



भारतीय दूरसंचार विनियामक प्राधिकरण  
TELECOM REGULATORY AUTHORITY OF INDIA  
भारत सरकार /Government of India



**S.K. Gupta**  
**Secretary Incharge**  
Tel: 23220018

D.O. No: 305-3/2011-QoS  
Dated: 16.08.2017

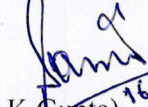
Dear Madam,

The Department of Telecommunications (DoT) vide its letter dated 31.12.2012 sought recommendations from TRAI on Cloud Computing based services pertaining to regulatory framework, security over the cloud, cost benefit analysis, Quality of Service, inter-operability, incentivisation, legal framework and implementation strategies of cloud services in Government. Further DoT vide letter no. 4-4/Cloud Services/NT-2012 dated 22.06.2015 intimated that the recommendations on Cloud Services may be given by TRAI on the broad categories mentioned in the earlier letter dated 31.12.2012 without being too specific on its implementation strategies in the Government sector.

2. After receiving the above references, the Consultation Paper on cloud computing was released on 10.06.2016 seeking the comments from the stakeholders and an Open House Discussion (OHD) on the issue was held on 03.04.2017.
3. Based on the comments received and further analysis, the Authority has finalized its recommendation on "Cloud Services". The same is enclosed herewith.
4. In keeping with practice, a copy of this letter along with the recommendations, is being placed on the website of TRAI [www.trai.gov.in](http://www.trai.gov.in)

*With best regards,*

Yours sincerely

  
(S.K. Gupta) 16.8.2017

**Ms. Aruna Sundararajan**  
Secretary  
Department of Telecommunications  
Ministry of Communications,  
Sanchar Bhawan, Ashoka Road  
New Delhi - 110001