ambardar
Sent: 04 October 2023 19:56
To: 'Nishant Malik' <nishant.malik@trai.gov.in>
Cc: 'JAIPAL SINGH TOMAR' <jaipalsingh.tomar@gov.in>; MANISH JAIN <manish.jain75@nic.in>; Kishori Kumari <kishori.kumari@trai.gov.in>; Vikas Verma <verma.vikas@trai.gov.in>; Mohinder Singh <uccqos@trai.gov.in>; AkshayYadav <akshay.yadav94@trai.gov.in>; Jitender Yadav <jitender.y@trai.gov.in>; RAJEEV YADHUVANSHI <rajeev.yadhu@trai.gov.in>; Rakesh Gujral <Rakesh.Gujral@ril.com>; Anurag1 Jain <Anurag1.Jain@ril.com>
Subject: RE: Reminder 1: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

Dear Nishant ji,

With reference to the trailing mail regarding submission of updated Status of Compliance of various Directions issued under TCCCPR-2018, we request you to please allow us additional time till 06.10.2023 to submit the status report.

Regards,
Vishal

From: Nishant Malik <nishant.malik@trai.gov.in>
Sent: 04 October 2023 10:48
To: JAIPAL SINGH TOMAR <jaipalsingh.tomar@gov.in>
Cc: GopalKumar Kool <dgmrac@bol.net.in>; Alok Kumar <mgrra1@bol.net.in>; agmregln@gmail.com; harindermakkar@gmail.com; vibha munjal <vibha.munjal@vmipl.in>; regulatory vmipl <regulatory.vmipl@vmipl.in>; seema jindal <seema.jindal@airtel.com>; Rakesh Gujral <Rakesh.Gujral@ril.com>; Vishal Ambardar <Vishal.Ambardar@ril.com>; satya yadav <satya.yadav@tatatel.co.in>; pooja tomar <pooja.tomar@tatatel.co.in>; ajay mehta1 <ajay.mehta1@vodafoneidea.com>; geeta nagpal <geeta.nagpal@vodafoneidea.com>; peeyush mishra <peeyush.mishra@infotelconnect.com>; arpit1 arora <arpit1.arora@airtel.com>; Manoj Kumar <aorac1@bol.net.in>; Yogesh Khurana <yogeshkhurana@bsnl.co.in>; kkapoor@coai.in; sangharsh khorawal <sangharsh.khorawal@tatatel.co.in>; MANISH JAIN <manish.jain75@nic.in>; Kishori Kumari <kishori.kumari@trai.gov.in>; Vikas Verma <verma.vikas@trai.gov.in>; Mohinder Singh <uccqos@trai.gov.in>; AkshayYadav <akshay.yadav94@trai.gov.in>; Jitender Yadav <jitender.y@trai.gov.in>; RAJEEV YADHUVANSHI <rajeev.yadhu@trai.gov.in>
Subject: [External]Reminder 1: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

Caution: The e-mail below is from an external source. Please do not open attachments or click links unless this email comes from a known sender and you know the content is safe.

Reminder-I

Madam/Sir,

Please refer to the trailing mail.

You were requested to submit the status of compliance with various Directions issued under TCCCPR-2018 as per the attached file latest by 11:00 A.M., 04.10.2023 (**Wednesday**).

The response in this regard is still awaited. Therefore, you are once again requested to submit the same **immediately**.

Nishant Malik
Young Professional Consultant[Tech.] (QoS-II)
Telecom Regulatory Authority of India (TRAI)
Mob: +91-9999501419

From: "JAIPAL SINGH TOMAR" <jaipalsingh.tomar@gov.in>
To: "GopalKumar Kool" <dgmrac@bol.net.in>, "Alok Kumar" <mgrra1@bol.net.in>, agmregln@gmail.com, harindermakkar@gmail.com, "vibha munjal" <vibha.munjal@vmipl.in>, "regulatory vmipl" <regulatory.vmipl@vmipl.in>, "seema jindal" <seema.jindal@airtel.com>, "rakesh gujral" <rakesh.gujral@ril.com>, "vishal ambardar" <vishal.ambardar@ril.com>, "satya yadav" <satya.yadav@tatatel.co.in>, "pooja tomar" <pooja.tomar@tatatel.co.in>, "ajay mehta1" <ajay.mehta1@vodafoneidea.com>, "geeta nagpal" <geeta.nagpal@vodafoneidea.com>, "peeyush mishra" <peeyush.mishra@infotelconnect.com>, "arpit1 arora" <arpit1.arora@airtel.com>, "Manoj Kumar" <aorac1@bol.net.in>, "Yogesh Khurana" <yogeshkhurana@bsnl.co.in>, kkapoor@coai.in, "sangharsh khorawal" <sangharsh.khorawal@tatatel.co.in>
Cc: "MANISH JAIN" <manish.jain75@nic.in>, "Kishori Kumari" <kishori.kumari@trai.gov.in>, "Vikas Verma" <verma.vikas@trai.gov.in>, "Mohinder Singh" <uccqos@trai.gov.in>, "AkshayYadav" <akshay.yadav94@trai.gov.in>, "Jitender Yadav" <jitender.y@trai.gov.in>, "RAJEEV YADHUVANSHI" <rajeev.yadhu@trai.gov.in>, "Nishant Malik" <nishant.malik@trai.gov.in>
Sent: Monday, October 2, 2023 7:40:14 AM
Subject: Fwd: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

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(i) If yes, how many headers temporarily deactivated?
(ii) In no, reasons thereof.

Kindly submit the report by
by 11:00 A.M., 04.10.2023 (Wednesday) positively.

Jaipal Singh Tomar
Adv (QoS)

From: "Nishant Malik" <nishant.malik@trai.gov.in>
To: "GopalKumar Kool" <dgmrac@bol.net.in>, "Alok Kumar" <mgrra1@bol.net.in>, agmregln@gmail.com, harindermakkar@gmail.com, "vibha munjal" <vibha.munjal@vmipl.in>, "regulatory vmipl" <regulatory.vmipl@vmipl.in>, "seema jindal" <seema.jindal@airtel.com>, "rakesh gujral" <rakesh.gujral@ril.com>, "vishal

ambardar" <vishal.ambardar@ril.com>, "satya yadav" <satya.yadav@tatatel.co.in>, "pooja tomar" <pooja.tomar@tatatel.co.in>, "ajay mehta1" <ajay.mehta1@vodafoneidea.com>, "geeta nagpal" <geeta.nagpal@vodafoneidea.com>, "peeyush mishra" <peeyush.mishra@infotelconnect.com>, "arpit1 arora" <arpit1.arora@airtel.com>, "Manoj Kumar" <aorac1@bol.net.in>, "Yogesh Khurana" <yogeshkhurana@bsnl.co.in>, kkapoor@coai.in, "sangharsh khorawal" <sangharsh.khorawal@tatatel.co.in>
Cc: "JAIPAL SINGH TOMAR" <jaipalsingh.tomar@gov.in>, "MANISH JAIN" <manish.jain75@nic.in>, "Kishori Kumari" <kishori.kumari@trai.gov.in>, "Vikas Verma" <verma.vikas@trai.gov.in>, "Mohinder Singh" <uccqos@trai.gov.in>, "AkshayYadav" <akshay.yadav94@trai.gov.in>, "Jitender Yadav" <jitender.y@trai.gov.in>, "RAJEEV YADHUVANSHI" <rajeev.yadhu@trai.gov.in>
Sent: Saturday, September 30, 2023 4:20:42 PM
Subject: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

Madam/Sir,

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The attached file contains 4 sheets corresponding to Direction dated 16.02.2023, 02.06.2023, 12.05.2023 and 13.06.2023.

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Nishant Malik
Young Professional Consultant[Tech.] (QoS-II)
Telecom Regulatory Authority of India (TRAI)
Mob: +91-9999501419





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Direction wise compliance statu… .xlsx
25.5 KB •

RE: Reminder 2: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

Ar Arpit1.Arora@airtel.com <arpit1.arora@airtel.com>
Fri, 06 Oct 2023 11:47:47 AM +0530 •

To "Nishant Malik" <nishant.malik@trai.gov.in>

Cc "JAIPAL SINGH TOMAR" <jaipalsingh.tomar@gov.in>, "MANISH JAIN" <manish.jain75@nic.in>, "Kishori Kumari" <kishori.kumari@trai.gov.in>, "Vikas Verma" <verma.vikas@trai.gov.in>, "Mohinder Singh" <uccqos@trai.gov.in>, "AkshayYadav" <akshay.yadav94@trai.gov.in>, "Jitender Yadav" <jitender.y@trai.gov.in>, "Seema.Jindal" <Seema.Jindal@airtel.com>, "RAJEEV YADHUVANSHI" <rajeev.yadhu@trai.gov.in>

Hi Nishant

Please find attached the data sought by you in the trail Email w.r.t the status of compliance to various TRAI Directions.

Thanks and Regards,
Arpit Arora
Bharti Airtel Limited – Central Regulatory
+91-8085182348



From: Nishant Malik <nishant.malik@trai.gov.in>
Sent: Thursday, October 5, 2023 10:32 AM
To: GopalKumar Kool <dgmrac@bol.net.in>; Alok Kumar <mgrra1@bol.net.in>; agmregln@gmail.com; harindermakkar@gmail.com; vibha munjal <vibha.munjal@vmipl.in>; regulatory vmipl <regulatory.vmipl@vmipl.in>; Seema Jindal <Seema.Jindal@airtel.com>; rakesh gujral <rakesh.gujral@ril.com>; vishal ambardar <vishal.ambardar@ril.com>; ajay mehta1 <ajay.mehta1@vodafoneidea.com>; geeta nagpal <geeta.nagpal@vodafoneidea.com>; peeyush mishra <peeyush.mishra@infotelconnect.com>; Arpit Arora <Arpit1.Arora@airtel.com>; Manoj Kumar <aorac1@bol.net.in>; Yogesh Khurana <yogeshkhurana@bsnl.co.in>; kkapoor@coai.in; sangharsh khorawal <sangharsh.khorawal@tatatel.co.in>
Cc: JAIPAL SINGH TOMAR <jaipalsingh.tomar@gov.in>; MANISH JAIN <manish.jain75@nic.in>; Kishori Kumari <kishori.kumari@trai.gov.in>; Vikas Verma <verma.vikas@trai.gov.in>; Mohinder Singh <uccqos@trai.gov.in>; AkshayYadav <akshay.yadav94@trai.gov.in>; Jitender Yadav <jitender.y@trai.gov.in>; RAJEEV YADHUVANSHI <rajeev.yadhu@trai.gov.in>
Subject: Reminder 2: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

[CAUTION: External Email] Do not click links or open attachments unless you recognize the sender and know the content is safe.

Madam/Sir,
Please refer to the trailing mail.

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As per the request from Access Providers, it is decided that the same may be submitted latest by **4:00 P.M. , 06.10.2023 (Friday)**.

Nishant Malik
Young Professional Consultant[Tech.] (QoS-II)
Telecom Regulatory Authority of India (TRAI)

Mob: +91-9999501419

From: "Nishant Malik" <nishant.malik@trai.gov.in>
To: "JAIPAL SINGH TOMAR" <jaipalsingh.tomar@gov.in>
Cc: "GopalKumar Kool" <dgmrac@bol.net.in>, "Alok Kumar" <mgrra1@bol.net.in>, agmregln@gmail.com, harindermakkar@gmail.com, "vibha munjal" <vibha.munjal@vmipl.in>, "regulatory vmipl" <regulatory.vmipl@vmipl.in>, "seema jindal" <seema.jindal@airtel.com>, "rakesh gujral" <rakesh.gujral@ril.com>, "vishal ambardar" <vishal.ambardar@ril.com>, "satya yadav" <satya.yadav@tatatel.co.in>, "pooja tomar" <pooja.tomar@tatatel.co.in>, "ajay mehta1" <ajay.mehta1@vodafoneidea.com>, "geeta nagpal" <geeta.nagpal@vodafoneidea.com>, "peeyush mishra" <peeyush.mishra@infotelconnect.com>, "arpit1 arora" <arpit1.arora@airtel.com>, "Manoj Kumar" <aorac1@bol.net.in>, "Yogesh Khurana" <yogeshkhurana@bsnl.co.in>, kkapoor@coai.in, "sangharsh khorawal" <sangharsh.khorawal@tatatel.co.in>, "MANISH JAIN" <manish.jain75@nic.in>, "Kishori Kumari" <kishori.kumari@trai.gov.in>, "Vikas Verma" <verma.vikas@trai.gov.in>, "Mohinder Singh" <uccqos@trai.gov.in>, "AkshayYadav" <akshay.yadav94@trai.gov.in>, "Jitender Yadav" <jitender.y@trai.gov.in>, "RAJEEV YADHUVANSHI" <rajeev.yadhu@trai.gov.in>
Sent: Wednesday, October 4, 2023 10:48:27 AM
Subject: Reminder 1: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

Reminder-I

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Telecom Regulatory Authority of India (TRAI)
Mob: +91-9999501419

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Sent: Monday, October 2, 2023 7:40:14 AM
Subject: Fwd: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

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Jaipal Singh Tomar
Adv (QoS)

From: "Nishant Malik" <nishant.malik@trai.gov.in>
To: "GopalKumar Kool" <dgmrac@bol.net.in>, "Alok Kumar" <mgrra1@bol.net.in>, agmregln@gmail.com, harindermakkar@gmail.com, "vibha munjal" <vibha.munjal@vmipl.in>, "regulatory vmipl" <regulatory.vmipl@vmipl.in>, "seema jindal" <seema.jindal@airtel.com>, "rakesh gujral" <rakesh.gujral@ril.com>, "vishal ambardar" <vishal.ambardar@ril.com>, "satya yadav" <satya.yadav@tatatel.co.in>, "pooja tomar" <pooja.tomar@tatatel.co.in>, "ajay mehta1" <ajay.mehta1@vodafoneidea.com>, "geeta nagpal" <geeta.nagpal@vodafoneidea.com>, "peeyush mishra" <peeyush.mishra@infotelconnect.com>, "arpit1 arora" <arpit1.arora@airtel.com>, "Manoj Kumar" <aorac1@bol.net.in>, "Yogesh Khurana" <yogeshkhurana@bsnl.co.in>, kkapoor@coai.in, "sangharsh khorawal" <sangharsh.khorawal@tatatel.co.in>
Cc: "JAIPAL SINGH TOMAR" <jaipalsingh.tomar@gov.in>, "MANISH JAIN" <manish.jain75@nic.in>, "Kishori Kumari" <kishori.kumari@trai.gov.in>, "Vikas Verma" <verma.vikas@trai.gov.in>, "Mohinder Singh" <uccqos@trai.gov.in>, "AkshayYadav" <akshay.yadav94@trai.gov.in>, "Jitender Yadav" <jitender.y@trai.gov.in>, "RAJEEV YADHUVANSHI" <rajeev.yadhu@trai.gov.in>
Sent: Saturday, September 30, 2023 4:20:42 PM
Subject: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

Madam/Sir,

I am directed to forward the attached file on the subject mentioned above.

The attached file contains 4 sheets corresponding to Direction dated 16.02.2023, 02.06.2023, 12.05.2023 and 13.06.2023.

You are requested to submit the status of compliance with various Directions issued under TCCCPR-2018 as per the attached file latest by 11:00 A.M., 04.10.2023 (Wednesday) positively.

Nishant Malik
Young Professional Consultant[Tech.] (QoS-II)
Telecom Regulatory Authority of India (TRAI)
Mob: +91-9999501419





****
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1 Attachment(s) • Download as Zip



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21.5 KB •

RE: Reminder 2: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

Pe Peeyush.Mishra@infotelconnect.com <peeyush.mishra@infotelconnect.com>
Fri, 06 Oct 2023 11:30:28 AM +0530 •

To "Nishant Malik" <nishant.malik@trai.gov.in>

Cc "JAIPAL SINGH TOMAR" <jaipalsingh.tomar@gov.in>, "MANISH JAIN" <manish.jain75@nic.in>, "Kishori Kumari" <kishori.kumari@trai.gov.in>, "Vikas Verma" <verma.vikas@trai.gov.in>, "Mohinder Singh" <uccqos@trai.gov.in>, "AkshayYadav" <akshay.yadav94@trai.gov.in>, "Jitender Yadav" <jitender.y@trai.gov.in>, "RAJEEV YADHUVANSHI" <rajeev.yadhu@trai.gov.in>

Dear Sir

Please find the Status of Compliance.....

Thanks & Regards
Peeyush Mishra
9990035776

From: Nishant Malik [mailto:nishant.malik@trai.gov.in]
Sent: 05 October 2023 10:32
To: GopalKumar Kool; Alok Kumar; agmregln@gmail.com; harindermakkar@gmail.com; vibha munjal; regulatory vmipl; seema jindal; rakesh gujral; vishal ambardar; ajay mehta1; geeta nagpal; Peeyush Kumar Mishra; arpit1 arora; Manoj Kumar; Yogesh Khurana; kkapoor@coai.in; sangharsh khorawal
Cc: JAIPAL SINGH TOMAR; MANISH JAIN; Kishori Kumari; Vikas Verma; Mohinder Singh; AkshayYadav; Jitender Yadav; RAJEEV YADHUVANSHI
Subject: Reminder 2: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

Madam/Sir,
Please refer to the trailing mail.

You were requested to submit the status of compliance with various Directions issued under TCCCPR-2018 as per the attached file latest by 11:00 A.M., 04.10.2023 (**Wednesday**).

As per the request from Access Providers, it is decided that the same may be submitted latest by **4:00 P.M. , 06.10.2023 (Friday)**.

Nishant Malik
Young Professional Consultant[Tech.] (QoS-II)
Telecom Regulatory Authority of India (TRAI)
Mob: +91-9999501419

From: "Nishant Malik" <nishant.malik@trai.gov.in>
To: "JAIPAL SINGH TOMAR" <jaipalsingh.tomar@gov.in>
Cc: "GopalKumar Kool" <dgmrac@bol.net.in>, "Alok Kumar" <mgrra1@bol.net.in>, agmregln@gmail.com, harindermakkar@gmail.com, "vibha munjal" <vibha.munjal@vmipl.in>, "regulatory vmipl" <regulatory.vmipl@vmipl.in>, "seema jindal" <seema.jindal@airtel.com>, "rakesh gujral" <rakesh.gujral@ril.com>, "vishal ambardar" <vishal.ambardar@ril.com>, "satya yadav" <satya.yadav@tatatel.co.in>, "pooja tomar" <pooja.tomar@tatatel.co.in>, "ajay mehta1" <ajay.mehta1@vodafoneidea.com>, "geeta nagpal" <geeta.nagpal@vodafoneidea.com>, "peeyush mishra" <peeyush.mishra@infotelconnect.com>, "arpit1 arora" <arpit1.arora@airtel.com>, "Manoj Kumar" <aorac1@bol.net.in>, "Yogesh Khurana" <yogeshkhurana@bsnl.co.in>, kkapoor@coai.in, "sangharsh khorawal" <sangharsh.khorawal@tatatel.co.in>, "MANISH JAIN" <manish.jain75@nic.in>, "Kishori Kumari" <kishori.kumari@trai.gov.in>, "Vikas Verma" <verma.vikas@trai.gov.in>, "Mohinder Singh" <uccqos@trai.gov.in>, "AkshayYadav" <akshay.yadav94@trai.gov.in>, "Jitender Yadav" <jitender.y@trai.gov.in>,

"RAJEEV YADHUVANSHI" <rajeev.yadhu@trai.gov.in>
Sent: Wednesday, October 4, 2023 10:48:27 AM
Subject: Reminder 1: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

Reminder-I

Madam/Sir,
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The response in this regard is still awaited. Therefore, you are once again requested to submit the same **immediately**.

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Sent: Monday, October 2, 2023 7:40:14 AM
Subject: Fwd: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

Dear all,

Please see the trailing email from Nishant. The following information is also required to be captured, accordingly, format of the report has been modified.The same is attached herewith.

(C) Whether deactivation exercise completed in respect of Aug 2023 data?
(i) If yes, how many headers temporarily deactivated?
(ii) In no, reasons thereof.

Kindly submit the report by
by 11:00 A.M., 04.10.2023 (Wednesday) positively.

Jaipal Singh Tomar
Adv (QoS)

From: "Nishant Malik" <nishant.malik@trai.gov.in>
To: "GopalKumar Kool" <dgmrac@bol.net.in>, "Alok Kumar" <mgrra1@bol.net.in>, agmregln@gmail.com, harindermakkar@gmail.com, "vibha munjal" <vibha.munjal@vmipl.in>, "regulatory vmipl" <regulatory.vmipl@vmipl.in>, "seema jindal" <seema.jindal@airtel.com>, "rakesh gujral" <rakesh.gujral@ril.com>, "vishal ambardar" <vishal.ambardar@ril.com>, "satya yadav" <satya.yadav@tatatel.co.in>, "pooja tomar" <pooja.tomar@tatatel.co.in>, "ajay mehta1" <ajay.mehta1@vodafoneidea.com>, "geeta nagpal" <geeta.nagpal@vodafoneidea.com>, "peeyush mishra" <peeyush.mishra@infotelconnect.com>, "arpit1 arora" <arpit1.arora@airtel.com>, "Manoj Kumar" <aorac1@bol.net.in>, "Yogesh Khurana" <yogeshkhurana@bsnl.co.in>, kkapoor@coai.in, "sangharsh khorawal" <sangharsh.khorawal@tatatel.co.in>
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Sent: Saturday, September 30, 2023 4:20:42 PM
Subject: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

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The attached file contains 4 sheets corresponding to Direction dated 16.02.2023, 02.06.2023, 12.05.2023 and 13.06.2023.

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Nishant Malik
Young Professional Consultant[Tech.] (QoS-II)
Telecom Regulatory Authority of India (TRAI)
Mob: +91-9999501419

1 Attachment(s) • Download as Zip

Copy of 2023.10.02 Direction w… .xlsx
20.8 KB •

RE: Reminder 2: Proforma to seek updated Status of Compliance of various Directions issued under TCCCPR-2018

Vi Vibha.Munjal@vmipl.in <vibha.munjal@vmipl.in>
Fri, 06 Oct 2023 11:22:21 AM +0530 •

To "Nishant Malik" <nishant.malik@trai.gov.in>

Cc "JAIPAL SINGH TOMAR" <jaipalsingh.tomar@gov.in>, "MANISH JAIN" <manish.jain75@nic.in>, "Kishori Kumari" <kishori.kumari@trai.gov.in>, "Vikas Verma" <verma.vikas@trai.gov.in>, "Mohinder Singh" <uccqos@trai.gov.in>, "AkshayYadav" <akshay.yadav94@trai.gov.in>, "Jitender Yadav" <jitender.y@trai.gov.in>, "RAJEEV YADHUVANSHI" <rajeev.yadhu@trai.gov.in>

Dear Sir,

Please find updated status for VMIPL.

Best regards,

Vibha Munjal
Head – Regulatory Operations
9891005929

From: Nishant Malik [mailto:nishant.malik@trai.gov.in]
Sent: Thursday, October 5, 2023 10:32 AM
To: GopalKumar Kool; Alok Kumar; agmregln@gmail.com; harindermakkar@gmail.com; Vibha Munjal; Regulatory VMIPL; seema jindal; rakesh gujral; vishal ambardar; ajay mehta1; geeta nagpal; peeyush mishra; arpit1 arora; Manoj Kumar; Yogesh Khurana; kkapoor@coai.in; sangharsh khorawal
Cc: JAIPAL SINGH TOMAR; MANISH JAIN; Kishori Kumari; Vikas Verma; Mohinder Singh; AkshayYadav; Jitender Yadav; RAJEEV YADHUVANSHI
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Telecom Regulatory Authority of India (TRAI)
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Sent: Wednesday, October 4, 2023 10:48:27 AM
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Nishant Malik
Young Professional Consultant[Tech.] (QoS-II)
Telecom Regulatory Authority of India (TRAI)
Mob: +91-9999501419

1 Attachment(s) • Download as Zip

2023.10.02 Direction wise com… .xlsx
21.8 KB •

III. Implementation of TRAI's Direction dated 12.05.2023 regarding 'To stop misuse of Header and Content Templates'

Direction	Airtel	BSNL	QTL	RJIL	TTL	VIL	VMIPL
(a) allow, in special circumstances and on requisition with							
(i) after examining the sample message, reasons and proper justification for more variables shall be recorded by the competent authority designated by the Access Provider for this purpose and such authority shall be different from the authority designated for the approval of content templates	Already Implemented	Already Implemented	Already Implemented	Already Implemented	Already Implemented	Already Implemented	Already Implemented
(ii) each variable in the message template should be pre-tagged for the purpose it is proposed to be used and no information other than those defined in pre-tagging shall be included in the variables	No	No	No	No	No	No	No
(iii) minimum thirty percent characters in the content template shall be fixed content;	Already Implemented	Already Implemented	Already Implemented	Already Implemented	Already Implemented	Already Implemented	Already Implemented
(b) allow, where it is not possible to put the contents of a variable within the limit of thirty characters, more than one contiguous variable of the same type, after proper examination and justifications supported by sample message	Already Implemented	Already Implemented	Already Implemented	Already Implemented	Already Implemented	Already Implemented	Already Implemented
(c) ensure the use of only whitelisted URL/Apks/OTT links call back numbers in the content template	Already Implemented. There are no system-based whitelist, but we are doing it in offline mode	No	Already Implemented. There are no system-based whitelist, but we are doing it in offline mode	Already Implemented. There are no system-based whitelist, but we are doing it in offline mode	No	Already Implemented. There are no system-based whitelist, but we are doing it in offline mode	Already Implemented. There are no system-based whitelist, but we are doing it in offline mode
(d) ensure that, in case of an URL containing both fixed	Already Implemented	No	Already Implemented	Already Implemented	No	Yes	Already Implemented
(e) monitor the use of content templates and further, stop	Already Implemented	Already Implemented	Already Implemented	Already Implemented	Already Implemented	Already Implemented	Already Implemented
(f) update the Code of Practice accordingly within fifteen days and furnish compliance report of the above direction within forty five days from date of issue of this direction	No, In line with TRAI Instructions during the last meeting , Industry will work towards creating a common CoP once entire Direction is implemented.	No, In line with TRAI Instructions during the last meeting , Industry will work towards creating a common CoP once entire Direction is implemented.	No, In line with TRAI Instructions during the last meeting , Industry will work towards creating a common CoP once entire Direction is implemented.	In line with TRAI Instructions during the last meeting , Industry will work towards creating a common CoP once entire Direction is implemented.	No, In line with TRAI Instructions during the last meeting , Industry will work towards creating a common CoP once entire Direction is implemented.	No, In line with TRAI Instructions during the last meeting , Industry will work towards creating a common CoP once entire Direction is implemented	No, In line with TRAI Instructions during the last meeting , Industry will work towards creating a common CoP once entire Direction is implemented.

I. Implementation of TRAI's Direction dated 16.02.2023 regarding 'Measures to curb misuse of Headers and Content Templates'

Direction		Implementation Status	Airtel	BSNL	QTL	RJIL	TTL	VIL	VMIPL
(a)	Ensure re-verification of all Headers registered on DLT platform within thirty days from the date of issue of this direction and blocking of unverified headers.	(a) Total No. of Headers in the DLT:	54092	34155	28218 as on 31.08.2023	358440	18480	25562	119811 as on 31.08.2023
		(b) No. of Headers verified by PE to be kept active:	14755	33503, Headers Re-verified by BSNL Approver	17069	63897	2811	14878	71712
		(c) No. of Headers blocked after identification by PE for blocking:	72	Not verified by PE	2	427	42	983	6
		(d) Number of unverified headers blocked:	31321	652	11147	294116	3460	9629	48093
		(e) Remaining number of Headers [i.e. No. of Headers that are neither verified nor blocked] **[**(e)=(a)-(b)-(c)-(d)**]**:	7944	0	0	0	12167	72	0
(b)	ensure to develop, within sixty days from issue of the direction, a system to – i.temporarily deactivate all headers which remain unused in last thirty days; ii.reactivate headers by PEs through an online process; and iii.ensure that PE shall classify every header at the time of registration as 'temporary' or 'permanent' header, as the case may be, and that the 'temporary' header shall be deactivated after the time duration for which such 'temporary' header has been registered.	(a) Whether online mechanism developed for point (i), (ii) and (iii):	Yes	Yes	Yes	Yes	Yes	Yes	Yes
(c)	ensure that each Header is distinct and shall reject, during registration, such Headers which are similar by virtue of combination of small case or large case letters.	(a) Whether Implemented:	Yes	Yes		Yes	Yes	Yes	
(d)	Ensure re-verification of all content templates within sixty days of issue of this direction and blocking of unverified templates.	(a) Total No. of content templates in the DLT:	1424154	300674	320546	1493537	204863	1655756	1332351
		(b) No. of content templates verified by PE to be kept active:	716204	112000, Content templates re-verified by BSNL Approvers	287921	313366	90188	1107002	1150156
		(c) No. of content templates blocked after identification by PE for blocking:	2497	PE is not verifying ther content templates	17	3628	27	74110	156
		(d) Number of unverified content templates blocked:	75388	62414	32608	741714	48645	142529	182039
		(e) Remaining number of content templates [i.e. No. of Headers that are neither verified nor blocked] **[**(e)=(a)-(b)-(c)-(d)**]**:	630065	126260	0	434829	66003	332115	0

Unused headers

	Airtel	BSNL	QTL	RJIL	TTL	VIL	VMIPL	Total
Total No. of Headers in the DLT:	54092	34155	28218	358440	18480	25562	119811	638758
Unused headers blocked	6941	0	11224	115534	810	2000	48705	185214
%age of headers blocked	12.83%	0%	40%	32.23%	4.38%	7.82%	41%	29.00%

Unverified Headers

	Airtel	BSNL	QTL	RJIL	TTL	VIL	VMIPL	Total	Total %age
(a) Total No. of Headers in the DLT:	54092	34155	28218	358440	18480	25562	119811	638758	
(c) No. of Headers blocked after identification by PE for blocking:	72	0	2	427	42	983	6	1532	0.24%
(d) Number of unverified headers blocked:	31321	652	11147	294116	3460	9629	48093	398418	62.37%
(g) %age of unverified headers blocked	57.90%	1.91%	39.50%	82.05%	18.72%	37.67%	40.14%	62.37%	

Unverified Templates

	Airtel	BSNL	QTL	RJIL	TTL	VIL	VMIPL	Total	Total %age
(a) Total No. of content templates in the DLT:	1424154	300674	320546	1493537	204863	1655756	1332351	6731881	
(c) No. of content templates blocked after identification by PE for blocking:	2497	0	17	3628	27	74110	156	80435	1.19%
(d) Number of unverified content templates blocked:	75388	62414	32608	741714	48645	142529	182039	1285337	19.09%
(g) %age of unverified content templates blo	5.29%	20.76%	10.17%	49.66%	23.75%	8.61%	13.66%	19.09%	

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00750	**Date of Receipt :**	23/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Reque	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Under the RTI Act, please provide any and all information requested below regarding the 4G saturation project: How many uncovered villages have received 4G Mobile connectivity from 2022 to 2024? Please provide year-wise data		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(16)/2025-RTI Dated: 15-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Madam,

Please refer to your RTI application dated 23.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00750, for providing information under the provisions of the RTI Act 2005, regarding provide year-wise data on uncovered villages by 4G Mobile connectivity, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought vide your above mentioned RTI application is not available in TRAI. However, the desired information may be available with DoT. Hence, in terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 27.12.2024 for providing the related information, if any, directly to you.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 15-01-2025 12:15:12

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00752	**Date of Receipt :**	24/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
S [redacted]			
Is Requeste [redacted]			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	I am [redacted] serving with Indian Army. I had airtel postpaid number [redacted] which i was adding to Family pack and due to server issue i had paid the amount twice for Rs 227. Airtel confirmed via email that amount will be refunded and please send a canceller cheque. Then they said it will be adjusted to the next bill. Again it was not done. Now airtel has stopped replying to the mails. Hence I decided to port to another telecom operator. I want to know the reasons for not issuing the refund of Rs 227 even after multiple confirmation. What was the procedural delay that amount was not refunded even after confirming via mail.		

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Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(17)/2025-RTI Dated: 15-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 24.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00752, for providing information under the provisions of the RTI Act 2005, regarding your complaint against M/s. Airtel for refund amount, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	Vide your above mentioned RTI application you have not sought any specific information and rather redressal of complaint/grievance has been sought which does not come under the purview of Right to Information Act 2005.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 15-01-2025 16:51:22

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00754	**Date of Receipt :**	25/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Reques	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Respected Sir I want to know that if government is paying salary to the officials for a particular month then one month count for 30 days or 31 days but when we do recharge of any of these JIO, Airtel, VI, BSNL etc for 1 month so it is only for 28 days...I WANT REASON FOR IT... I think this is injustice with people of India. if possible so can you please make it for 30 days.....		

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Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(18)/2025-RTI Dated: 16-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 25.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00754, for providing information under the provisions of the RTI Act 2005, regarding your grievances against mobile tariff, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	Vide your above mentioned RTI application you have not sought any specific information and rather redressal of complaint/grievance has been sought which does not come under the purview of Right to Information Act 2005.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 16-01-2025 11:20:53

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00755	**Date of Receipt :**	25/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Request	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Respected Sir, I want information about whats terms and conditions applicable to Telecom service provider(Mobile) for incoming call. I observed that once recharge is finished then they stop all services with incoming call, sms. As per my knowledge incoming call should allowed upto three months. I observed this observatons with all Mobile service providers Airtel, VI & Jio. Aitel and VI stopping service even incoming call also immediatly. So, I request you please send detailed information about this. Thanks.		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(19)/2025-RTI Dated: 16-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 25.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00755, for providing information under the provisions of the RTI Act 2005, regarding stopping of Incoming Call, SMS immediately by Telecom Service Provider, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	Vide your above mentioned RTI application you have not sought any specific information and rather redressal of complaint/grievance has been sought which does not come under the purview of Right to Information Act 2005.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Signed by
Sushil Kumar Dutta
Date: 16-01-2025 11:39:27
(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00758	**Date of Receipt :**	26/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
S	[redacted]		
Is Req			
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

The Telecom Regulatory Authority of India (TRAI), specifically the Quality of Service-II Section, issued a notice dated 11.06.2024 referenced as No.: E-2/7/(1)/2022-QoS (E-7998) to all Access Providers by requiring all the Access Service Providers to submit their Investigation summary and the Action Taken Report (ATR) regarding the unauthorized transmission of SMS Headers associated with SMS Aggregator Transland, through the involvement of Karix for sending OTPs/ SMS.

The TRAI issued the aforementioned notice in compliance with Report (TAU-149) of 14C, from the Ministry of Home Affairs (MHA) dated 05.06.2024 as issued by Department of Telecommunication (DOT). The said report addressed illicit activities conducted on Angel X, a crypto exchange platform that was improperly used as a channel for Money Laundering through mule accounts.

The relevant extract of the notice dated 11.06.2024 vide a No.: E-2/7/(1)/2022-QoS (E-7998) is reproduced herein below for the sake of convenience.

The Telecom Regulatory Authority of India instructed all the Access Providers to follow the recommendations made by 14C, MHA with respect to misuse of SMS Headers as bellow-

1. Look into the unauthorized transmission of SMS header and investigate root cause of the matter. Telemarketer and PE binding may be implemented to fix the matter.

2.Guidelines for Telemarketers, especially with companies with foreign directorship may be issued.

Further, the Access Providers are directed to investigate the matter in detail and submit the Action Taken Reports at the earliest (not later than 4 days from the date of issue of this letter).

The applicant requires the following particulars of information

A) Please clarify whether any investigation has been conducted by TRAI regarding the notice dated 11.06.2024 referenced as No.: E-2/7/(1)/2022-QoS (E-7998), which was issued to all Access Providers. The abovementioned notice demands all the Access Service Providers to submit their Investigation

	summaries and Action Taken Reports (ATR). The Access providers include BSNL, Airtel, Vodafone-Idea, Jio, Tata, VISPL. Additionally, please provide the reports of all the Investigations conducted by the aforementioned entities also the detail investigation report issued by TRAI. B) What action has been taken against the culprit involved in unauthorized transmission of SMS headers. C) Details of the operators involved in approving the Entity ID, Sender ID, and the SMS Template used for transmitting Scam, Malicious SMS, Fraud SMS. D) Please clarify which Delivery Registered Telemarketer (RTM) had sent the message from the specified Sender ID and Template ID with respect to SMS Headers enclosed within the notice dated 11.06.2024. E) What actions were taken against the illegal involvement of the RTM for transmitting the Scam, Malicious SMS, Fraud SMS. If the information is held by another public authority, KINDLY transfer the same to the concern public after informing me.

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ANNEXURE-A

संख्या/ No.: E-2/7/(1)/2022-QoS (E-7998)
भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
(सेवा गुणवत्ता-II अनुभाग/ Quality of Service-II Section)

11th June, 2024

To,

All the Access Providers.

विषय/ Subject: Report (TAU-149) of I4C, MHA on Angel X – A crypto exchange platform used for Money Laundering using mule accounts received from DoT - Forwarding the Report to all Access Service Providers for Investigation and submitting the Action Taken Report (ATR) in the matter - regarding.

Kindly refer to report (TAU-149) of I4C, MHA on "Angel X – A crypto exchange platform used for Money Laundering using mule accounts" which was sent to you vide email dated 5th June 2024 by DoT.

2. In this regard, you are requested to take note of the following recommendations made by I4C, MHA related to misuse of SMS Headers:

   i) Look into the unauthorized transmission of SMS header and investigate root cause of the matter. Telemarketer and PE binding may be implemented to fix the matter.
   ii) Guidelines for Telemarketers, especially with companies with foreign directorship may be issued.

3. **The Access Providers are directed to investigate the matter in detail and submit the Action Taken Report at the earliest (not later than 4 days from the date of issue of this letter).**

This is issued with the approval of the Competent Authority.

Yours sincerely,

(Kishori Kumari)
Joint Advisor (QoS-II)
Email: kishori.kumari@trai.gov.in

Encl: as above

TAU-149

SMS Headers associated with SMS Aggregator Transland and Karix for sending OTPs / SMS

DUDOTT	POKAKT	VEGWAR	DCARDS	TFLTFL	FAMLYV
BTPLIN	ADLLAB	AMZEIT	SHPANA	foodDo	GRNERG
VOXBAY	LRNCSL	ITCIND	ModiRC	EZSOTP	TXTAJS
UPKVKV	Gtbnpr	SSMLTD	adnets	MOSCOW	SLSWFI
JOHNGT	SHWMTS	ASHSKU	TEJVEC	faclty	YRLOCL
JPJTPT	CHDHRI	RAHGLC	MIRAGO	CVTMSG	BTZEZE
DADDYS	DEBUMI	ChrAry	MEALBL	eRuPey	MARZNI
AMCAGR	INSTOX	OJPSMN	MNAstr	RENTPC	FMCSMS
HGBSSP	UNQPST	NEWVSN	SRMALL	INNOCS	eOASIS
FRATHS	OPNMSG	JWLCRN	MAYURF	SITSAL	SEAQUA
EATINC	SPCBRD	MACSFT	PKTGRC	DOLLVR	ENETRA
KULLUT	DEBOXX	SVRYMT	KINGMB	EDPCON	SKYTUT
BLIZZA	MEATON	pcjain	MAYYUB	VTREES	SMSSPA
GOYAEN	OTPSPM	RIDENT	RRIPOS	TNCEDT	GRCBUY
NOQSTR	SHPDIA	TYRHNO	EVABIZ	DTELEC	TREAUR
BRYLSH	HFZENT	DAWAKG	MIRCLS	MONPDT	KEEBOD
ANILSS	QXPERT	PKKARO	GROCEB	BKSFZN	DIETKL
WEBSUP	BETWLV	KHNRDG	TAXITK	YAMILK	TULMAR
SHARKP	SBTFIT	QPAPER	RLTIME	TSKYMT	FRSCHK
EPHGEC	TRLTEC	ASRFID	GWHGOA	EVKREW	RHTCLK
VENXIT	AMETUN	VAAQUA	FESTVO	NOARKS	SHBZAR
RJVKCC	PLAYTV	BESCHE	GRTRIP	GBIHOL	GRVBTS
RBDOTP	MPRINY	DONATO	RCHFST	ESQREA	DHAKAD
WSABEE	IIFJAS	DLDMBL	GANEGA	LYRCUT	WRKPAL
KIRTIZ	INSOTP	EvntAp	EPCKUP	PIXADY	SMSGYM
LAPNOZ	RZZYCO	PTFAST	DRIVGO	DPPMCY	PRMKTG
MDSAVE	PMPROJ	PIXFLP	HPLVMS	NDNSRI	SERYCO
MSAVE	MAVAVA	PKANUK	FIDLIT	GMCLNC	HOMOPD
SRCASH	SSTRVH	SUJTAS	CAMSFT	locart	UJWIAS
united	TTRUCS	IVHRMS	HAPLUN	VAJRAR	ASRENG
AERINA	BNKRFT	PASMAI	CLICKK	CITIRD	AUURUM
BRONLN	SBCRTN	DELPGN	MOKSHL	MOZEZA	ABJLLP
DOTSme	JOINEZ	DCNPLR	MRMART	SSHAUR	MONTSN
BEAEXM	LBHJAL	USMEDH	GIGSMS	UVDRTH	MOBITO
NAILON	RCPGTT	JRMULT	AMZITS	STONOR	CVRKTA
CARDTE	IVORYR	SVAKSS	SDIMND	SAUCMN	NXUNIT
SendMe	LEMONB	OPIQSG	GOALIV	CTHBZR	JAYBVN
WEBPAT	RMARTP	SMSFYU	FCLTJB	KHELOH	MUWEBS
AIRWAY	SHURUP	Econut	VARTYY	PHNXIT	abhnag
TMBILL	CHIKUU	FRMVLI	AKMOTP	BUTCHR	PADTRK
Roylcm	GMFNTY	MMTECP	HBMFDC	CREDTQ	PRBHAC

BRIWAT
TNPLNT
ELEINF
HSERMS
HUVICR
PLUGNP
SKCLVM
SERCLC
VIILIE
SRTRVS
SLAWYL
PARSAN
DENIMi
SKTURS
AISPRA
SAHOOJ
VVJERY
UESSMS
NUSTAR
FLTSRC
NAMPTY
IIFLRA

HOLYRT
KCCLIV
JUNGCF
XFMCAB
CFKOTP
SPATTO
SRMNRL
VFORCE
FOXSER
ARVNLM
CIISMS
SUKHVR
ESYCAS
NTWARE
MECUIT
QCSTUL
BOCAKE
UPEAUC
ELITBK
KKCHTS
KSERCH
MAMTAP

MAIHKP
PVSNAT
ARTKFE
AGRITS
OTOHOM
JAOOO
GUDLNS
JTPTGO
MHDRAZ
GLDCRW
SVDHTA
WEBCUB
ANHOME
FELIZX
DTGRMA
CTSRVE
JBORDR
emanhr
mencar
GRSPAY
EMTASK
YATRAI

CNETVC
RRbazr
WEDVIA
pastcr
singhi
GMNCKT
WAYALL
NMSANG
MERALA
ONEGGS
SUJIEB
GPSCJR
GYMATE
BMRTKR
HBRNET
FACOLD
PRKSJE
SYTHUB
eZLabs
SCMSVA
STYLOX
YVSERV

GETNUT
BJSSMS
BKVHAN
VNUHUB
JTSPMR
PROTOS
GOLIVE
FDMOTO
MYIITM
SCAWCH
CDPWGN
SHRBWS
Bbldry
SOFTIT
KASTHA
IRATPS
PAYPAY
SKDETR
EZPOZC
pebles
SABYAS
MLNKRA

MONICA
INFIWD
TEEVEH
DNCWEB
DOXIVA
EDIREL
DRMGVP
BSBLUE
MCSWEB
MOISOF
PAISAP
TIPTOP
SUBDIG
CTTECH
DYNJGT
CTNRBZ
FPRINT

Agents of Angel X : Dubai

Based on inputs from Law Enforcement Agencies, the location of one of the phone numbers which called the customers was found to be coming from Dubai.

+91 8960342734

MOB[redacted]
VLR
IMEI
IMSI
Phor
Carrier: Etisalat (02)
Line Type: Wireless
Region: United Arab Emirates
City: Al Rumailah
Country: AE

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(20)/2025-RTI Dated: 17-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Madam,

Please refer to your RTI application dated 26.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00758, for providing information under the provisions of the RTI Act 2005, regarding your query relating to TRAI's notice dated 11.06.2024 to TSPs, related matters. In this context, the following is furnished: -

S.No.	Reply
A to E.	The matter related to online fraud doesn't come under the ambit of TRAI's TCCCPR 2018 Regulation. The Fraud related matters are dealt by 14C, Ministry of Home Affairs (MHA), hence, the desired information may be available with MHA. Therefore, in terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application has been transferred online to DoT on 16.01.2025 to provide the related information, if available, directly to you.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 17-01-2025 15:56:44

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00759	**Date of Receipt :**	27/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
S	[redacted]		
Is Requeste			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	In this company Reliance Jio company ltd, without any prior notice, the id of the retailer is suddenly closed by the company, i.e. the recharge service is stopped and the retailer suffers financial loss.		

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ACTION HISTORY OF RTI REQUEST No.TRAOI/R/E/24/00759

Applicant Name

Text of Application In this company Reliance Jio company ltd, without any prior notice, the id of the retailer is suddenly closed by the company, i.e. the recharge service is stopped and the retailer suffers financial loss.

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	27/12/2024	Nodal Officer	
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	06/01/2025	Nodal Officer	The Information sought by you is not specific and clear. Therefore, the same does not fall under the definition of information as per Section 2(f) of the RTI Act 2005.

Print

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00761	**Date of Receipt :**	28/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Dear Team Greetings This is to seek your help in detailed Guidelines on Call center Outbound promotional calls Guidelines. Can I call to a customer who bought my product 1 year ago to tell him about some new product		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(22)/2025-RTI Dated: 22-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 28.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00761, for providing information under the provisions of the RTI Act 2005, regarding guidelines of promotional calls, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought is not available with TRAI. However, to curb Unsolicited Commercial Communication (UCC), TRAI has issued regulations i.e., Telecom Commercial Communication Customers Preference Regulation (TCCCPR),2018. As per the provisions of TCCCPR, 2018, every access provider undertakes various activities including registration of senders, telemarketers and is responsible to take action on UCC complaints. Accordingly, for making telemarketing calls/SMS, one has to register himself/herself with any of the TSP's. Telemarketing calls can only be made through 140xxx which can be obtained through any Access Providers. Any other information on the matter can be obtained from the concerned Access Provider. The copy of TCCCPR, 2018 is available on public domain at URL https://trai.gov.in/sites/default/files/RegulationUcc19072018.pdf

Contd. on next page 02.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 22-01-2025 14:03:10

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00762	**Date of Receipt :**	28/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
St	[redacted]		
Is Requester			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Respected Sir, kindly provide me Circlewise/statewise vacancy for the post of Assistant (4200GP) which will be recruited through SSC CGL 2024. However SSC already uploaded vacancy chart , in this chart vacancy show 5 for the post of Assistant (4200GP so kindly provide me these 5 vacancies circlewise/state -wise and category wise. Kindly send this data through email only at - [redacted] (No requirement through offline mode.) While giving location to selected candidates of ssc cgl 2024, there is randomly allocation or merit basis location preference. Kindly clear this point also.		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(23)/2025-RTI Dated: 20-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 28.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00762, for providing information under the provisions of the RTI Act 2005, regarding providing circle wise/state wise vacancy of Assistant in TRAI reported to SSC CGL-2024, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	*The 5 vacancies (UR-2, SC-1, ST-2) of 'Assistant' reported to Staff Selection Commission for CGLE 2024 by Telecom Regulatory Authority of India (TRAI) are for TRAI HQ at New Delhi. However, the candidate is liable to serve anywhere in India as per the requirement of the organization.*

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 20-01-2025 16:03:46

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00763	**Date of Receipt :**	28/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Re	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Application under the Right to Information Act - Application seeking explanation from Airtel regarding the fact that the SIM card of the deceased A. [redacted] which was being used by his family member was disconnected and given to another person [redacted], who is not a family member. I have attached the relevant documents.		

Print Save Close

அனுப்புநர்

[redacted]

28.12.2024

பெறுநர்

The Chairman,
Telecom Regulatory Authority of India (TRAI),
New Delhi.

பொருள்: தகவல் அறியும் உரிமைச் சட்டத்தின் கீழ் விண்ணப்பம் - ஏர்டெல் சிம் கார்டு தவறாக துண்டிக்கப்பட்டதற்கான தகவல் கோருதல்.

மதிப்பிற்குரிய ஐயா/அம்மா,

நான் கீழ்க்கண்ட விவரங்களைக் கொண்ட ஏர்டெல் சிம் கார்டு தவறாக துண்டிக்கப்பட்டதற்கான தகவலினை தகவல் அறியும் உரிமைச் சட்டம் 2005-ன் கீழ் கோருகிறேன்.

* சிம் கார்டு வைத்திருந்தவரின் பெயர்: A. அகில் ராகவன் S/o. அபுபக்கர்.
* சிம் கார்டு எண்: [redacted] (Airtel converted to Vodafone) (converted to Airtel) Now.
* துண்டித்த தேதி: 08.06.2024.
* துண்டித்ததின் முகவரி: [redacted] மேலூர்,

எனது மகன் A. அகில் ராகுமான் S/o அபுபக்கர்
08.06.2022 அன்று காலமானார். அவரது
இறுதிச்சடங்கு முறை, அவரது மனைவி A. ஆயிஷாரா பானு
மூன்றாம் மகன் A. அகமது அஸ்ஸிலா சிம்காரை
உபயோகித்து வந்தனர். திடீரென எனது முன்னாள் மனைவி
தனிப்பட்ட காரணத்திற்காக 1/8, பள்ளிவர் தெரு,
ஏர்போர்ட், திருச்சி - 07 என்ற முகவரியில் பதிந்து வரும்
தனது மகன் K. அமீர்தாஜ் (எ) K. அபிஷேக் ராகுமான்
மனைவி A. பரிதா பேகம் என்பவருக்கு அந்த சிம் கார்டுகள்
திருச்சி தலைமைஅலுவலக ஏர்டெல் அலுவலகத்தில்
மறுபதிவு செய்துள்ளார். மேலும் அவரது சொத்து விபரங்கள் மூன்றும்
தாய் உறவினரான அவரது தந்தை அபுபக்கர் (எ) , தாய்
கதிஜா பீவி, மனைவி ஆயிஷாரா பானு, மகன் அகமது அஸ்ஸிலா
சிந்திக், மகள் மைமூன் அலி பாத்திமா, தாயாரை அபிராமி
பேகம் மூன்றும் சகோதரர்கள் முகமது அஸ்ன், முகமது மதீன்,
முகமது ரஹ்மான் இவர்களில் யாருக்கும் மறுபதிவு
செய்ய அடிப்படையில் பரிதா பேகம் W/o K. அபிஷேக் ராகுமான்
என்பவருக்கு மறுபதிவு செய்ய காரணத்தை அறிய
விரும்புகிறேன். கீழ்க்கண்ட தகவல்களைக் கோருகிறேன்.

1. A. அகில் ராகுமான் சிம் கார்டுகள் பரிதா பேகம்
W/o K. அபிஷேக் ராகுமான் என்பவருக்கு மாற்றப்பட்டதற்கான
காரணங்கள் மற்றும் அதற்கான ஆவணங்கள்.
2. சிம் கார்டு மாற்றத்திற்கான விண்ணப்பம் மற்றும்
அதனுடன் சமர்ப்பிக்கப்பட்ட ஆவணங்களின் நகல்.
3. இறந்த மூலவரின் சிம் கார்டை வேறு ஒருவருக்கு
மாற்றுவதற்கான ஏர்டெல் மற்றும் TRAI விதிமுறைகளின்
நகல்.

4. இந்த மாற்றத்திற்கு காரணமான ஏர்டெல் நிறுவனத்தின் மூத்தியர்கள் அலுவக அதிகாரிகளின் விவரங்கள்.

5. இந்த சிம் கார்டின் மாற்றத்திற்கு பின் அந்த பயர் மாற்றும் கொடுத்த எண்ண கும்ப உறுபினர்கள் ஏர்டெல் வாடிக்கையாளர் சேவை மையை அதிகாரிகளிடம் பல முறை தகாங்கப்பட புகாரின் நிலையை அறிய விரும்புகிறேன்.

மேலும் இக தொடர்பான விவரங்களை விரைவில் எனக்கு வழங்குமாறு கேட்டுக்கொள்கிறேன்.

நன்றி.

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(24)/2025-RTI Dated: 20-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Madam,

Please refer to your RTI application dated 28.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00763, for providing information under the provisions of the RTI Act 2005, regarding disconnected of your family SIM Card number, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought vide your above mentioned RTI application is not available in TRAI. However, the desired information may be available with DoT. Hence, in terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 07.01.2025 for providing the related information, if any, directly to you.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 20-01-2025 16:05:10

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00765	**Date of Receipt :**	30/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Sta	[redacted]		
Is Requester			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought : [redacted]

Date: 30th December 2024

The Telecom Regulatory Authority of India (TRAI)
India.

Subject: Request for Clarification and Unblocking of Number 9[redacted]

Dear Sir/Madam,

I hope this letter finds you well. I am writing to formally request your intervention regarding the blocking of my mobile number, [redacted] which has recently been disabled without any prior notice or explanation from the concerned authorities.

As the Headmaster of Bharath English Medium School, I rely on this number for essential communication with parents, staff, and other stakeholders. This disruption is causing significant inconvenience and has been affecting the smooth operations of the school. Despite reaching out to my Internet Service Provider (ISP) for clarification, they have informed me that the block was initiated by TRAI but were unable to provide any specific reason or further details.

Given the crucial role this number plays in my daily professional

responsibilities, I kindly request that your office provide clarity regarding the reason for the blocking of this number and the specific steps I need to take to resolve the issue. I would also appreciate guidance on the procedure to unblock the number at your earliest convenience, as I urgently require the number to be functional for ongoing school-related communications.

I would be grateful if you could treat this matter with urgency, as the continued unavailability of the number is disrupting important educational processes.

Please feel free to contact me at rajeshwarivijaya68@gmail.com should you require any further information or documentation from my side.

Thank you for your prompt attention to this matter. I look forward to your positive response and assistance in resolving this issue.

Yours faithfully,

[redacted]

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(25)/2025-RTI Dated: 27-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Madam,

Please refer to your RTI application dated 30.12.2024 filed online on the RTI portal vide Reg. No. TRAOI/R/E/24/00765, for providing information under the provisions of the RTI Act 2005, regarding your complaint against mobile number blocking, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought vide your above mentioned RTI application is not available in TRAI. However, it is informed that TRAI Act,1997 does not envisage redressal of individual consumer complaints by TRAI. However, in order to protect the interest of the consumers, TRAI has laid down a framework for redressal of complaints of telecom consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their TSPs. In case a complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with the Appellate Authority of the TSPs.

contd. on next page 02.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 27-01-2025
16:46:05

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00001	**Date of Receipt :**	01/01/2025
Transferred From :	Department of Telecommunications on 01/01/2025 With Reference Number : DOTEL/R/T/24/01205/1		
Remarks :	**Information sought is not available in ERU, DOT. Hence in terms of Section 6(3)(ii) of the RTI Act 2005, this RTI is being transferred to TRAI to provide the information directly to the applicant.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Status(Ru	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Telecom Regulatory Authority of India (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Dear Sir/Madam,
I am writing to request information for research purposes regarding the following:

1. Monthly Data Consumption (2016-Present):
Region/circle-wise data consumption (in GB per month) by users across all regions. (operator wise if possible)

2. Spectrum Holding Information:
a. Spectrum holding details for all operators (e.g., Reliance Jio, Bharti Airtel, Vodafone Idea, BSNL, etc.).
b. Historical spectrum holdings and year-wise details of spectrum expiry, including the number of MHz expiring annually.

3. TRAI Datasets:
Month-wise data on active wireless and wired customers.

	Average Revenue Per User (ARPU) across circles. 4. Additional Relevant Data: Any other master datasets maintained by TRAI that can provide deeper insights into Indian telecom operations to support and enhance the research. I would appreciate your support in providing the requested information. Thank you for your time and assistance.
Original RTI Text :	Dear Sir/Madam, I am writing to request information for research purposes regarding the following: 1. Monthly Data Consumption (2016-Present): Region/circle-wise data consumption (in GB per month) by users across all regions. (operator wise if possible) 2. Spectrum Holding Information: a. Spectrum holding details for all operators (e.g., Reliance Jio, Bharti Airtel, Vodafone Idea, BSNL, etc.). b. Historical spectrum holdings and year-wise details of spectrum expiry, including the number of MHz expiring annually. 3. TRAI Datasets: Month-wise data on active wireless and wired customers. Average Revenue Per User (ARPU) across circles. 4. Additional Relevant Data: Any other master datasets maintained by TRAI that can provide deeper insights into Indian telecom operations to support and enhance the research. I would appreciate your support in providing the requested information. Thank you for your time and assistance.

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RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/24/00726	**Date of Receipt :**	11/12/2024
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Requ	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Dear Sir/Madam,
I am writing to request information for research purposes regarding the following:

1. Monthly Data Consumption (2016-Present):
Region/circle-wise data consumption (in GB per month) by users across all regions. (operator wise if possible)

2. Spectrum Holding Information:
a. Spectrum holding details for all operators (e.g., Reliance Jio, Bharti Airtel, Vodafone Idea, BSNL, etc.).
b. Historical spectrum holdings and year-wise details of spectrum expiry, including the number of MHz expiring annually.

3. TRAI Datasets:
Month-wise data on active wireless and wired customers.
Average Revenue Per User (ARPU) across circles.

4. Additional Relevant Data:
Any other master datasets maintained by TRAI that can provide deeper insights into Indian telecom operations to support and enhance the research.

I would appreciate your support in providing the requested information.

Thank you for your time and assistance.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(2)/2025-RTI Dated: 06-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your (02) two RTI applications filed online on the RTI portal vide Reg. Nos. TRAOI/R/E/24/00726 dated 11.12.2024 and another vide Reg. No. TRAOI/R/T/25/00001 dated 01.01.2025 received through transferred from DoT online, for providing information under the provisions of the RTI Act 2005, regarding provide the Monthly Data, and Spectrum details for all operators, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	TRAI publishes the 'Performance Indicators Report' on a quarterly basis and is uploaded on the TRAI's website. In this Report, the Wireless Data Usage is published. The same may be seen in the URL: https://trai.gov.in/release-publication/reports/performance-indicators-reports
2.	Spectrum Assignment and Management is done by the WPC Wing of the Department of Telecommunications. The DoT updates the Occupancy & Vacancy of Spectrum (Telecom Service Provider-wise) and published on its website. The same may be seen in the URL: https://saralsanchar.gov.in/assigned_freq_search.php
3.	As regards month-wise data on active wireless and wired customers, TRAI publishes the 'Telecom Subscription Base Reports' on a monthly basis and is uploaded on the TRAI's website. In this Report, the details of Wireless and Wireline subscribers and the Active Wireless Subscribers (VLR Data) are published. The same may be seen in the URL https://trai.gov.in/release-publication/reports/telecom-subscriptions-reports As regards Average Revenue Per User (ARPU), TRAI publishes the 'Performance Indicators Report' on a quarterly basis and is uploaded on the TRAI's website. In this Report, the ARPU is published. The same may be seen in the URL https://trai.gov.in/release-publication/reports/performance-indicators-reports
	Further, the information (fixedline subscribers) as sought by you is also available in public domain and can be accessed at:- https://www.trai.gov.in/release-publication/reports/performance-indicators-reports
4.	The 'Performance Indicators Report' which is published on a quarterly basis also provides other useful telecom related datasets. The same may be seen in the URL https://trai.gov.in/release-publication/reports/performance-indicators-reports

Contd. on next page 02.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 06-01-2025 15:00:22

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00002	**Date of Receipt :**	09/01/2025
Transferred From :	Department of Telecommunications on 09/01/2025 With Reference Number : DOTEL/R/T/25/00010		
Remarks :	**transferred u/s 6(3) of RTI Act, 2005**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Status(	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Bharat Broadband Network Limited (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

To
The Public Information Officer,

Subject: Request for Information regarding OTP delivery issues, suspension of USSD services, and non-functional toll-free numbers on government websites.

Dear Sir

I, [redacted], wish to seek the following information under the Right to Information Act, 2005. The details of my concerns are as follows

1. OTP Delivery Issue When SIM Recharge is Expired
I am an Airtel subscriber with the phone number [redacted]. I have observed that when my SIM recharge expires, I am still able to receive OTPs for services like Amazon, Gmail, and other national/international websites. However, when attempting to receive OTPs for critical government services such as E-Sanjeevani or UIDAI, the OTPs are not delivered.

I request the following information
a. Why do I continue to receive OTPs from non-government services but not from government services like E-Sanjeevani or UIDAI etc when my SIM recharge has expired?

b. Are there any specific policies or network restrictions in place that prevent OTP delivery for government services when the SIM recharge is not active?

2. Suspension of USSD Service (Star 99 Hash for UPI Transactions)
I used to rely on the USSD code Star 99Hash for conducting UPI transactions, which worked efficiently without requiring an active internet connection or recharge. However, this service has been discontinued, and I am unable to use it now. I request the following information

a. The reason for discontinuation of the USSD-based UPI service (Star 99Hash).
b. If there is any plan to reinstate or replace this service in the future.

3. Non-Functional Toll-Free Numbers on Government Websites
I have encountered issues with non-functional toll-free numbers listed on government websites such as EPFO portal and Jharbhoomi . Despite repeated attempts, these toll-free numbers are not reachable. I request the following information:
a. The reason for the non-functioning toll-free numbers on these government portals.
b. If there is an alternative method to reach customer support for these services.

4. Online Mutation Process on Jharbhoomi Website
The online mutation option on the Jharbhoomi website is not functioning as expected. I request the following information:
a. The reason why the online mutation process on the Jharbhoomi website is not operational.
b. Steps or alternative procedures that I can follow to complete the mutation process.

I request that the above information be provided to me as per the provisions of the Right to Information Act, 2005.

I would appreciate your prompt response within the prescribed 30-day period as per the RTI Act.

Contact Details
[redacted]

Thank you for your attention to this matter. I look forward to your response.

[redacted]

Please find the attachment for better view

Original RTI Text : To
The Public Information Officer,

Subject: Request for Information regarding OTP delivery issues, suspension of USSD services, and non-functional toll-free numbers on government websites.

Dear Sir

I, [redacted], wish to seek the following information under the Right to Information Act, 2005. The details of my concerns are as follows

1. OTP Delivery Issue When SIM Recharge is Expired
I am an Airtel subscriber with the phone number [redacted] I have observed that when my SIM recharge expires, I am still able to receive OTPs for services like Amazon, Gmail, and other national/international websites. However, when attempting to receive OTPs for critical government services such as E-Sanjeevani or UIDAI, the OTPs are not delivered.
I request the following information
a. Why do I continue to receive OTPs from non-government services but not from government services like E-Sanjeevani or UIDAI etc when my SIM recharge has expired?

b. Are there any specific policies or network restrictions in place that prevent OTP delivery for government services when the SIM recharge is not active?

2. Suspension of USSD Service (Star 99 Hash for UPI Transactions)
I used to rely on the USSD code Star 99Hash for conducting UPI transactions, which worked efficiently without requiring an active internet connection or recharge. However, this service has been discontinued, and I am unable to use it now. I request the following information

a. The reason for discontinuation of the USSD-based UPI service (Star 99Hash).
b. If there is any plan to reinstate or replace this service in the future.

3. Non-Functional Toll-Free Numbers on Government Websites
I have encountered issues with non-functional toll-free numbers listed on government websites such as EPFO portal and Jharbhoomi . Despite repeated attempts, these toll-free numbers are not reachable. I request the following information:
a. The reason for the non-functioning toll-free numbers on these government portals.
b. If there is an alternative method to reach customer support for these services.

4. Online Mutation Process on Jharbhoomi Website
The online mutation option on the Jharbhoomi website is not functioning as expected. I request the following information:
a. The reason why the online mutation process on the Jharbhoomi website is not operational.
b. Steps or alternative procedures that I can follow to complete the mutation process.

I request that the above information be provided to me as per the provisions of the Right to Information Act, 2005.

I would appreciate your prompt response within the prescribed 30-day period as per the RTI Act.

Contact Details
[redacted]

Thank you for your attention to this matter. I look forward to your response.

Sincerely,
[redacted]

Please find the attachment for better view

Print Save Close

To

The Public Information Officer,

Subject: Request for Information regarding OTP delivery issues, suspension of USSD services, and non-functional toll-free numbers on government websites.

Dear Sir

I, [redacted], wish to seek the following information under the Right to Information Act, 2005. The details of my concerns are as follows

1. OTP Delivery Issue When SIM Recharge is Expired

I am an Airtel subscriber with the phone number [redacted]. I have observed that when my SIM recharge expires, I am still able to receive OTPs for services like Amazon, Gmail, and other national/international websites. However, when attempting to receive OTPs for critical government services such as E-Sanjeevani or UIDAI, the OTPs are not delivered.

I request the following information

a. Why do I continue to receive OTPs from non-government services but not from government services like E-Sanjeevani or UIDAI etc when my SIM recharge has expired?

b. Are there any specific policies or network restrictions in place that prevent OTP delivery for government services when the SIM recharge is not active?

2. Suspension of USSD Service (*99# for UPI Transactions)

I used to rely on the USSD code *99# for conducting UPI transactions, which worked efficiently without requiring an active internet connection or recharge. However, this service has been discontinued, and I am unable to use it now. I request the following information

a. The reason for discontinuation of the USSD-based UPI service (*99#).

b. If there is any plan to reinstate or replace this service in the future.

3. Non-Functional Toll-Free Numbers on Government Websites

I have encountered issues with non-functional toll-free numbers listed on government websites such as EPFO portal and Jharbhoomi . Despite repeated attempts, these toll-free numbers are not reachable. I request the following information:

a. The reason for the non-functioning toll-free numbers on these government portals.

b. If there is an alternative method to reach customer support for these services.

4. Online Mutation Process on Jharbhoomi Website

The online mutation option on the Jharbhoomi website is not functioning as expected. I request the following information:

a. The reason why the online mutation process on the Jharbhoomi website is not operational.

b. Steps or alternative procedures that I can follow to complete the mutation process.

I request that the above information be provided to me as per the provisions of the Right to Information Act, 2005.

I would appreciate your prompt response within the prescribed 30-day period as per the RTI Act.

Contact Details

Name: [redacted]

[redacted]

[redacted]

Thank you for your attention to this matter. I look forward to your response.

Sincerely,

[redacted]

लोक सूचना अधिकारी को,

विषय: ओटीपी प्राप्त करने में समस्या, यूएसएसडी सेवा बंद होना और सरकारी वेबसाइटों पर टोल-फ्री नंबर काम ना करने के संबंध में सूचना का अनुरोध।

महोदय,

मैं, [redacted], सूचना का अधिकार अधिनियम, 2005 के तहत निम्नलिखित जानकारी प्राप्त करना चाहता हूं। मेरी चिंताओं का विवरण इस प्रकार है:

- सिम रिचार्ज खत्म होने पर ओटीपी प्राप्त करने में समस्या

मैं [redacted] फोन नंबर वाला एयरटेल का ग्राहक हूं। मैंने देखा है कि जब मेरा सिम रिचार्ज समाप्त हो जाता है, तब भी मैं अमेज़ॅन, जीमेल और अन्य राष्ट्रीय/अंतर्राष्ट्रीय वेबसाइटों जैसी सेवाओं के लिए ओटीपी प्राप्त करने में सक्षम हूं। हालांकि, ई-संजीवनी या यूआईडीएआई

जैसी महत्वपूर्ण सरकारी सेवाओं के लिए ओटीपी प्राप्त करने का प्रयास करते समय, ओटीपी वितरित नहीं किए जाते हैं।

मैं निम्नलिखित जानकारी का अनुरोध करता हूं:

क. जब मेरा सिम रिचार्ज समाप्त हो जाता है, तो मुझे सरकारी सेवाओं जैसे ई-संजीवनी या यूआईडीएआई आदि से ओटीपी क्यों नहीं मिलता है, जबकि मुझे गैर-सरकारी सेवाओं से ओटीपी मिलना जारी रहता है?

ख. क्या कोई विशिष्ट नीतियां या नेटवर्क प्रतिबंध हैं जो सिम रिचार्ज सक्रिय न होने पर सरकारी सेवाओं के लिए ओटीपी वितरण को रोकते हैं?

* यूएसएसडी सेवा बंद होना (*99# यूपीआई लेनदेन के लिए)

मैं यूपीआई लेनदेन करने के लिए यूएसएसडी कोड *99# पर निर्भर करता था, जो बिना सक्रिय इंटरनेट कनेक्शन या रिचार्ज के कुशलतापूर्वक काम करता था। हालांकि, यह सेवा बंद कर दी गई है, और अब मैं इसका उपयोग नहीं कर सकता। मैं निम्नलिखित जानकारी का अनुरोध करता हूं:

क. यूएसएसडी-आधारित यूपीआई सेवा (*99#) बंद करने का कारण।

ख. क्या भविष्य में इस सेवा को बहाल करने या बदलने की कोई योजना है।

* सरकारी वेबसाइटों पर गैर-कार्यात्मक टोल-फ्री नंबर

मुझे ईपीएफओ पोर्टल और झारभूमि जैसी सरकारी वेबसाइटों पर सूचीबद्ध गैर-कार्यात्मक टोल-फ्री नंबरों के साथ समस्या का सामना करना पड़ा है। बार-बार प्रयासों के बावजूद, इन टोल-फ्री नंबरों पर संपर्क नहीं किया जा सकता है। मैं निम्नलिखित जानकारी का अनुरोध करता हूं:

क. इन सरकारी पोर्टलों पर गैर-कार्यात्मक टोल-फ्री नंबरों का कारण।

ख. क्या इन सेवाओं के लिए ग्राहक सहायता तक पहुंचने का कोई वैकल्पिक तरीका है।

* झारभूमि वेबसाइट पर ऑनलाइन म्युटेशन प्रक्रिया

झारभूमि वेबसाइट पर ऑनलाइन म्युटेशन विकल्प अपेक्षा के अनुरूप कार्य नहीं कर रहा है। मैं निम्नलिखित जानकारी का अनुरोध करता हूं:

क. झारभूमि वेबसाइट पर ऑनलाइन म्युटेशन प्रक्रिया चालू नहीं होने का कारण।

ख. म्युटेशन प्रक्रिया को पूरा करने के लिए मैं किन चरणों या वैकल्पिक प्रक्रियाओं का पालन कर सकता हूं।

मैं अनुरोध करता हूं कि उपरोक्त जानकारी मुझे सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के अनुसार प्रदान की जाए।

मैं आरटीआई अधिनियम के अनुसार निर्धारित 30-दिवसीय अवधि के भीतर आपकी शीघ्र प्रतिक्रिया की सराहना करूंगा।

संपर्क विवरण

नाम: [redacted]

[redacted]

[redacted]

इस मामले पर आपके ध्यान देने के लिए धन्यवाद। मैं आपके जवाब की प्रती

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(37)/2025-RTI Dated: 29-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 09.01.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00002, for providing information under the provisions of the RTI Act 2005, regarding OTP delivery issues, related matters. In this context, the following is furnished: -

S.No.	Reply
1 to 4.	The information sought vide your above mentioned RTI application is not available in TRAI.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 29-01-2025 12:19:37

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00007	**Date of Receipt :**	25/01/2025
Transferred From :	Department of Telecommunications on 25/01/2025 With Reference Number : DOTEL/R/T/25/00040/1		
Remarks :	**No such information is available with CPIO, information sought may be available with CPIO TRAI, accordingly application is transferred under section 6(3) of RTI act, 2005 for providing information directly to applicant if any.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Status(	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Telecom Regulatory Authority of India (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Dear Sir/Madam,

Iam writing to request information under the provisions of the Right to Information Act, 2005. The details of the information sought are as follows:

1 . Internet Penetration Data:
a. Current statistics on internet penetration rates across India, including rural and urban segments.
b. State-wise data on internet user bases for the past five years.
c. District and village-level internet connectivity statistics.

2. Digital Infrastructure Data:
a. Details of broadband and mobile internet connections active in India, categorized by type (2G, 3G, 4G, 5G).
b. Reports on internet availability and accessibility in rural areas under the Digital

India initiative.

3. Census Data on Digital Literacy:
a. Latest digital literacy rates for India as per available census or survey data.
b. Publications by TRAI or associated bodies regarding the digital divide and its mitigation.

4. Internet Accessibility :
a. Feasibility studies or data on using internet infrastructure for e-governance or e-services in India.
b. Information on pilot projects or initiatives by TRAI concerning e-service mechanisms.

5. Role of TRAI in E-Voting as per Section 108 of the Companies Act 2013:
a. Details of any role played by TRAI in facilitating e-voting services under Section 108 of the Companies Act, 2013.
Kindly provide information in possible manner.

Thanking you,
[redacted]

Original RTI Text : Dear Sir/Madam,

Iam writing to request information under the provisions of the Right to Information Act, 2005. The details of the information sought are as follows:

1 . Internet Penetration Data:
a. Current statistics on internet penetration rates across India, including rural and urban segments.
b. State-wise data on internet user bases for the past five years.
c. District and village-level internet connectivity statistics.

2. Digital Infrastructure Data:
a. Details of broadband and mobile internet connections active in India, categorized by type (2G, 3G, 4G, 5G).
b. Reports on internet availability and accessibility in rural areas under the Digital India initiative.

3. Census Data on Digital Literacy:
a. Latest digital literacy rates for India as per available census or survey data.
b. Publications by TRAI or associated bodies regarding the digital divide and its mitigation.

4. Internet Accessibility :
a. Feasibility studies or data on using internet infrastructure for e-governance or e-services in India.
b. Information on pilot projects or initiatives by TRAI concerning e-service mechanisms.

5. Role of TRAI in E-Voting as per Section 108 of the Companies Act 2013:
a. Details of any role played by TRAI in facilitating e-voting services under Section 108 of the Companies Act, 2013.
Kindly provide information in possible manner.

Thanking you,

[redacted]

Print Save Close

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00011	**Date of Receipt :**	07/01/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Sta	[redacted]		
Is Requester			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Dear Sir/Madam,

Iam writing to request information under the provisions of the Right to Information Act, 2005. The details of the information sought are as follows:

1 . Internet Penetration Data:
a. Current statistics on internet penetration rates across India, including rural and urban segments.
b. State-wise data on internet user bases for the past five years.
c. District and village-level internet connectivity statistics.

2. Digital Infrastructure Data:
a. Details of broadband and mobile internet connections active in India, categorized by type (2G, 3G, 4G, 5G).
b. Reports on internet availability and accessibility in rural areas under the Digital India initiative.

3. Census Data on Digital Literacy:
a. Latest digital literacy rates for India as per available census or survey data.
b. Publications by TRAI or associated bodies regarding the digital divide and its mitigation.

4. Internet Accessibility :
a. Feasibility studies or data on using internet infrastructure for e-governance or e-services in India.
b. Information on pilot projects or initiatives by TRAI concerning e-service mechanisms.

5. Role of TRAI in E-Voting as per Section 108 of the Companies Act 2013:
a. Details of any role played by TRAI in facilitating e-voting services under Section 108 of the Companies Act, 2013.
Kindly provide information in possible manner.

Thanking you,
[redacted]

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(32)/2025-RTI Dated: 31-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your (02) two RTI applications filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00011 dated 07.01.2025 and another vide Reg. No. TRAOI/R/T/25/00007 dated 25.01.2025 which is received through transferred online from DoT, for providing information under the provisions of the RTI Act 2005, regarding provide the Internet user based Data etc, related matters. In this context, the following is furnished: -

S.No.	Reply
1 (a & b) & 2 (a & b)	The information are available in the public domain at: https://www.trai.gov.in/release-publication/reports/performance-indicators-reports
1 (c), 3 (a & b), 4 (a & b) & 5.	The information is not available with TRAI. However, the desired information may be available with Department of Electronics & Information Technology (MeitY). Hence, in terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to (MeitY) on 09.01.2025 for providing the related information, if any, directly to you.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 31-01-2025 12:18:52

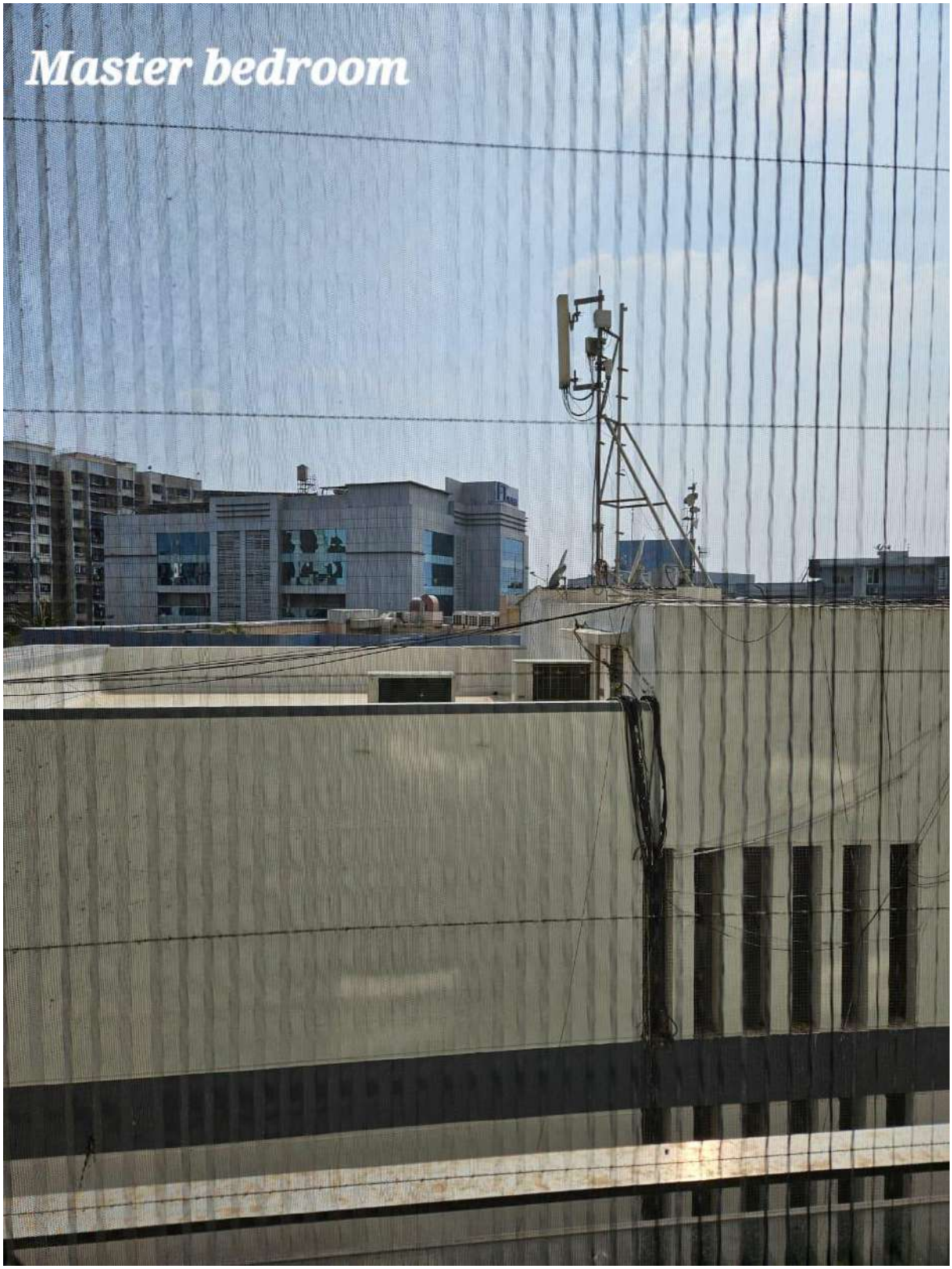
(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/24/00137	**Date of Receipt :**	09/12/2024
Transferred From :	Department of Telecommunications on 09/12/2024 With Reference Number : DOTEL/R/E/24/00909		
Remarks :	**transferred u/s 6(3) of RTI Act, 2005**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Statu	[redacted]		
Letter No. :	Details not provided	**Letter Date :**	Details not provided
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Department of Telecommunications (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	I write to you concerning an issue of a mobile cell phone tower in the adjacent building, Dipti Classic situated on Suren road, Andheri East and my apartment. The tower is just outside and in the same level as my bedroom windows. Kindly find attached pictures for ready reference. For the obvious health reasons related to staying near cell phone towers, I would like to confirm if the towers are legally installed,if they are within the safety limit for installation near a residential premise, if there have been any precautions taken from the tower.		
Original RTI Text :	I write to you concerning an issue of a mobile cell phone tower in the adjacent building, Dipti Classic situated on Suren road, Andheri East and my apartment. The tower is just outside and in the same level as my bedroom windows. Kindly find attached pictures for ready reference. For the obvious health reasons related to staying near cell phone towers, I would like to confirm if		

	the towers are legally installed,if they are within the safety limit for installation near a residential premise, if there have been any precautions taken from the tower.

Print Save Close


Master bedroom

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(426)/2024-RTI Dated: 01-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Madam,

Please refer to your RTI application dated 09.12.2024 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/24/00137, for providing information under the provisions of the RTI Act 2005, regarding mobile cell towers installation, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	The issue relating to installation of mobile towers does not fall under the purview of Telecom Regulatory Authority of India (TRAI) and no permission is required by the service provider from TRAI for installation of mobile towers. Accordingly, TRAI has not issued any guidelines, directions or orders in this regard. However, the desired information may be provided by DoT.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 01-01-2025 16:01:15

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/24/00138	**Date of Receipt :**	12/12/2024
Transferred From :	Department of Telecommunications on 12/12/2024 With Reference Number : DOTEL/R/T/24/01190		
Remarks :	**transferred u/s 6(3) of RTI Act, 2005**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
St	[redacted]		
Is Requ			
Amount Paid :	0 (RTI fee is received by **Bharat Broadband Network Limited (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought : Application under Right to Information Act, 2005

To,
Department of Telecommunication

AND

Public Information Officer (PIO),
Airtel Limited,
Chennai.

Subject Deficiency in Service, Mental Trauma, and Loss of Reputation due to Airtel wifi Negligence

Sir or Madam,

I, [redacted], am writing to express my deep dissatisfaction and frustration with the services provided by Airtel wifi, Chennai. Despite advance registration, I have faced numerous issues, including

1. Delayed installation
2. Poor communication and lack of response from the agent and technical team
3. Blocking of my phone number by the agent and technical team
4. Mental agony and financial losses due to non-availability of Wi-Fi services

I request you to provide the following information

1. Details of the installation process and the reasons for the delay
2. Copies of communication records between me and the Airtel wifi team
3. Explanation for blocking my phone number
4. Compensation for mental agony and financial losses

I demand a response within 30 days, as per the RTI Act. Failure to comply will lead to further action.

Please find attached supporting documents

1. Registration done by the agent
2. Installation details
3. Communication records

Thank you for your attention to this matter.

Sincerely
[redacted]

Original RTI Text : Application under Right to Information Act, 2005

To,
Department of Telecommunication

AND

Public Information Officer (PIO),
Airtel Limited,
Chennai.

Subject Deficiency in Service, Mental Trauma, and Loss of Reputation due to Airtel wifi Negligence

Sir or Madam,

I, [redacted], am writing to express my deep dissatisfaction and frustration with the services provided by Airtel wifi, Chennai. Despite advance registration, I have faced numerous issues, including

1. Delayed installation
2. Poor communication and lack of response from the agent and technical team
3. Blocking of my phone number by the agent and technical team
4. Mental agony and financial losses due to non-availability of Wi-Fi services

I request you to provide the following information

1. Details of the installation process and the reasons for the delay
2. Copies of communication records between me and the Airtel wifi team
3. Explanation for blocking my phone number
4. Compensation for mental agony and financial losses

I demand a response within 30 days, as per the RTI Act. Failure to comply will lead to further action.

Please find attached supporting documents

1. Registration done by the agent
2. Installation details
3. Communication records

Thank you for your attention to this matter.

[redacted]

Print Save Close

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/24/00136	**Date of Receipt :**	09/12/2024
Transferred From :	Department of Telecommunications on 09/12/2024 With Reference Number : DOTEL/R/E/24/00903		
Remarks :	**transferred u/s 6(3) of RTI Act, 2005**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Stat	[redacted]		
Is Reques			
Amount Paid :	0 (RTI fee is received by **Department of Telecommunications (original recipient)**)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought : Application under Right to Information Act, 2005

To,
Department of Telecommunication

AND

Public Information Officer (PIO),
Reliance Jio Infocomm Limited,
Chennai.

Subject Deficiency in Service, Mental Trauma, and Loss of Reputation due to Jio AirFiber Negligence

Sir or Madam,

I, [redacted], am writing to express my deep dissatisfaction and frustration with the services provided by Jio AirFiber, Chennai. Despite

paying Rs 2221 in advance for a 3 month 30 Mbps plan, I have faced numerous issues, including

1. Delayed installation
2. Poor communication and lack of response from the agent and technical team
3. Blocking of my phone number by the agent and technical team
4. Mental agony and financial losses due to non-availability of Wi-Fi services

I request you to provide the following information

1. Details of the installation process and the reasons for the delay
2. Copies of communication records between me and the Jio AirFiber team
3. Explanation for blocking my phone number
4. Compensation for mental agony and financial losses

I demand a response within 30 days, as per the RTI Act. Failure to comply will lead to further action.

Please find attached supporting documents

1. Receipt of payment (RS 2221)
2. Installation details
3. Communication records

Thank you for your attention to this matter.

Sincerely
[redacted]

Original RTI Text : Application under Right to Information Act, 2005

To,
Department of Telecommunication

AND

Public Information Officer (PIO),
Reliance Jio Infocomm Limited,
Chennai.

Subject Deficiency in Service, Mental Trauma, and Loss of Reputation due to Jio AirFiber Negligence

Sir or Madam,

I, [redacted], am writing to express my deep dissatisfaction and frustration with the services provided by Jio AirFiber, Chennai. Despite paying Rs 2221 in advance for a 3 month 30 Mbps plan, I have faced numerous issues, including

1. Delayed installation
2. Poor communication and lack of response from the agent and technical

team
3. Blocking of my phone number by the agent and technical team
4. Mental agony and financial losses due to non-availability of Wi-Fi services

I request you to provide the following information

1. Details of the installation process and the reasons for the delay
2. Copies of communication records between me and the Jio AirFiber team
3. Explanation for blocking my phone number
4. Compensation for mental agony and financial losses

I demand a response within 30 days, as per the RTI Act. Failure to comply will lead to further action.

Please find attached supporting documents

1. Receipt of payment (RS 2221)
2. Installation details
3. Communication records

Thank you for your attention to this matter.

Sincerely
[redacted]

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(425)/2024-RTI Dated: 01-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your (02) two RTI applications received through transferred online on the RTI portal from DoT vide Reg. Nos. TRAOI/R/T/24/00136, dated 09.12.2024 and TRAOI/R/T/24/00138, dated 12.12.2024 for providing information under the provisions of the RTI Act 2005, regarding delay of your Wi-Fi Service by Jio AirFiber, related matters. In this context, the following is furnished : -

S.No.	Reply
1 to 4.	The information sought does not pertain to TRAI. However, it is informed that with respect to the benchmark for service provisioning prescribed by TRAI, kindly refer TRAI's regulation namely "The Standards of Quality of Service of Access (Wireline And Wireless) And Broadband (Wireline And Wireless) Service Regulations, 2024 (06 of 2024)" dated 2nd August 2024 which is available in the public domain and can be accessed at the TRAI website www.trai.gov.in under the following url:- https://trai.gov.in/sites/default/files/Regulation_02082024.pdf

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 01-01-2025 14:59:01

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/24/00148	**Date of Receipt :**	27/12/2024
Transferred From :	Department of Telecommunications on 27/12/2024 With Reference Number : DOTEL/R/T/24/01258		
Remarks :	**transferred u/s 6(3) of RTI Act, 2005**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Sta	[redacted]		
Is Reque			
Amount Paid :	0 (RTI fee is received by **Bharat Broadband Network Limited (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Provides information about calculation of days and expiry time of last day after recharging the recharge value of SIM Honorable Sir, please provide the desired information within 30 days. If the desired information does not reach your office, then send my application to the concerned Information Officer under Section 6 (3) of the Right to Information Act 2005. And send a copy to us as well.		
Original RTI Text :	Provides information about calculation of days and expiry time of last day after recharging the recharge value of SIM Honorable Sir, please provide the desired information within 30 days. If the desired information does not reach your office, then send my application to the concerned Information Officer under Section 6 (3) of the Right to Information Act 2005. And send a copy to us as well.		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(21)/2025-RTI Dated: 17-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 27.12.2024 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/24/00148, for providing information under the provisions of the RTI Act 2005, regarding calculation of days and expiry of time after recharging of mobile, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	Vide your above mentioned RTI application you have not sought any specific information and therefore no information is available in TRAI.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 17-01-2025 15:54:34

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/24/00149	**Date of Receipt :**	30/12/2024
Transferred From :	Department of Telecommunications on 30/12/2024 With Reference Number : DOTEL/R/T/24/01257		
Remarks :	**transferred u/s 6(3) of RTI Act, 2005**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Status	[redacted]		
Is Requeste			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	1. What is the minimum speed of 4G from 2023 to 2024 Honorable Sir, please provide the desired information within 30 days. If the desired information does not reach your office, then send my application to the concerned Information Officer under Section 6 (3) of the Right to Information Act 2005. And send a copy to us as well.		
Original RTI Text :	1. What is the minimum speed of 4G from 2023 to 2024 Honorable Sir, please provide the desired information within 30 days. If the desired information does not reach your office, then send my application to the concerned Information Officer under Section 6 (3) of the Right to Information Act 2005. And send a copy to us as well.		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(26)/2025-RTI Dated: 20-01-2025

To,

[redacted]

Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 30.12.2024 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/24/00149, for providing information under the provisions of the RTI Act 2005, regarding the minimum Internet speed of 4G, related matters. In this context, the following is furnished: -

S.No.	Reply
1.	TRAI has not prescribed any minimum internet speed for 4G. However, TRAI MySpeed App/ Portal facilitates users to explore the Mobile Data experience of customers across India. Users can submit data by downloading the app and testing their data speeds. TRAI MySpeed Portal provides Crowdsourced data, technology wise, Licensed Service Area (Circle) wise and operator wise. For more details the portal may be accessed through the following link:- https://myspeed.trai.gov.in

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Signed by
Sushil Kumar Dutta
Date: 20-01-2025 16:06:03

(S. K. Dutta)
Central Public Information Officer