



# ANNUAL REPORT

2024-2025



Telecom Regulatory Authority of India





## Telecom Regulatory Authority of India

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### (IS/ISO 9001: 2015 Certified Organisation)

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# Annual Report 2024-25

4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup> & 7<sup>th</sup> Floor, Tower – F, NBCC World Trade Center, Nauroji Nagar, New Delhi – 110029.



+91-11-26769666



[www.trai.gov.in](http://www.trai.gov.in)



# Letter of Transmittal

**To the Central Government through Hon'ble Minister of Communications**

It is my privilege to forward this Annual Report of the Telecom Regulatory Authority of India (TRAI) for the year 2024-25 to be laid before both the Houses of Parliament. Included in this report is the information required to be forwarded to the Central Government under the provisions of the Telecom Regulatory Authority of India Act, 1997, as amended by TRAI (Amendment) Act, 2000.

The Report contains an overview of the Telecom and Broadcasting sectors and a summary of the key initiatives of TRAI on regulatory matters with specific reference to the functions mandated to it under the Act. The Audited Annual Statement of Accounts of TRAI is also included in the Report.



**(Anil Kumar Lahoti)**  
**Chairperson**

**Dated: 19<sup>th</sup> November, 2025**



# TABLE OF CONTENTS

Overview of the Telecom and Broadcasting Sectors	01-10
---	-------

## PART I

<b>Policies and Programmes</b>	11-66
--------------------------------	-------

- A. Review of General Environment in the Telecom Sector
- B. Review of Policies and Programmes
- C. Review of General Environment in the Broadcasting & Cable TV Sector
- D. Annexures to Part – I

## PART II

Review of working and operation of the Telecom Regulatory Authority of India	67-184
---	--------

## PART III

Functions of Telecom Regulatory Authority of India in respect of matters specified in Section 11 of Telecom Regulatory Authority of India Act	185-198
--	---------

## PART IV

Organizational Matters of Telecom Regulatory Authority of India and Financial performance	199-281
---	---------

- A. Organizational matters of Telecom Regulatory Authority of India
- B. Audited Accounts of TRAI for the year 2024-25
- C. Audited Contributory Provident Fund Accounts of TRAI for the year 2024-25



# Overview of The Telecom And Broadcasting Sectors





## Overview

For nearly three decades, the Telecom Regulatory Authority of India (TRAI) has been at the forefront of shaping India's dynamic Telecom and Broadcasting sectors. Guided by its core mission of promoting transparency, fairness, and consumer empowerment, TRAI has been instrumental in driving sustained growth, technological innovation, and regulatory reform across the industry. In 2024–25, TRAI continued to fortify India's position as a global digital leader by fostering a future-ready, competitive, and investor-friendly ecosystem. Through proactive policy recommendations and a calibrated regulatory approach, TRAI is ensuring that the benefits of connectivity and digital transformation reach every citizen, while creating a level playing field for all stakeholders in an increasingly converged and complex communications landscape.

The year 2024-25 marked a defining phase for the Indian telecom and broadcasting sectors, witnessing expansive growth, technological transformation, and regulatory progress. With its mandate to ensure orderly growth, consumer protection, and a level playing field, the Telecom Regulatory Authority of India (TRAI) continued to play a catalytic role in steering both sectors towards innovation, efficiency, and inclusivity. The overview encapsulates the transformative journey of these sectors during the fiscal year, underscoring key achievements, milestones, and TRAI's instrumental contributions.

The notable expansion witnessed in both the sectors—in terms of subscriber numbers, geographical coverage, and service quality, stands as a strong testament to the initiatives led by TRAI. Through its responsiveness to rapid developments, anticipating the effects of new developments, and delivering timely solutions, TRAI has fostered structured growth in these sectors.

India has adopted strong policies to attract investment in the telecommunications sector by promoting competition, facilitating the entry for new players, and maintaining technology-neutral approaches. TRAI has supported this by following a forbearance policy and applying light-touch regulation.

TRAI has made multifaceted contributions to the Telecom and Broadcasting sectors, including recommending the government on critical issues such as licensing, spectrum valuation, and competition, as well as issuing regulations on tariffs, quality of service, and consumer protection. Throughout its consultation process, TRAI prioritizes transparency, diverse perspectives, and alignment of stakeholder interests, which are fundamental to an effective regulatory framework.

TRAI's policy recommendations on spectrum management, infrastructure sharing, and active network elements played a key role in accelerating 5G deployment. TRAI's efforts in streamlining Right of Way (RoW) approvals also contributed to faster fiberisation and tower installations.

The need for digital connectivity has grown exponentially over the years, becoming a crucial part of everyday life. The internet is now deeply embedded in the day-to-day life of individuals everywhere, whether it's accessing market or health information, making mobile payments, or performing other essential tasks, it has simplified how people live and work. Reliable and high-speed mobile broadband is not only a necessity for modern living but also a key enabler for meeting the United Nations' Sustainable Development Goals, fostering innovation, and driving economic growth.

With 944.12 million users, India ranks as the world's second-largest mobile broadband market. India's average monthly data consumption per user surged to 27.5 GB in 2024, reflecting a compound annual growth rate (CAGR) of 19.5% over the past five years [Source: DD News (March 2025)]. By enabling widespread internet access, the mobile industry has connected people around the world. With mobile technologies becoming increasingly affordable and accessible, both mobile ownership and internet usage are projected to grow steadily in the coming years. The rise in mobile internet use is especially noticeable in emerging digital markets, where mobile networks serve as the main source of internet access.

With a focus on innovation, India is embracing digital transformation to overhaul and redefine every component of its governance system. Digital India serves as a comprehensive programme that brings together various government ministries and departments. The Government is leveraging high-speed and reliable mobile communication technologies to fulfil the objectives of the Digital India initiative.

One of the most remarkable developments in 2024-25 was the rapid rollout of 5G services. This infrastructure milestone enabled high-speed connectivity, and industrial automation across sectors like healthcare, education, logistics, and manufacturing. The evolution of 5G mobile technology signals a promising future for the telecom sector.

5G service was launched in India on 1<sup>st</sup> October 2022 and is currently available in 99.6% of the country's districts. As on 28<sup>th</sup> February 2025, 4.69 lakh 5G Base Transceiver Stations (BTSs) have been installed by the Telecom Service Providers (TSPs) across the country and around 25 crore mobile subscribers have started using 5G, which is one of the fastest rollouts of 5G network [Source: PIB Press Release (March 2025)].

The Government's initiatives span multiple areas, including the development of 5G infrastructure, promotion of collaboration for effective research and development, and encouragement of greater investment in 5G technology. Industries like healthcare, energy and utilities, manufacturing, and retail are poised to gain the most from the widespread deployment of 5G.

India's media and entertainment industries play an important role in shaping the nation's story. The television broadcasting sector has become a key contributor to the country's economic growth. One of the most notable features of the Indian broadcasting and cable TV market is its large size. As per the latest FICCI-EY report, Indian Media and Entertainment (M&E) sector achieved a remarkable milestone in 2024, reaching a total value of ₹ 2.5 trillion. This represents a growth of ₹ 81 billion from the previous year, marking a 3.3% increase. The sector contributed 0.73% to India's GDP in 2024. According to the report, the Indian M&E sector is expected to grow by 7.2% in 2025, reaching ₹ 2.7 trillion [Source: FICCI Press Release (March 2025)].

Also, strict action was taken to counter the rising issue of spam calls by TRAI on 13<sup>th</sup> August 2024. The Telecom Regulatory Authority of India (TRAI) has taken significant measures to curb the menace of spam calls and prevent the misuse of SMS headers and content templates by unscrupulous elements in forwarding malicious / fraudulent messages. These measures are aimed at safeguarding consumer interests and ensuring a clean and secure messaging ecosystem.

Another notable accomplishment achieved by TRAI was the release of recommendations on "Framework for Service Authorizations to be granted under the Telecommunications Act 2023" dated 18<sup>th</sup> September 2024. The mammoth exercise of consultation and finalization of recommendations for a complete revamp of existing licensing framework to a new authorisation framework was completed in a very short period.

The Telecom Regulatory Authority of India (TRAI) also released the Regulations namely "Rating of Properties for Digital Connectivity Regulations, 2024" dated 25<sup>th</sup> October 2024 to provide policy and regulatory trigger, for addressing the issue of quality of digital connectivity inside buildings. The rating framework is aimed to create an ecosystem for co-creations of Digital Connectivity Infrastructure (DCI) as a part of any development activity.

Many consultation processes were undertaken during the year, addressing a wide variety of subjects, such as - Framework for Service Authorisations for provision of Broadcasting Services under the Telecommunications Act, 2023; The Terms and Conditions of Network Authorisations to be Granted Under the Telecommunications Act, 2023; Regulatory framework for Ground-based Broadcasters; Formulating a Digital Radio Broadcast Policy for private Radio broadcasters; Terms and Conditions for the Assignment of Spectrum for Certain Satellite-Based Commercial Communication Services; Review of the Telecom Commercial Communications Customer Preference Regulations, 2018; Telecommunication Tariff (Seventieth Amendment) Order, 2024; Audit related provisions of Interconnection Regulations, 2017 and Digital Addressable Systems Audit Manual; Reserve Prices for auction of FM Radio channels; Review of Telecom Consumers Protection Regulations (TCPD), 2012; Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023; Issues Related to Critical Services in the M2M Sector, and Transfer of Ownership of M2M SIMs; Revision of National Numbering Plan; Auction of Frequency Spectrum in 37-37.5 GHz, 37.5-40 GHz, and 42.5-43.5 GHz bands Identified for IMT; Inputs for formulation of National Broadcasting Policy-2024.

TRAI Headquarter along with its Regional Offices hosted a range of seminars and special Consumer Outreach Programs (COPs) throughout the year. The COPs conducted by TRAI's Regional Offices, focused on empowering underprivileged and marginalized groups, including farmers, fishermen, specially abled persons (Divyang), self-employed rural women, weavers, tribal students, and women working in Anganwadis.

Through its Consumer Outreach Programmes, TRAI has effectively raised awareness among subscribers about their rights and responsibilities, enabling them to make informed choices regarding their telecom services.

The Telecom Regulatory Authority of India (TRAI), in collaboration with the Asia-Pacific Telecommunity (APT), hosted the South Asian Telecommunication Regulators' Council (SATRC) Workshop on Spectrum from 21<sup>st</sup> to 23<sup>rd</sup> January 2025 at Hotel DoubleTree by Hilton, Goa. The workshop witnessed participation from a total of 85 attendees, including approximately 57 international delegates from SATRC member countries and 28 domestic participants representing TRAI and various ministries and departments.

TRAI has partnered with peer regulators from various sectors to address cross-sectoral issues and challenges arising from advancements in Information and Communication Technology (ICT). At its 24<sup>th</sup> Annual General Body Meeting, the Forum of Indian Regulators (FOIR) focused on how to speed up the adoption of 5G and its related technologies across different sectors represented in the forum. Considering the success of the working group on "Cross-Sector Collaborative Regulation between TRAI and Electricity Regulators" in advancing 5G infrastructure, TRAI suggested setting up another working group to explore and recommend measures for rapid deployment of 5G and associated technologies across various sectors represented in FOIR. Recognizing the vast potential and anticipated impact of 5G, FOIR agreed to establish a group to examine the opportunities and challenges associated with the adoption of 5G and emerging technologies such as AI/ML, IoT, M2M, AR/VR, Industry 4.0 etc. in different sectors represented in FOIR viz. industries, ports, airports, power sector, petroleum & natural gas, real estate, food industry, etc. for sector specific applications as well as common applications in data analytics, office management, MIS etc. for the regulator.

As of now, three meetings of FOIR's Technical Working Group have been commenced during 2024-25, and TRAI is currently in the process of drafting a consultation paper.

The Joint Committee of Regulators (JCoR), an initiative of TRAI, was established to foster collaborative efforts among sectoral regulators from the telecommunication, IT, Consumer Affairs, and financial and insurance sectors to deliberate cross-sectoral regulatory issues in the digital world and work collaboratively on adopting appropriate regulatory measures in accordance with changing requirements. Periodic meetings of the JCoR are being held since year 2021. Members of the committee have since leveraged this platform to reinforce their regulatory frameworks and ensure effective implementation thereof. The JCoR has provided a very useful collaborative forum to address the challenges related to spam in the digital era and enhance regulatory frameworks to control spam through collective efforts.

Some of the significant developments pertaining to the Telecommunications and Broadcasting sectors during the year 2024-25 are briefly cited below:

## I. TELECOM SECTOR

The Indian telecom sector is evolving significantly, it is propelled by fast-paced advancement of technology including the transition from older networks to digital exchanges, fiber optics, and wireless technologies and changing market trends. It has bridged geographical distances, enhanced connectivity, and revolutionized the way people communicate and interact. This fast-paced growth has significantly contributed to the country's overall economic development. The telecom sector is a significant part of the global economy and plays a crucial role in the growth of other sectors, including information and communication technology (ICT). India's telecom sector is the second largest in the world by number of telephone users, with a rapidly growing internet user base and significant growth in mobile data usage. The Telecom Regulatory Authority of India (TRAI) holds a pivotal position in defining and formulating the regulatory landscape of the country's telecom industry.

Over the years, India has achieved significant milestones in digital transformation and has emerged as the second-largest telecom market globally in terms of subscriber base. Digitalisation has now become irreversible and an essential part of both the economy and society, reaching every sector and influencing aspect of human life. It allows people to stay connected across distances, access information and basic services like healthcare, work or study from home, make financial transactions, and stay in touch with friends and family, as well as enjoy entertainment—anytime, anywhere.

Over the past few decades, the telecom industry has evolved through various generations of mobile technologies, shifting its focus from voice services to content and further expanding into commerce and industrial applications. 5G technology is poised to revolutionize numerous sectors/industries by offering new levels of flexibility, productivity, and efficiency. The integration of 5G with technologies like Artificial Intelligence (AI), AR/VR, smart platforms, and IoT can unlock or create immense value for individual, businesses, and society as a whole. It will further enable the creation of advanced services essential for building smart cities, autonomous vehicles, smart manufacturing, and related innovations.

During the year, while discharging various recommendatory and regulatory functions, the Authority addressed several issues and challenges being faced by the Telecom sector. Recommendations were made to the Government on key issues like "Encouraging Innovative Technologies, Services, Use Cases and Business Models through Regulatory Sandbox in Digital Communication Sector", "Telecommunication Infrastructure Sharing, Spectrum Sharing and Spectrum Leasing", "Tera Hertz Spectrum", "Connectivity to Access Service VNOs From More than one NSO", "Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023", "Definition of International Traffic", "Assignment of Additional Spectrum to Indian Railways for its Safety and Security Applications", "Frequency Spectrum in 37-37.5 GHz, 37.5-40 GHz, and 42.5-43.5 GHz bands Identified for IMT", "Revision of National Numbering Plan", "Terms and Conditions of Network Authorisations to be Granted Under the Telecommunications Act, 2023". Response of TRAI to DoT's back references received on Telecom Recommendations and Amendments to the various Telecom Regulations were also issued during this period.

At the end of the financial year 2024-25, the overall telecom subscriber base reached 1200.80 million in comparison to the subscriber base of 1199.28 million as on 31<sup>st</sup> March 2024 registering an increase of 1.51 million subscribers during the financial year 2024-25. The wireless subscriber base was 1156.99 million at the end of 31<sup>st</sup> March 2025 in comparison to the subscriber base of 1165.49 million as on 31<sup>st</sup> March 2024 registering a decrease of 8.50 million subscribers during the financial year 2024-25. The total wireline subscriber base as on 31<sup>st</sup> March 2025 stood at 37.04 million as compared to 33.79 million subscribers on 31<sup>st</sup> March 2024, registering an increase of 3.25 million subscribers during the year 2024-25. Out of 37.04 million wireline subscribers, 33.54 million are urban subscribers and 3.50 million are rural subscribers.

The Internet subscriber base in the country as on 31<sup>st</sup> March 2025 stood at 969.10 million as compared to 954.40 million as on 31<sup>st</sup> March 2024. The total broadband subscriber base of the country as on 31<sup>st</sup> March 2025 is 944.12 million whereas it was 924.07 million as on 31<sup>st</sup> March 2024.



## II. BROADCASTING SECTOR

The television broadcasting sector has emerged as a vital player in fostering India's economic growth. India's media and entertainment sectors hold a significant place in our country's narrative. The demographic dividend comprising of more than half of youth population in the country offers huge opportunity for information and entertainment services making the Indian M&E sector a sunrise sector of Indian economy. As per the industry reports [Source: FICCI EY Report (March 2025)], Indian M&E sector grew 3.3% in 2024 to reach ₹ 2.5 trillion and is expected to reach ₹ 3.07 trillion by 2027 with a CAGR of 7%.

The year 2024-25 proved to be yet another dynamic time for the broadcasting and cable services industry. During the year 2024-25, several key consultation papers were released by TRAI which included : a) Inputs for formulation of National Broadcasting Policy-2024; b) Reserve Prices for auction of FM Radio channels; c) Audit related provisions of Interconnection Regulations, 2017 and Digital Addressable Systems Audit Manual; d) Formulating a Digital Radio Broadcast Policy for private Radio broadcasters; e) Regulatory framework for Ground-based Broadcasters; and f) Framework for Service Authorisations for provision of Broadcasting Services under the Telecommunications Act, 2023.

Further, during the year 2024-25, several key recommendations were sent to the Government. These included: a) Inputs for formulation of National Broadcasting Policy-2024; b) Listing of television channels in Electronic Programme Guide and Upgradation of DD Free Dish platform to an Addressable System; c) Regulatory framework for Ground-based Broadcasters; and d) Framework for Service Authorisations for provision of Broadcasting Services under the Telecommunications Act, 2023. The gist of these recommendations is discussed in Part II, which relates to the review of the functioning and operations of TRAI. During the period 2024-25, a total of 518 audits of Digital Addressable Systems have been conducted by 44 auditors empanelled by TRAI and Broadcast Engineering Consultants India Limited (BECIL).

Other significant developments in the Broadcasting sector are as below:

- i. The broadcasting sector consists of Television and Radio Services. The Television services are delivered through Cable TV services, Direct-To-Home (DTH) services, Headend in the Sky (HITS) services and Internet Protocol Television (IPTV) services. As per an industry report [Source: FICCI EY Report (March 2025)], the TV universe consists of approximately 60 million cable TV households, 2 million HITS subscribers. In addition, as per the reports submitted by the 4 pay DTH operators to TRAI, the total number of active pay DTH subscribers stood at 56.92 million as on 31<sup>st</sup> March 2025. Furthermore, as reported by 9 IPTV operators, the total number of IPTV subscribers was 0.7 million as on 31<sup>st</sup> March 2025.
- ii. The TV broadcasting sector encompasses approximately 329 broadcasters providing around 918 private satellite TV channels permitted by the MIB as on 31<sup>st</sup> March 2025 (Source: As per MIB's broadcast seva). These television channels include 232 SD pay TV channels and 101 HD pay TV channels provided by 35 broadcasters (Source: As reported to TRAI). Further, there were 845 Multi System Operators (MSOs), 1 HITS operator, 4 pay DTH operators, and 53 IPTV operators. According to information provided by the Ministry of Information and Broadcasting (MIB), as on 1<sup>st</sup> January 2022, there were 81,706 registered local cable operators in the country.

- iii. Prasar Bharati, is the Public Service Broadcaster in India which operates radio network, known as All India Radio or Akashvani, and television network known as Doordarshan. Prasar Bharati also operates DD Free dish, the only Free-to-Air (FTA) DTH Service which is the largest DTH platform in India. DD Free Dish reaches millions of people especially in rural, remote, inaccessible and border areas having low income and is used as a tool not only for entertainment but also for promoting education, health, and agriculture. As per industry estimates [Source: FICCI EY Report (March 2025)], there were around 49 million DD Free Dish households.
- iv. As per an industry report, the revenue of the Indian television industry stood at ₹ 67,900 crore at the end of year 2024, of which subscription revenue was ₹ 38,500 crore and advertisement revenue was ₹ 29,400 crore. [Source: FICCI EY Report (March 2025)]
- v. As reported by private FM Radio operators to TRAI, there were 388 private FM radio stations operational as on 31<sup>st</sup> March 2025, besides the 591 radio channels operated by the public service broadcaster - All India Radio (AIR). As far as Community Radio Stations is concerned, as per the information provided by the MIB, out of the 639 permissions issued as on 31<sup>st</sup> March 2025 for the setup of such stations, 531 community radio stations became operational. As reported by private FM Radio operators to TRAI, the advertisement revenue of private FM Radio stations was ₹ 1818.71 crore in the year 2024-25.

### III. OTHER ADMINISTRATIVE INITIATIVES

Since its establishment in 1997, the Telecom Regulatory Authority of India (TRAI) had been functioning from rented premises. In November 2020, the Government of India, through the Department of Telecommunications (DoT), approved the acquisition of office space for TRAI at the NBCC Commercial Complex, currently being developed as the World Trade Centre (WTC) in Nauroji Nagar, New Delhi.

Subsequently, in February 2021, NBCC (India) Limited allocated a total of 115,982 sq. ft. of super built-up area (including 85,545 sq. ft. of carpet area) in Tower-F of the WTC complex, covering the 4<sup>th</sup> to 7<sup>th</sup> floors.

In November 2022, TRAI signed a Memorandum of Understanding (MoU)/Agreement with NBCC Services Ltd.—a wholly-owned subsidiary of the Navratna CPSE NBCC (India) Ltd.—to undertake the planning, design, and execution of interior fit-out, renovation, and furnishing works for its new office space.

These works have now been substantially completed, and the site was handed over to TRAI in May 2024. TRAI has since relocated to its new premises in Tower-F of the NBCC World Trade Centre, Nauroji Nagar, New Delhi. With this move, TRAI now operates from its own dedicated office accommodation w.e.f. 1<sup>st</sup> June 2024.

In view of the expanding scope of work assigned to the Telecom Regulatory Authority of India, due to changing technology landscape and challenges posed by technological disruptions in Telecom & Broadcasting Sectors, restructuring of TRAI has been proposed and a proposal in this regard has been sent to the Department of Telecommunications vide letter dated 10<sup>th</sup> March, 2023 for seeking approval of MoF/Cabinet in respect of creation of additional posts for TRAI HQ and TRAI Regional Offices as part of restructuring. The matter has been taken up with MoF by DoT.



# PART I

## POLICIES AND PROGRAMMES



## A. REVIEW OF GENERAL ENVIRONMENT IN THE TELECOM SECTOR

**1.1** At the end of the financial year 2024-25 the overall telecom subscriber base reached 1200.80 million in comparison to the subscriber base of 1199.28 million as on 31<sup>st</sup> March 2024 registering an increase of 1.51 million subscribers during the financial year 2024-25. The overall subscriber base and tele-density is shown in **Table-1**.

**Table-1: Overall Subscriber base and Tele-density**

Particulars	Wireless	Wireline	Total (Wireless+Wireline)
Total Telephone Subscribers (Million)	1163.76*	37.04	1200.80
Urban Telephone Subscribers (Million)	632.57*	33.54	666.11
Rural Telephone Subscribers (Million)	531.18*	3.50	534.69
Overall Tele-density (%)	82.42%	2.62%	85.04%
Urban Tele-density (%)	124.83%	6.62%	131.45%
Rural Tele-density (%)	58.67%	0.39%	59.06%
Share of Urban Subscribers	54.36%	90.55%	55.47%
Share of Rural Subscribers	45.64%	9.45%	44.53%
No. of Internet Subscribers (Million)	927.70	41.41	969.10
No. of Broadband Subscribers (Million)	902.74*	41.39	944.12

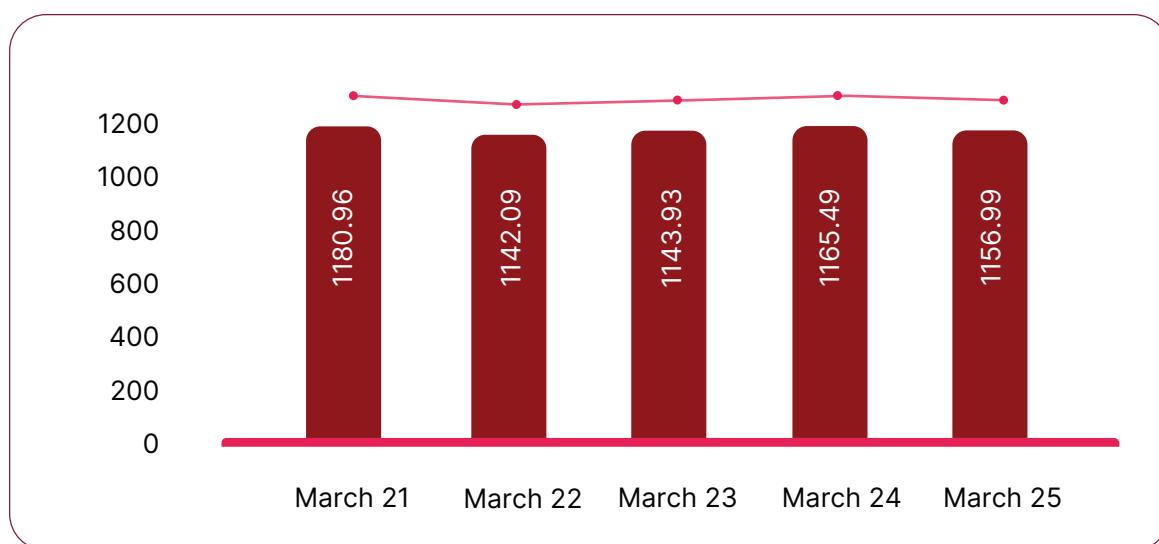
\* Wireless includes 5G FWA subscription also.

The details of subscriber base in wireless & wireline segments; requests for Mobile Number Portability (MNP); Tele-density; Internet subscribers and Quarterly Telecom Services Performance Indicators are explained in subsequent paragraphs.

## (a) Wireless (Mobile)

**1.1.1** The wireless subscriber base was 1156.99 million at the end of 31<sup>st</sup> March 2025 in comparison to the subscriber base of 1165.49 million as on 31<sup>st</sup> March 2024 registering a marginal decrease of 8.50 million subscribers during the financial year 2024-25. The status of wireless subscriber base during the last five years is depicted in the Figure-1.

**Figure-1: Wireless Subscriber Base for the last five years since March 2021 (In million)**



## (b) Mobile Number Portability

**1.1.2** During the financial year 2024-25, 156.41 million subscribers have submitted their porting requests to different service providers to avail the MNP facility. With this, the cumulative number of requests for porting since January 2011, increased from 962.52 million at the end of March 2024 to 1118.94 million at the end of March 2025. The service area-wise cumulative porting request at the end of March 2025 is depicted in **Table-2**.

**Table-2: Service Area-wise Cumulative Porting requests at the end of March 2025**

### Cumulative MNP Requests (Service Area-wise) at the end of March 2025

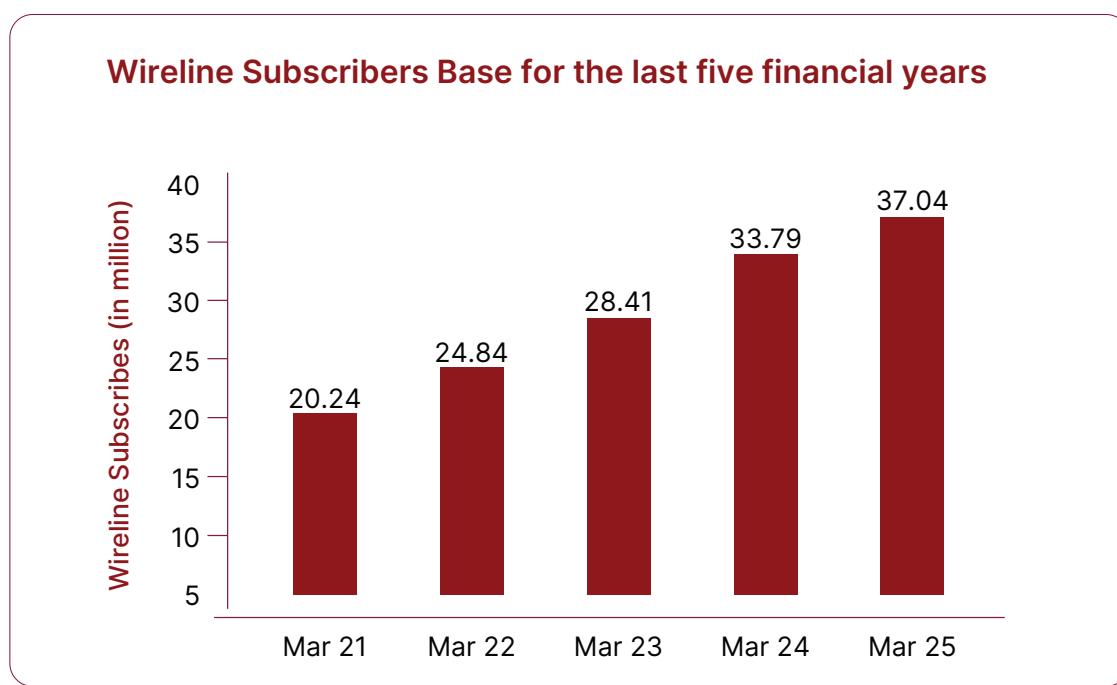
	Service Area	Cumulative MNP requests processed by		Total Number of Porting Requests
		Zone-I	Zone-II	
Zone-I	Delhi	50,038,906	3,214,759	53,253,665
	Gujarat	74,239,040	1,874,752	76,113,792
	Haryana	34,207,031	982,023	35,189,054
	Himachal Pradesh	4,566,192	118,689	4,684,881
	Jammu & Kashmir	3,012,759	220,309	3,233,068
	Maharashtra	87,871,388	2,995,562	90,866,950
	Mumbai	34,674,773	1,558,980	36,233,753
	Punjab	34,491,646	1,874,574	36,366,220
	Rajasthan	73,559,762	1,003,375	74,563,137
	Uttar Pradesh (East)	110,052,408	1,842,036	111,894,444
Zone-II	Uttar Pradesh (West)	83,096,458	931,326	84,027,784
	Andhra Pradesh	1,173,550	71,515,895	72,689,445
	Assam	346,593	7,848,481	8,195,074
	Bihar	4,682,401	60,251,301	64,933,70
	Karnataka	1,858,990	71,671,376	73,530,366
	Kerala	450,585	25,893,908	26,344,493
	Kolkata	409,639	19,764,520	20,174,159
	Madhya Pradesh	2,537,934	85,875,608	88,413,542
	North-East	66,804	2,483,869	2,550,673
	Odisha	392,780	19,082,893	19,475,673
	Tamil Nadu	761,452	68,565,178	69,326,630
	West Bengal	1,474,770	65,400,252	66,875,022
<b>Total</b>		<b>603,965,861</b>	<b>514,969,666</b>	<b>1,118,935,527</b>
<b>Total (Zone-I + Zone – II)</b>				

## (c) Wireline and Wireless (FWA-5G) Services

### 1.1.3 (i) Wireline:

The total wireline subscriber base as on 31<sup>st</sup> March 2025 stood at 37.04 million as compared to 33.79 million subscribers on 31<sup>st</sup> March 2024, registering an increase of 9.62% during the year 2024-25. Out of 37.04 million wireline subscribers, 33.54 million are urban subscribers and 3.50 million are rural subscriber. The wireline subscriber base for the last five years is depicted in **Figure-2**.

**Figure-2: Wireline Subscribers for the last five financial years**

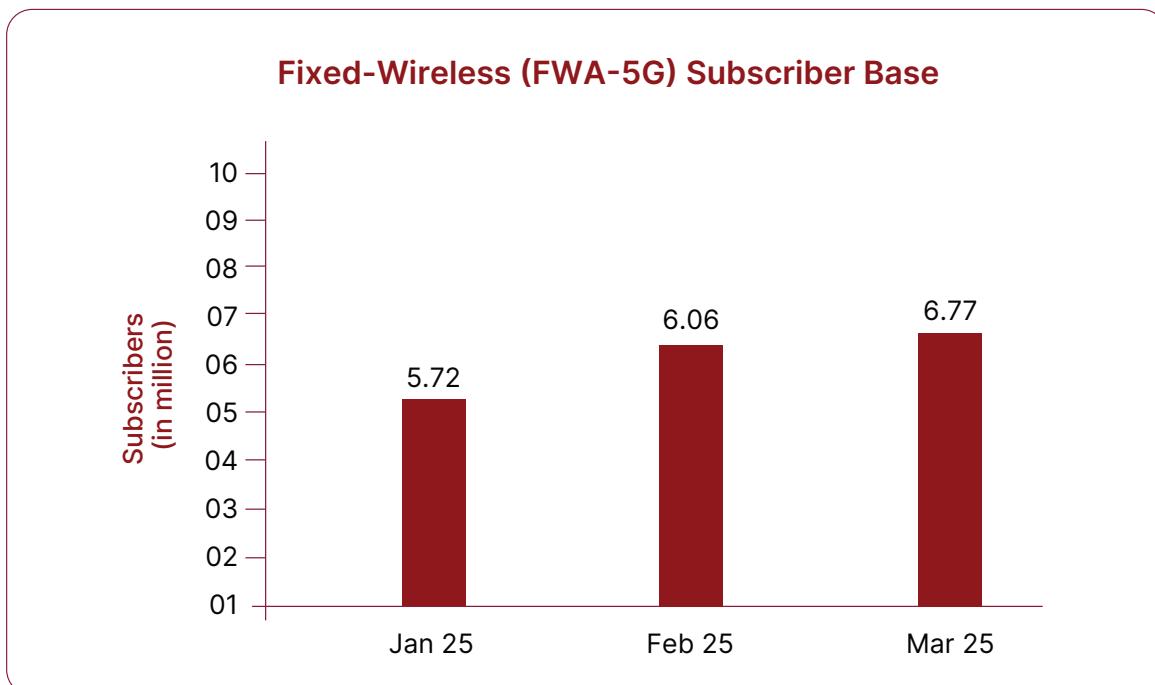


### (ii) Wireless (FWA-5G):

The Fixed line subscribers base report was revised with effect from January 2025. Accordingly, the accounting of Fixed Wireless Access (5G) subscribers started separately from January 2025. As on 31<sup>st</sup> March 2025, the total Wireless (FWA-5G) subscribers base stood at 6,769,089<sup>#</sup> (6.77 million). The Fixed Wireless (FWA-5G) subscriber base for the last three months is depicted in the **Figure-3**.

#Accounting of FWA-5G Subscribers started separately w.e.f. January 2025

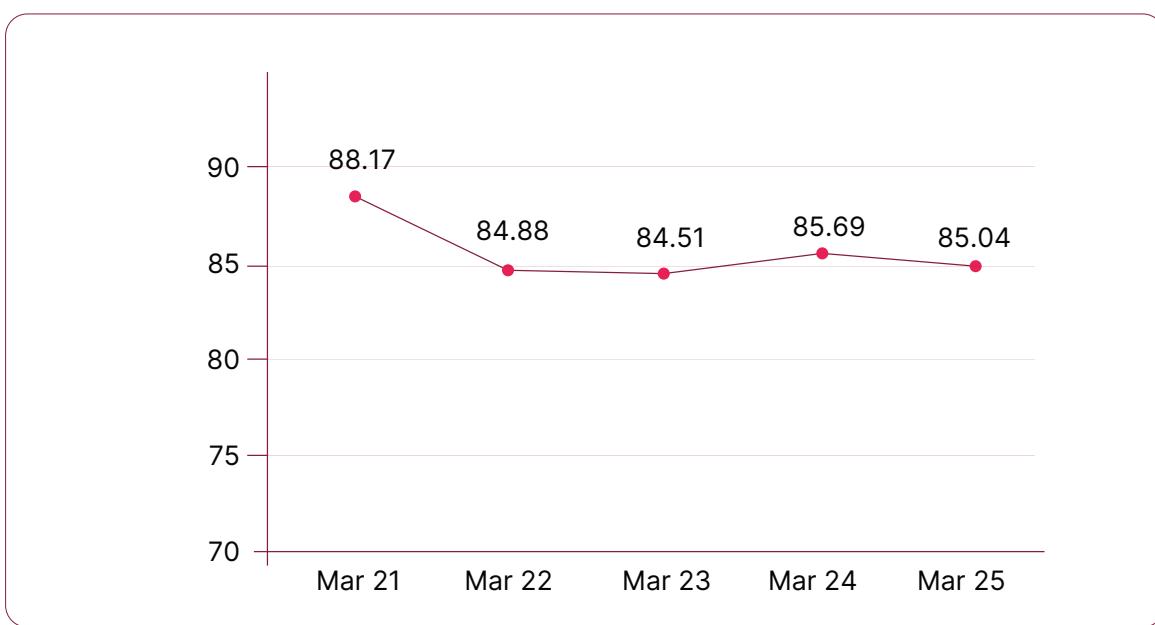
**Figure-3: Fixed-Wireless (FWA-5G) subscribers for three months**



#### **(d) Tele-density**

**1.1.4** The tele-density at the end of March 2025 was 85.04% as compared to 85.69% as on 31<sup>st</sup> March 2024, registering a decrease of 0.75%. The trend of tele-density since March 2021 is depicted in **Figure-4**.

**Figure-4: Trend of Tele-density**



## (e) Internet and Broadband subscribers

**1.1.5** The Internet subscriber base in the country as on 31<sup>st</sup> March 2025 stood at 969.10 million as compared to 954.40 million as on 31<sup>st</sup> March 2024. The total broadband subscriber base of the country as on 31<sup>st</sup> March 2025 is 944.12 million whereas it was 924.07 million as on 31<sup>st</sup> March 2024.

The details of subscription as reported by the service providers in the country as on 31<sup>st</sup> March 2025 are indicated in **Table-3**.

**Table-3: Internet Subscribers (In million)**

Segment	Subscription	Category	Internet Subscribers		% Change	
			Mar-24	Mar-25		
<b>Wired</b>	Fixed (wired) Internet (DSL, FTTx, Ethernet/LAN, Cable Modem, ILL)	Broadband	40.06	41.39	3.32%	
		Narrowband	0.22	0.02	-91.05%	
		<b>Total</b>	<b>40.27</b>	<b>41.41</b>	<b>2.82%</b>	
<b>Wireless</b>	Fixed Wireless Internet (FWA-5G, Wi-Fi, Wi-Max, Radio, Satellite) (Wi-Fi, Wi-Max, Radio & VSAT)	Broadband	0.79	4.89*	519.60%	
		Narrowband	0.003	0.002	-31.24%	
		<b>Total</b>	<b>0.79</b>	<b>4.90*</b>	<b>517.28%</b>	
	Mobile Internet (Handset/Dongle based)	Broadband	883.22	897.84	1.66%	
		Narrowband	30.12	24.96	-17.13%	
		<b>Total</b>	<b>913.34</b>	<b>922.80</b>	<b>1.04%</b>	
<b>Total Internet Subscribers</b>		Broadband	924.07	944.12	2.17%	
		Narrowband	30.34	24.98	-17.66%	
		<b>Total</b>	<b>954.40</b>	<b>969.10</b>	<b>1.54%</b>	

\*Reporting of FWA-5G Internet Subscription data is changed to wireless segment from November 2024 onwards [earlier (in March 2024) FWA-5G internet subscription data was erroneously accounted under wired segment].

## (f) The Indian Telecom Services Performance Indicators

**1.1.6.1** TRAI has been bringing out a monthly press release on Telecom Subscription Data. The press release includes information on total subscriber base, Tele-density, Service Provider wise market share, Mobile Number Portability (MNP) requests, Peak VLR data, Net Additions during the month in wireless, wireline and broadband segments, etc. The highlights of the press release on the Telecom Subscription data as on 31<sup>st</sup> March 2025, are given at **Table-4**.

**Table-4: Highlights of Telecom Subscription Data as on 31<sup>st</sup> March 2025**

Particulars	Wireless	Wireline	Total (Wireless+ Wireline)
<b>Broadband Subscribers (Million)</b>	<b>902.74*</b>	<b>41.39</b>	<b>944.12</b>
<b>Urban Telephone Subscribers (Million)</b>	<b>632.57*</b>	<b>33.54</b>	<b>666.11</b>
Net Addition in March 2025 (Million)	-1.64	-0.39	-2.03
Monthly Growth Rate	-0.26%	-1.15%	-0.30%
<b>Rural Telephone Subscribers (Million)</b>	<b>531.18*</b>	<b>3.50</b>	<b>534.69</b>
Net Addition in March 2025 (Million)	4.86	0.52	5.38
Monthly Growth Rate	0.92%	17.59%	1.02%
<b>Total Telephone Subscribers (Million)</b>	<b>1163.76*</b>	<b>37.04</b>	<b>1200.80</b>
Net Addition in March 2025 (Million)	3.21	0.13	3.35
Monthly Growth Rate	0.28%	0.37%	0.28%
<b>Overall Tele-density® (%)</b>	<b>82.42%</b>	<b>2.62%</b>	<b>85.04%</b>
Urban Tele-density® (%)	124.83%	6.62%	131.45%
Rural Tele-density® (%)	58.67%	0.39%	59.06%
Share of Urban Subscribers	54.36%	90.55%	55.47%
Share of Rural Subscribers	45.64%	9.45%	44.53%

**Note:**

- \* Wireless includes 5G FWA subscription also.
- @ Based on the projection of population from the 'Report of the Technical Group on Population Projections for India and States 2011—2036'.
- The information in this table is based on the data provided by the Service Providers.
- Number of active wireless subscribers (on the date of peak VLR) in March 2025 was 1074.21 million.
- VLR is acronym of Visitor Location Register. The dates of peak VLR for various TSPs are different in different service areas.

**1.1.6.2** TRAI publishes a Quarterly Report on 'The Indian Telecom Services Performance Indicators'. This report presents the key parameters and growth trends for Telecom & Broadcasting services. A summary of the telecom service performance indicators for the above-mentioned period is illustrated in **Table-5**.

Table-5 - Performance Indicator (Data as on 31<sup>st</sup> March 2025)

Telecom Subscribers (Wireless+Wireline)	
Total Subscribers	1200.80 million
% change over the previous quarter	0.91%
Urban Subscribers	666.11 million
Rural Subscribers	534.69 million
Market share of Private Operators	91.47%
Market share of PSU Operators	8.53%
Tele-density	85.04%
Urban Tele-density	131.45%
Rural Tele-density	59.06%
Wireless (Mobile+5G FWA) Subscribers	
Wireless (Mobile) Subscribers	1,156.99 million
Wireless (5G FWA) Subscribers	6.77 million
Total Wireless Subscribers(%)	1,163.76 million
% change over the previous quarter	1.14%
Urban Subscribers (Mobile+5G FWA)	632.57 million
Rural Subscribers (Mobile+5G FWA)	531.18 million
Market share of Private Operators	92.09%
Market share of PSU Operators	7.91%
Tele-density	82.42%
Urban Tele-density	124.83%
Rural Tele-density	58.67%
Total Wireless Data Usage during the quarter	59,447 PB
Number of Public Mobile Radio Trunk Services (PMRTS)	67,023
Number of Very Small Aperture Terminals (VSAT)	2,43,663

**Table-5 - Performance Indicator (Data as on 31<sup>st</sup> March 2025)**

<b>Wireline Subscribers</b>	
Total Wireline Subscribers	37.04 million
% change over the previous quarter	-5.67%*
Urban Subscribers	33.54 million
Rural Subscribers	3.50 million
Market share of PSU Operators	27.87%
Market share of of Private Operators	72.13%
Tele-density	2.62%
Rural Tele-density	0.39%
Urban Tele-density	6.62%
No. of Public Call Office (PCO)	10,185
<b>Telecom Financial Data</b>	
Gross Revenue (GR) during the quarter	₹ 98,250/- crore
Applicable Gross Revenue (ApGR) during quarter	₹ 92,618/- crore
% change in ApGR over the previous quarter	0.30%
% change in AGR over the previous quarter	1.66%
Share of Public sector undertakings in Access AGR	3.59%
<b>Internet/Broadband Subscribers</b>	
Total Internet Subscribers	969.10 million
% change over previous quarter	-0.11%
Narrowband subscribers	24.98 million
Broadband subscribers	944.12 million
Wired Internet Subscribers	41.41 million
Wireless Internet Subscribers	927.70 million
Urban Internet Subscribers	561.42 million
Rural Internet Subscribers	407.69 million

**Table-5 - Performance Indicator (Data as on 31<sup>st</sup> March 2025)**

Total Internet Subscribers per 100 population	68.63
Urban Internet Subscribers per 100 population	110.79
Rural Internet Subscribers per 100 population	45.03
Total Outgoing Minutes of Usage for Internet Telephony	70.90 million
No. of Public Wi-Fi Hotspots	55,052
Aggregate Data Consumed (TB) for Wi-Fi Hotspots	14,329
<b>Broadcasting &amp; Cable Services</b>	
Number of private satellite TV channels permitted by the Ministry of I&B for uplinking only/downlinking only/both uplinking and downlinking	918
Number of Pay TV Channels as reported by broadcasters	333
Number of private FM Radio Stations (excluding All India Radio)	388
Number of total active subscribers with pay DTH operators	56.92 million
Number of Operational Community Radio Stations	531
Number of pay DTH Operators	4
<b>Revenue &amp; Usage Parameters</b>	
Monthly ARPU of Wireless Service	₹ 182.95
Minutes of Usage (MOU) per subscriber per month - Wireless Service	1026
<b>Wireless Data Usage</b>	
Average Wireless Data Usage per wireless data subscriber per month	22.19 GB
Average revenue realization per GB for wireless data usage during the quarter	₹ 9.11

\* Due to accounting of 5G-FWA Subscribers in wireless category

## B. REVIEW OF POLICIES AND PROGRAMMES

**1.2** Since its inception, TRAI's objective has been to create and nurture conditions for orderly growth of the Telecom sector in the country in a manner and at a pace which will enable India to play a leading role in the emerging global information society. In pursuance of this objective, TRAI has initiated and implemented various policies and programmes over the period. A review of the policies and programmes of TRAI with respect to the following key areas of the telecom sector is provided below:

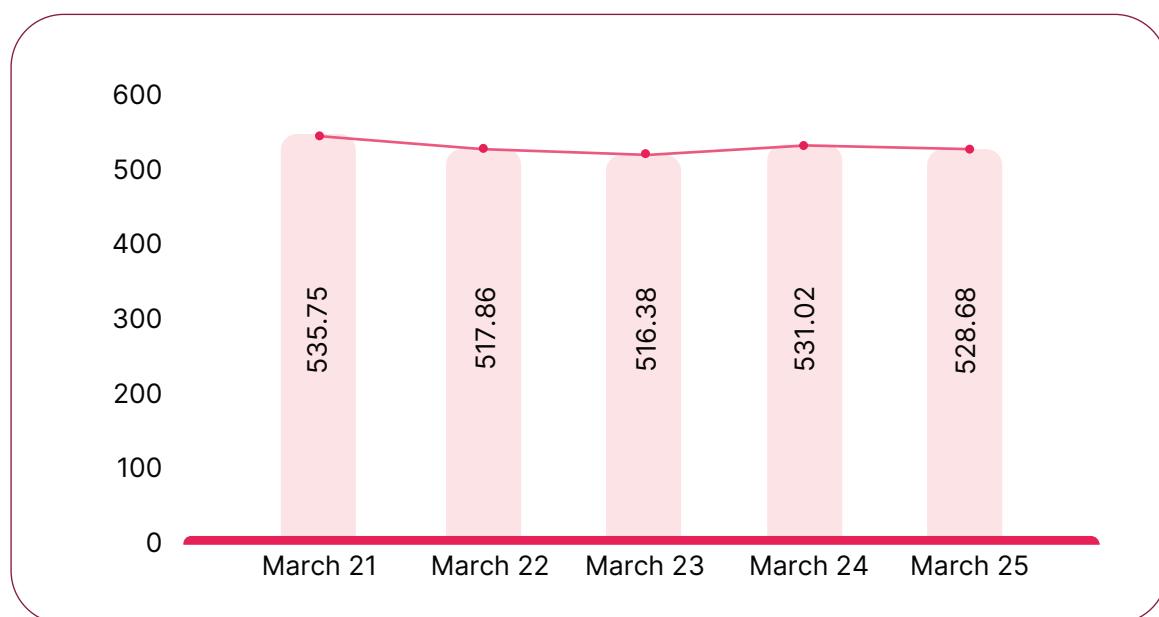
- (a) Rural Telephone Network;
- (b) Expansion of Telephone Network;
- (c) Entry of private sector in both basic and value-added service;
- (d) Technical compatibility and effective interconnection between service providers;
- (e) Telecommunication technology;
- (f) Implementation of National Telecom Policy;
- (g) Quality of Service; and
- (h) Digital Bharat Nidhi (erstwhile Universal Service Obligation).

### 1.2.1 Rural Telephone Network

#### 1.2.1.1 Wireless (excluding 5G FWA)

As on 31<sup>st</sup> March 2025, the Wireless rural subscribers decreased from 531.02 million as on 31<sup>st</sup> March 2024 to 528.68 million at the end of 31<sup>st</sup> March 2025. The share of rural wireless subscribers during the financial year 2024-25 is 45.69% of total wireless subscribers. The rural wireless subscriber base since March 2021 is indicated in **Figure-5**. The service provider-wise rural wireless subscriber base and their market shares are shown in **Table-6** and **Figure-6**.

**Figure-5: Rural Wireless Subscriber Base since March 2021 (In million)**



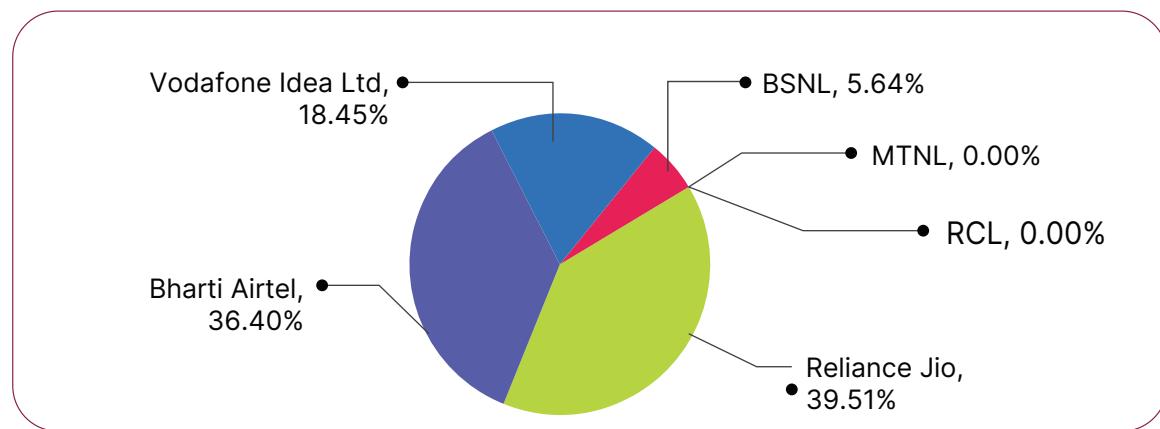
**Table-6: Service Provider-wise Rural Wireless Subscribers and Market Share**

S. No.	Wireless Group	Subscribers as on (in million)		Rural Subscribers as on (in million)		Market Share of Rural Subscribers as on	
		March 2024	March 2025	March 2024	March 2025	March 2024	March 2025
1.	Reliance Jio	469.73	469.76	207.09	208.88	39.00%	39.51%
2.	Bharti Airtel	385.76	389.80	188.85	192.42	35.56%	36.40%
3.	Vodafone Idea Ltd	219.82	205.36	107.30	97.57	20.21%	18.45%
4.	BSNL (@)	88.25	91.06	27.75	29.80	5.23%	5.64%
5.	MTNL	1.93	1.00	0.04	0.02	0.01%	0.00%
6.	RCL (&)	0.000	0.000	0	0	0%	0.00%
	<b>Total</b>	<b>1165.49</b>	<b>1156.99</b>	<b>531.02</b>	<b>528.68</b>		

Source: As provided by TSPs

**Note:**

- (@) The wireless subscriber base figures reported by BSNL's VNOs are included in the wireless subscriber base of BSNL.
- (&) M/s RCL have stopped providing retail services, however, they are continuing to provide B2B services.

**Figure-6: Market Share of Rural Subscriber Base as on 31<sup>st</sup> March 2025**


### 1.2.1.2 Wireline and Wireless (FWA-5G) Services

**(i) Wireline:** As on 31<sup>st</sup> March 2025, the rural wireline subscriber base stood at 3,500,600 (3.50 million) as compared to 28,75,867 (2.88 million) at the end of 31<sup>st</sup> March 2024, registering an increase of 21.72% over the year. The service provider-wise wireline subscriber base and their market share are shown in **Table-7**.

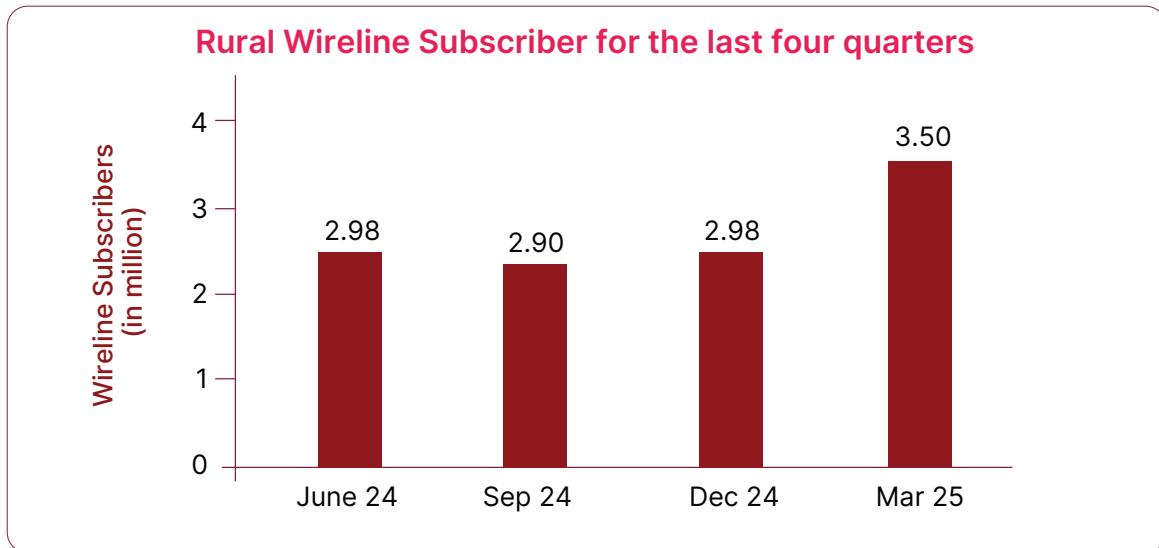
**Table-7: Service Provider-wise Rural Wireline Subscriber Base and Market Share**

S. No.	Name of the Service Provider	Total Wireline Subscribers		Rural Wireline Subscribers		Market Share of Rural Wireline Subscribers (In %)	
		March 2024	March 2025	March 2024	March 2025	March 2024	March 2025
1.	Andhra Pradesh State FiberNet Ltd	643,593	629,518	476,259	465,843	16.56%	13.31%
2.	Bharti Airtel Ltd	8,777,711	10,141,102	2,478	2,744	0.09%	0.08%
3.	BSNL	6,499,472	7,683,781	2,103,569	2,178,675	73.15%	62.24%
4.	MTNL	2,177,547	2,009,581	32	29	0.001%	0.001%
5.	Quadrant Televentures Ltd.	411,487	346,098	16,553	63,995	0.58%	1.83%
6.	Reliance Communications Ltd.	127,285	107,733	355	300	0.01%	0.01%
7.	Reliance Jio Infocomm Ltd.	12,032,750	12,859,575	269,068	783,502	9.36%	22.38%
8.	Satzilio Telecom Pvt. Ltd. (Erstwhile VMPL)	53,308	54,010	-	-	0.00%	0.00%
9.	Tata Teleservices Ltd.	2,286,004	2,382,393	7,553	5,512	0.26%	0.16%
10.	Vodafone Idea Ltd.	781,857	826,943	-	-	0.00%	0.00%
<b>Total</b>		<b>33,791,014</b>	<b>37,040,734</b>	<b>2,875,867</b>	<b>3,500,600</b>	<b>100%</b>	<b>100%</b>

Source: As provided by TSPs

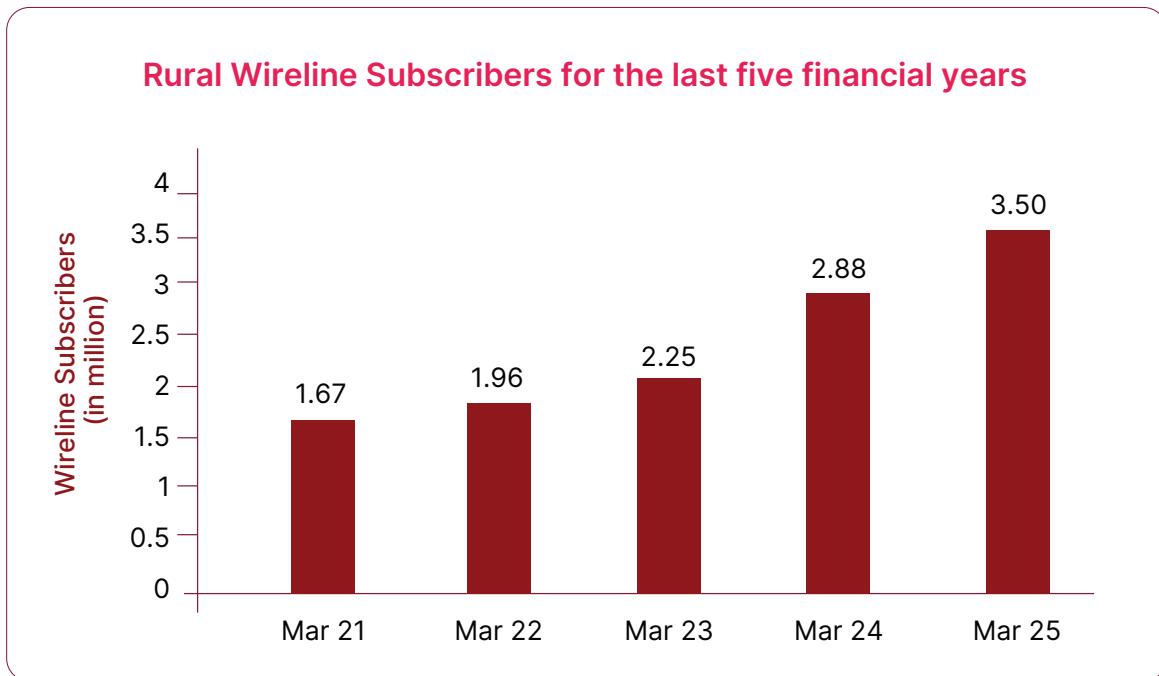
(ii) The status of Rural wireline subscribers for the last four quarters is depicted in **Figure-7**.

**Figure-7: Bar chart showing Rural Wireline Subscribers**



(iii) The status of Rural Wireline Subscribers during the last five financial years is depicted in the **Figure-8**.

**Figure-8: Bar chart showing Rural Wireline Subscribers during 2021-2025**



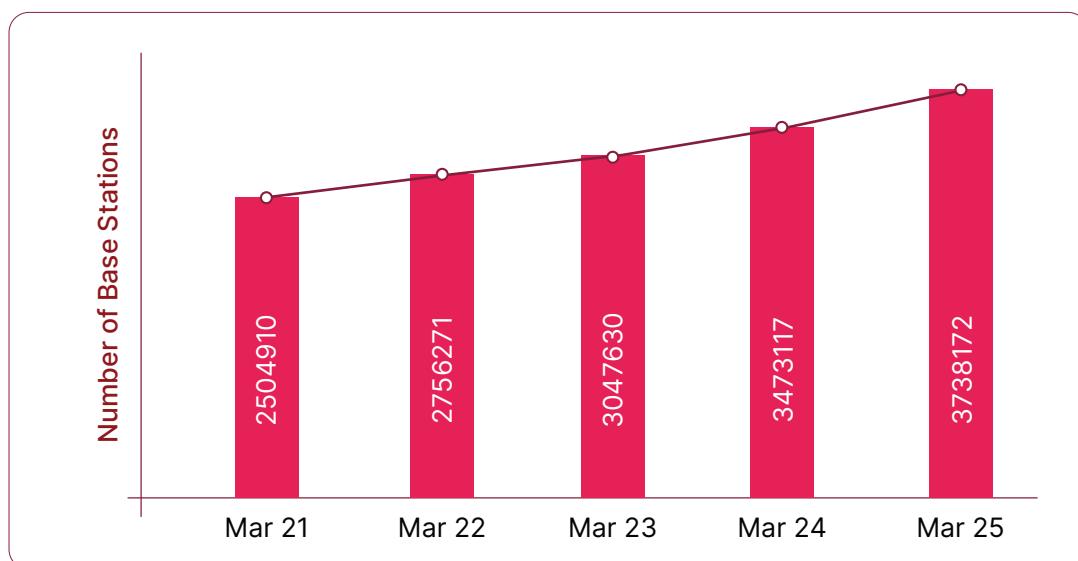
#### 1.2.1.3 Wireless (FWA-5G):

As on 31<sup>st</sup> March 2025 the total rural wireless (FWA-5G) subscriber base stood at 2,506,272 (2.50 million). The market share of Bharti Airtel and RJIL are 0% and 100% respectively.

### 1.2.2 Expansion of Telephone Network

There has been a substantial expansion of telecom networks in the country, which can be seen by the increasing number of Base Stations installed by the telecom service providers. During the financial year 2022-23, a few Telecom Service Providers launched 5G networks in the country. The yearly growth of total number of base stations (which include 2G BTSs, 3G Nodes B, 4G eNodes B and 5G gNodes B) from March 2021 to March 2025, can be seen in the **Figure-9**.

**Figure-9: Number of Base Stations**

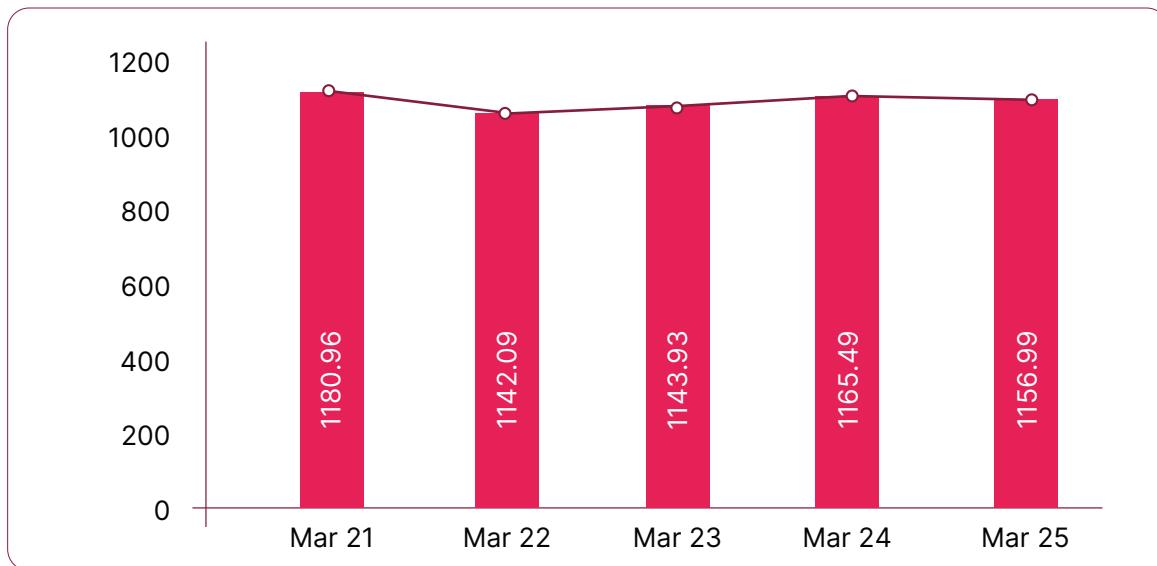


Note: 5G services commenced in October 2022.

#### 1.2.2.1 Wireless Services (Mobile)

The Wireless Subscriber base was 1156.99 million as on 31<sup>st</sup> March 2025 in comparison to the subscriber base of 1165.49 million as on 31<sup>st</sup> March 2024. The subscriber base decreased by 8.50 million subscribers during the financial year 2024-25. The trend of subscriber base from March 2021 to March 2025 is depicted in **Figure-10**.

**Figure-10: Wireless Subscriber base (In Million)**



The subscriber base of individual wireless service providers from 2020-21 to 2024-25 along with their percentage annual growth in Financial Year 2024-25 is given in **Table-8**. The market share of different mobile operators as on 31<sup>st</sup> March 2025 is displayed in **Figure-11**.

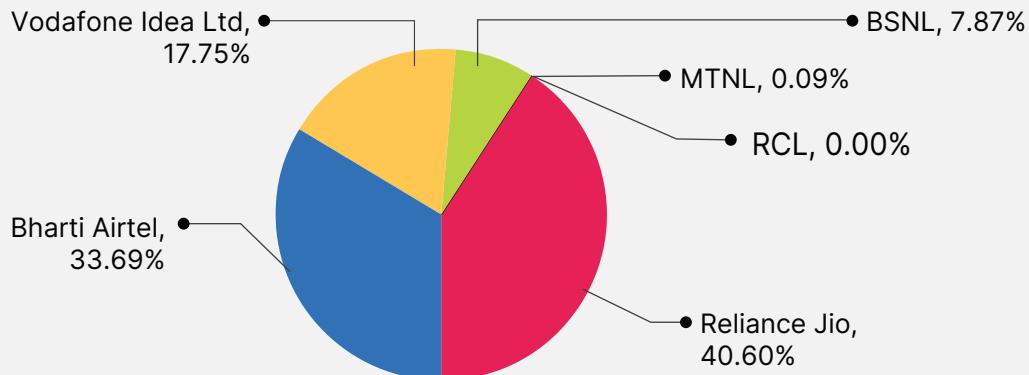
**Table-8: Subscriber Base of Wireless Services from 2020-21 to 2024-25 (In million)**

Service Providers	2020-21	2021-22	2022-23	2023-24	2024-25	%age growth/reduction over FY 2023-24
Reliance Jio	422.92	403.99	430.23	469.73	469.76	0.01
Bharti Airtel	352.39	360.33	370.91	385.76	389.80	1.05
Vodafone Idea	283.71	260.77	236.75	219.82	205.36	-6.58
BSNL	118.63 (~)	113.74	103.68	88.25	91.06	3.18
MTNL	3.3	3.25	2.35	1.93	1.00	-48.19
Reliance Communications (#)	0.01	0.0033	0.0027	0	0.00	0.00
<b>Total</b>	<b>1180.96</b>	<b>1142.09</b>	<b>1143.93</b>	<b>1165.49</b>	<b>1156.99</b>	<b>-0.73</b>

**Source: Service Providers**

- (\\$) M/s Telenor and M/s Tata Teleservices Ltd have merged with M/s Bharti Airtel w.e.f 14<sup>th</sup> May 2018 and 6<sup>th</sup> February 2020 respectively.
- (^) M/s Vodafone and M/s Idea Cellular merged their commercial service w.e.f 31<sup>st</sup> August 2018.
- (~) The wireless subscriber base figures reported by BSNL's VNOs are included in the wireless subscriber base of BSNL.
- (#) M/s Reliance Communications Limited (RCL) have stopped providing retail services, however, they are continuing to provide B2B services.

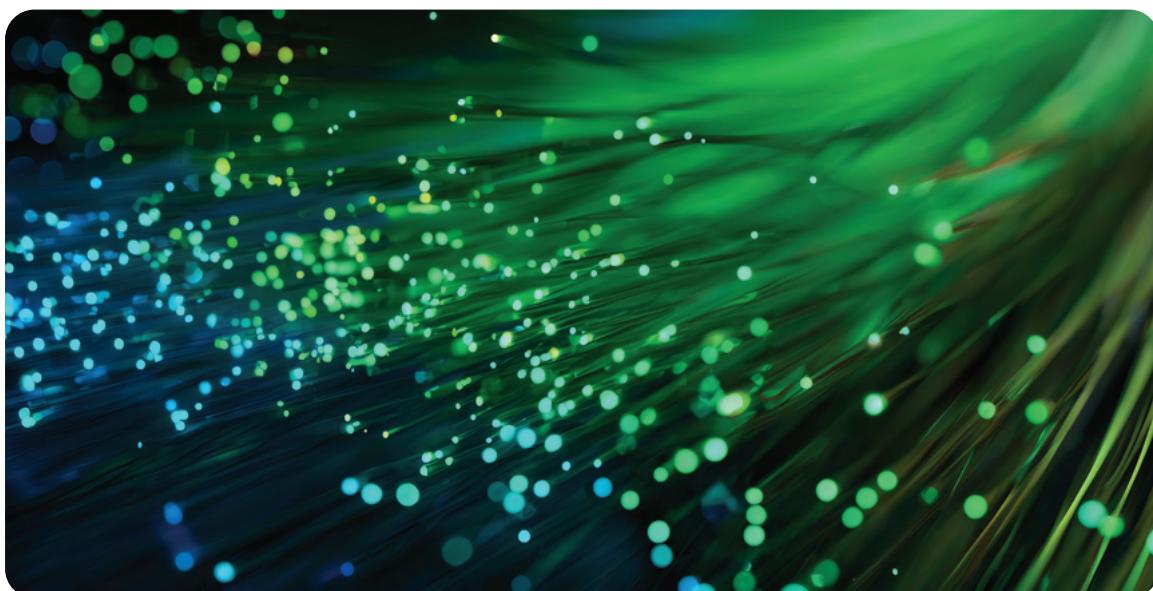
**Figure-11: Market Share of Wireless Service Providers  
(as on 31<sup>st</sup> March 2025)**



In terms of subscriber base of wireless services, M/s Reliance Jio Infocomm Ltd was the largest service provider with 469.76 million subscribers, followed by M/s Bharti Airtel Ltd, M/s Vodafone Idea Ltd, M/s BSNL and M/s MTNL with 389.80 million, 205.36 million, 91.06 million, and 1.00 million respectively.

#### 1.2.2.2 Wireline Services

The Service Provider-wise break-up in terms of rural and urban subscribers of wireline subscribers of 37.04 million as on 31<sup>st</sup> March 2025, is shown in **Table-9** below. The incumbents BSNL, MTNL, and APSFL have 20.74%, 5.43%, and 1.70% market share, respectively, in the wireline subscriber base, while all seven private operators together have 72.13% share. The share of private operators has decreased from 72.42% as on 31<sup>st</sup> March 2024 to 72.13% as on 31<sup>st</sup> March 2025, registering a decrease of 0.29%.



**Table-9: Wireline Subscriber Base of Service Providers as on 31<sup>st</sup> March 2025**

Service Providers	Urban	Rural	#Total Subscribers (Wireline)	Market Share (In %)
Andhra Pradesh State FiberNet Ltd	163,675	465,843	629,518	1.70%
Bharti Airtel Ltd.	10,138,358	2,744	10,141,102	27.38%
Bharat Sanchar Nigam Ltd.	5,505,106	2,178,675	7,683,781	20.74%
Mahanagar Telephone Nigam Ltd.	2,009,552	29	2,009,581	5.43%
Quadrant Televenture Ltd.	282,103	63,995	346,098	0.93%
Reliance Communications Ltd.	107,433	300	107,733	0.29%
Reliance Jio Infocomm Ltd.	12,076,073	783,502	12,859,575	34.72%
Satzilio Telecom Pvt. Ltd. (Erstwhile VMIPL)	54,010	-	54,010	0.15%
Tata Teleservices Ltd.	2,376,881	5,512	2,382,393	6.43%
Vodafone Idea Ltd.	826,943	-	826,943	2.23%
<b>Total</b>	<b>33,540,134</b>	<b>3,500,600</b>	<b>37,040,734</b>	<b>100.00%</b>

#Source: Data Provided by TSPs

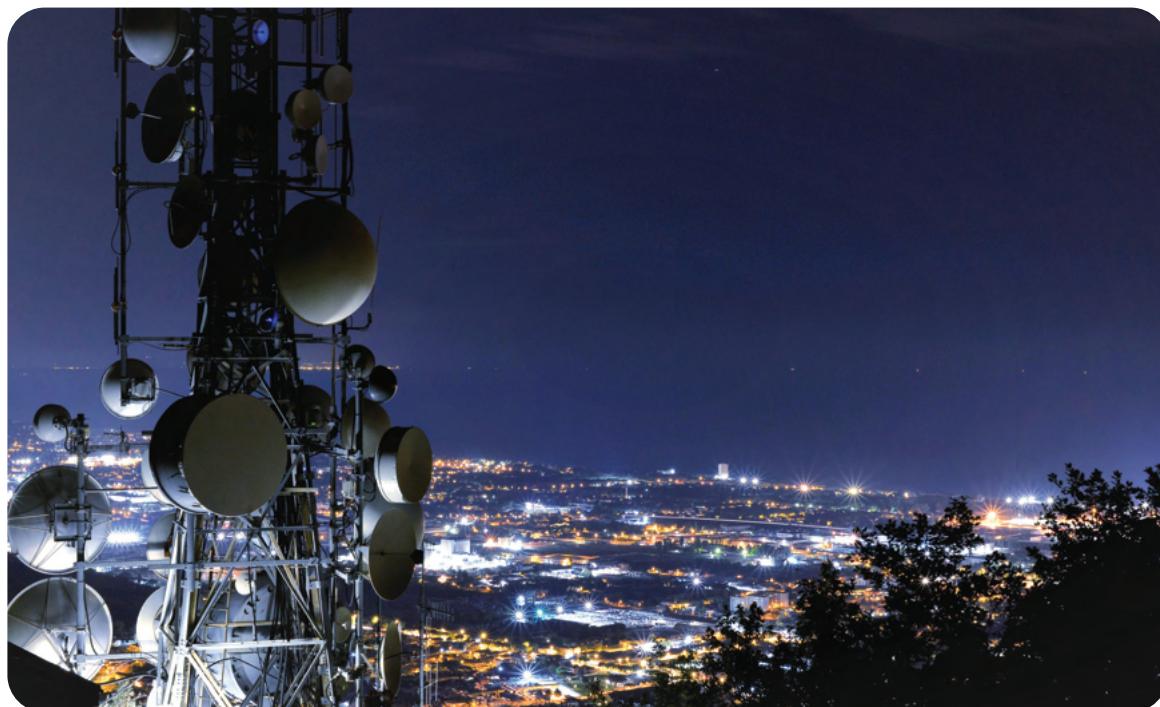
### 1.2.2.3 Wireless (FWA-5G) Services

Fixed Wireless Access (5G) subscribers' number started collecting from access service providers with effect from January 2025. The Service Provider-wise break-up in terms of rural and urban subscribers of wireless (FWA-5G) subscribers of 6,769,089 (6.77 million) as on 31<sup>st</sup> March 2025 is shown in the **Table-10** below.

**Table-10: Wireless (FWA-5G) Subscriber Base of Service Providers as on 31<sup>st</sup> March 2025**

Telecom Service Providers	Urban	Rural	#Total Subscribers (Wireline)	Market Share (In %)
Bharti Airtel Ltd.	1,197,757	-	1,197,757	17.69%
Reliance Jio Ltd.	3,065,060	2,506,272	5,571,332	82.31%
<b>Total</b>	<b>4,262,817</b>	<b>2,506,272</b>	<b>6,769,089</b>	<b>100%</b>
<b>Total (In million)</b>	<b>4.26</b>	<b>2.51</b>	<b>6.77</b>	

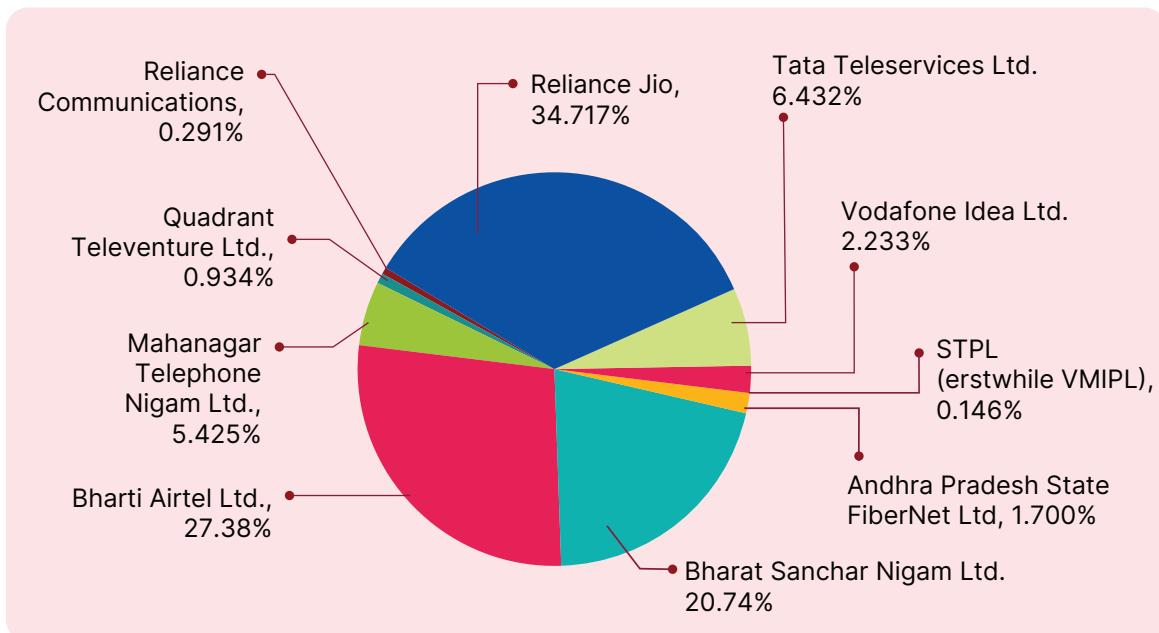
#Source: Data Provided by TSPs



#### 1.2.2.4 Share of Service Providers in Wireline and Wireless (FWA-5G) subscribers

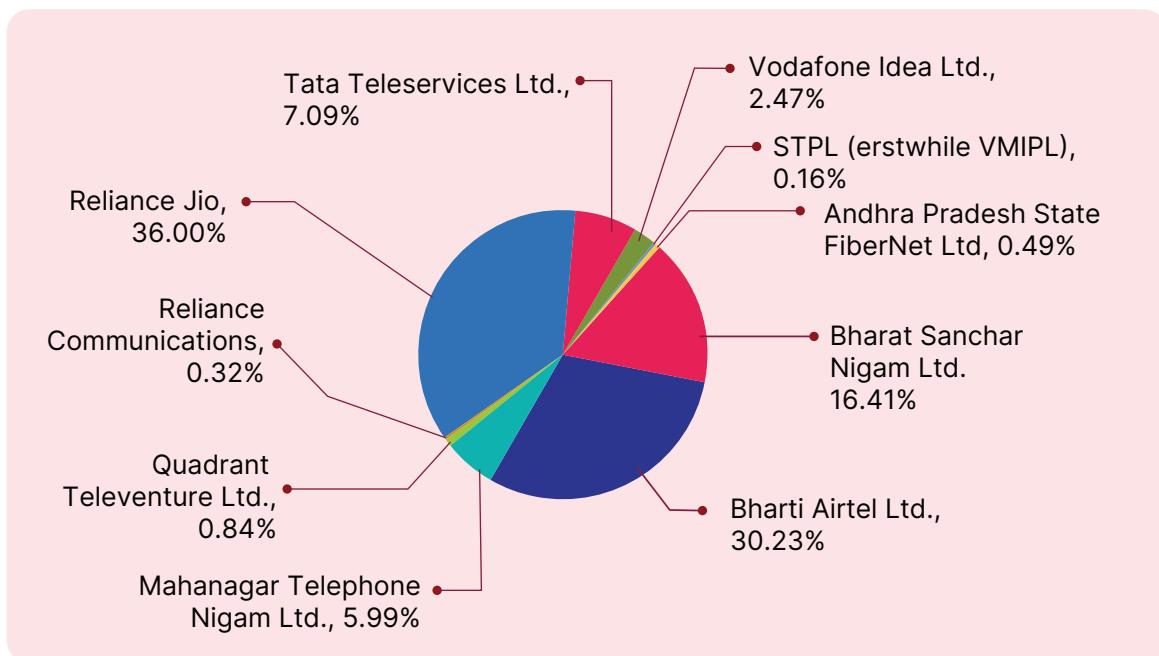
(i) As on 31<sup>st</sup> March 2025, 27.87% of total wireline subscribers are connected to the networks of BSNL, MTNL & APSFL and the remaining wireline connections are provided by seven private service providers. The market share of different service providers in total wireline subscriber base is shown in the **Figure-12**.

**Figure - 12: Composition of share of Service Providers**



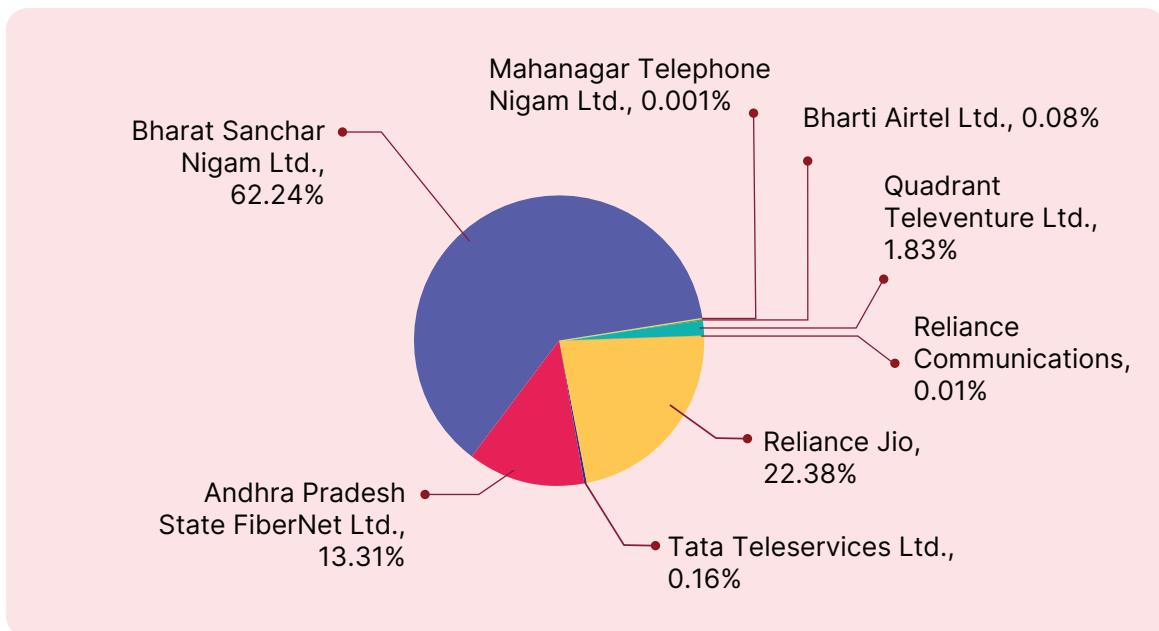
(ii) As on 31<sup>st</sup> March 2025, the total Urban wireline subscribers were 33,540,134 (33.54 million), out of which about 22.89% were provided by BSNL, MTNL & APSFL. The market share of different wireline service providers in urban areas is depicted in the **Figure-13**.

**Figure - 13: Composition of share of Wireline Service Providers Base in Urban areas**



(iii) As on 31<sup>st</sup> March 2025, the total Rural wireline subscribers were 3,500,600 (3.50 million). The market share of different wireline service providers in rural areas is depicted in the **Figure-14**.

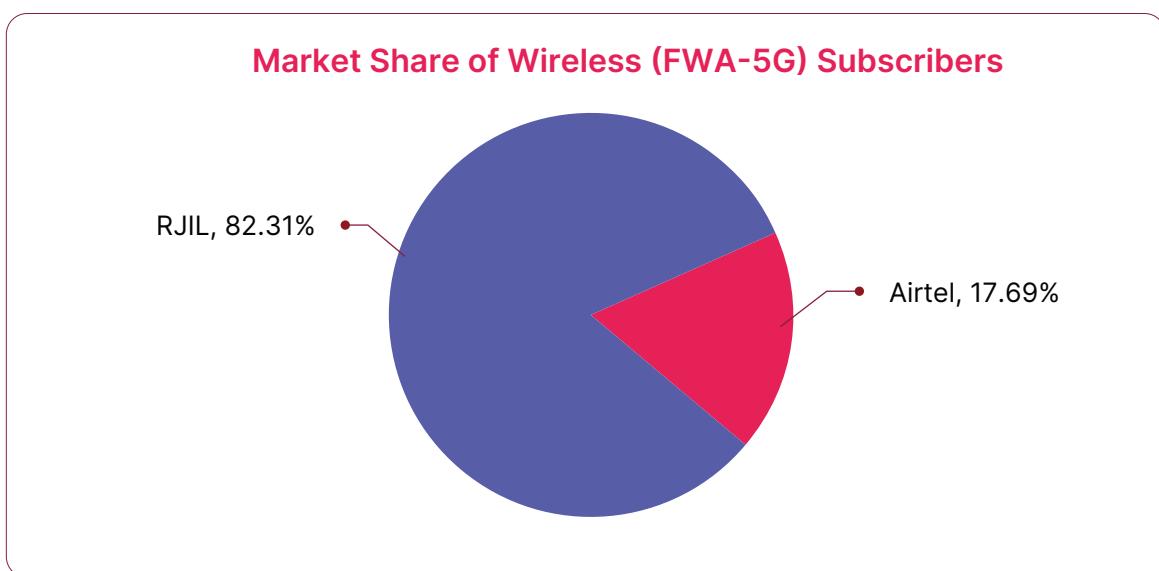
**Figure - 14: Composition of share of Service Providers in Rural areas**



#### 1.2.2.5 Wireless (FWA-5G)

As on 31<sup>st</sup> March 2025, the total wireless (FWA-5G) subscribers were connected to the network of M/s Bharti Airtel and M/s Reliance Jio Infocomm. The market share of different service providers in the total wireless (FWA-5G) subscriber base is shown in the **Figure-15**.

**Figure-15: Composition of Share of Service Providers**



### 1.2.2.6 Public Call Offices (PCOs)

As on 31<sup>st</sup> March 2025, the total number of PCOs is 0.010 million as compared to 0.020 million as on 31<sup>st</sup> March 2024. The number of PCOs provided by BSNL, MTNL and Private Operators is indicated in **Table-11**.

**Table-11: Public Call Offices in India**

S.No.	Name of the Service Provider	PCO* As on 31 <sup>st</sup> March, 2024	PCO* As on 31 <sup>st</sup> March, 2025
1.	BSNL	15,411	7,394
2.	MTNL	4,957	2,566
3.	Quadrant	284	225
	<b>Total</b>	<b>20,652</b>	<b>10,185</b>

\* Source: Provided by TSPs

### 1.2.2.7 Village Public Telephones (VPTs)

As on 31<sup>st</sup> March 2025, the total number of Village Public Telephones (VPTs) provided by the service providers were 0 as against 0.69 lakh as on 31<sup>st</sup> March 2024. **Table-12** provides the number of VPTs functioning in the country.

**Table-12: Village Public Telephones in India**

S. No.	Name of the Service Provider	VPT As on 31 <sup>st</sup> March 2024	VPT# As on 31 <sup>st</sup> March 2025
1.	BSNL	68,606	0
	<b>Total</b>	<b>68,606</b>	<b>0</b>

#BSNL has informed that all the agreements of provisioning of VPTs facility to Gram Panchayat/Rural area had expired.

### 1.2.2.8 Equipped Switching Capacity

As on 31<sup>st</sup> March 2025, the service provider-wise total equipped switching capacity and working connections are shown in **Table-13**.

**Table-13: Service Provider wise Equipped Switching Capacity**

S. No.	Name of the Service Provider	License Service Area	#Equipped Switching Capacity (Number of Lines) as on 31 <sup>st</sup> March 2025	# Working Connections as on 31 <sup>st</sup> March 2025
1.	<b>Andhra Pradesh State FiberNet Ltd.</b>	Andhra Pradesh	1,700,000	629,518
2.	<b>Bharti Airtel Ltd.</b>	Andhra Pradesh, Assam, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Odisha, Punjab, Rajasthan, Tamil Nadu (including Chennai), UP-East, UP-West and West Bengal.	33,064,053	10,141,102
3.	<b>Bharat Sanchar Nigam Ltd.</b>	All LSAs	9,916,869	7,683,781
4.	<b>Mahanagar Telephone Nigam Ltd.</b>	Delhi & Mumbai	4,268,481	2,009,581
5.	<b>Quadrant Televentures Ltd.</b>	Punjab	388,000	346,098
6.	<b>Reliance Communications Ltd.</b>	Andhra Pradesh, Bihar, Delhi, Gujarat, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Odisha, Punjab, Rajasthan, Tamil Nadu (including Chennai), UP-East, UP-West and West Bengal	768,000	107,733

S. No.	Name of the Service Provider	License Service Area	#Equipped Switching Capacity (Number of Lines) as on 31 <sup>st</sup> March 2025	# Working Connections as on 31 <sup>st</sup> March 2025
7.	Reliance Jio Infocomm Ltd.	Andhra Pradesh, Assam, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, North-East, Odisha, Punjab, Rajasthan, Tamil Nadu (including Chennai), UP-East, UP-West and West Bengal.	24,928,000	12,859,575
8.	Satzilio Telecom Pvt. Ltd. (Erstwhile VMIPL)	Punjab	50,000	54,010
9.	Tata Teleservices Ltd. & Tata Teleservices (Maharashtra) Ltd.	Andhra Pradesh, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Odisha, Punjab, Rajasthan, Tamil Nadu (including Chennai), UP-East, UP-West and West Bengal.	5,312,559	2,382,393
10.	Vodafone Idea Ltd.	Andhra Pradesh, Assam, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, North-East, Odisha, Punjab, Rajasthan, Tamil Nadu (including Chennai), UP-East, UP-West and West Bengal.	1,071,000	826,943

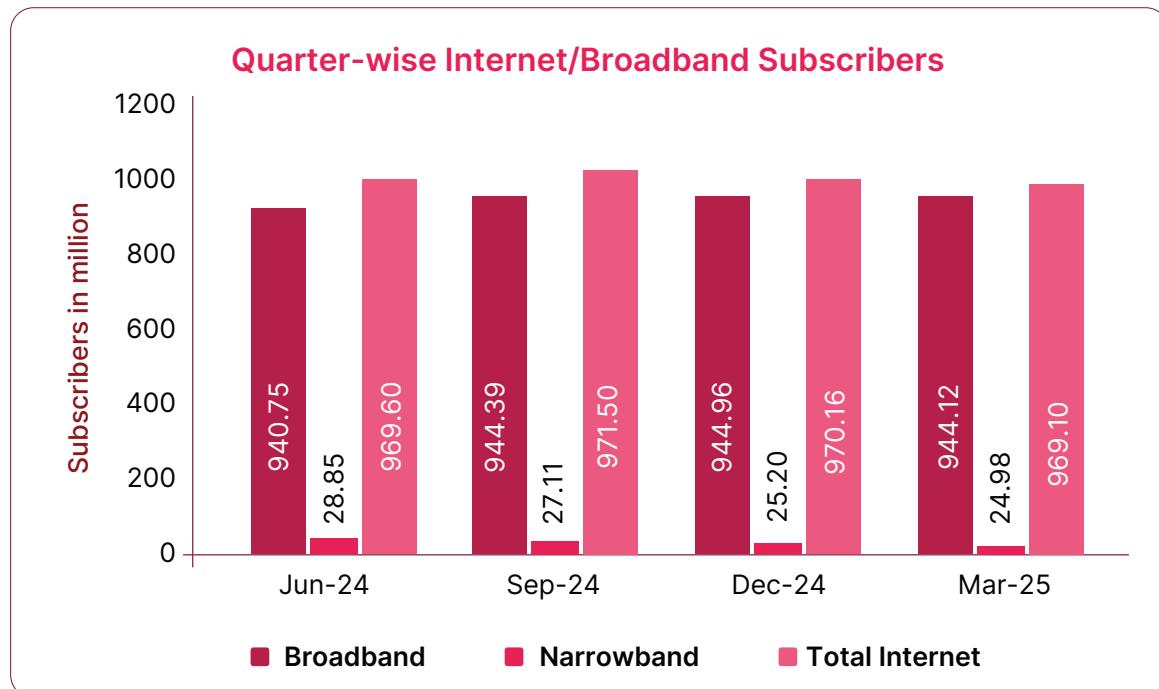
#Source: Data Provided by TSPs

### 1.2.2.9 Internet and Broadband Subscribers

The Internet subscriber base in the country as on 31<sup>st</sup> March 2025 has witnessed 1.54% growth in reference to March 2024. The total broadband subscriber base in the country as on 31<sup>st</sup> March 2025 has grown by 2.17% as compared to 31<sup>st</sup> March 2024 whereas Narrowband segment is declined by (-) 17.66% in last one year.

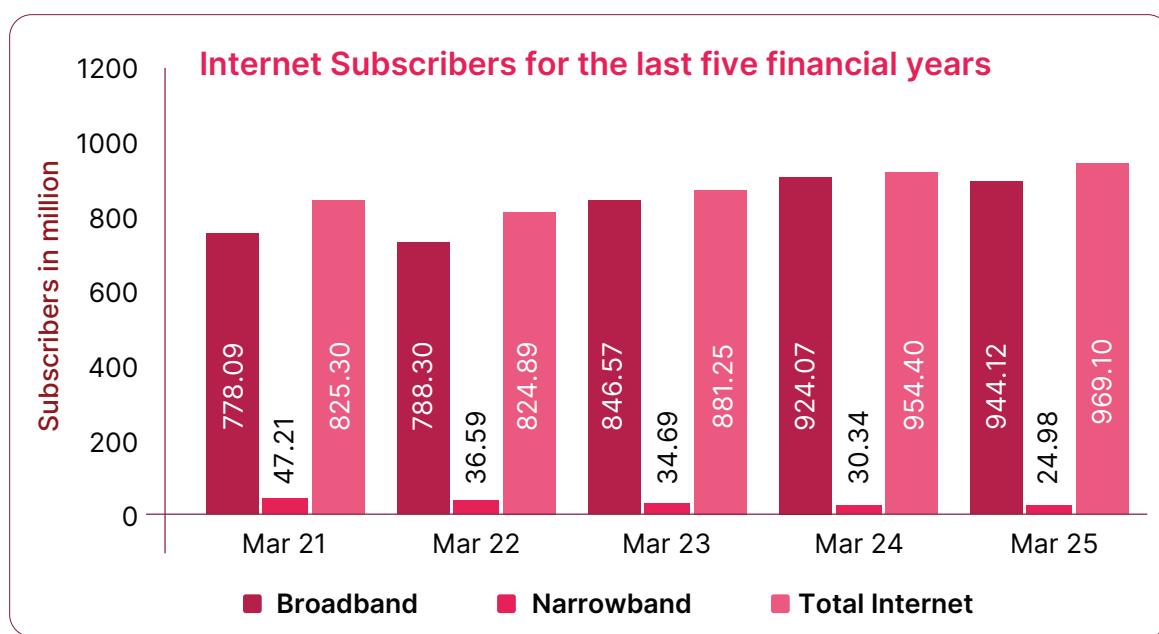
Quarter-wise Internet/Broadband subscription performance during FY 2024-25 is depicted in **Figure-16**:

**Figure-16: Quarter-wise Internet and Broadband Subscribers**



The expansion of Internet (Broadband + Narrowband) service in the country during the last five years is depicted in **Figure-17**:

**Figure-17: Internet subscribers for the last five financial years**



### 1.2.2.10 Public Mobile Radio Trunking Services (PMRTS)

The subscriber base of PMRTS increased from 65,880 at the end of 31<sup>st</sup> March 2024 to 67,023 at the end of 31<sup>st</sup> March 2025 registering an increase of 1,143 subscribers during the financial year 2024-25 at the rate of 1.73%. The PMRTS subscriber base, service provider-wise is given in the **Table-14**:

**Table-14: PMRTS Subscriber base-Service provider wise**

S.No.	Service Provider	Subscriber base ending	
		March 24	March 25
1.	Airtalk Solutions & Services Pvt. Ltd.	1,310	1,625
2.	Array Team Call Private Limited	-	8,408
3.	Arya Omnitalk Radio Trunking Services Pvt.Ltd.	53,076	54,024
4.	Bhilwara Telenet Services Pvt.Ltd.	823	-
5.	Inative Networks Pvt. Ltd.	1,820	1,820
6.	Procall Ltd.	4,320	-
7.	QuickCall	1,982	-
8.	Smartalk Pvt Ltd.	1,403	-
9.	Wiwanet Solutions Pvt. Ltd	1,146	1,146
Grand Total		65,880	67,023

Note\* It may be noted that, DoT, through its letter dated 29<sup>th</sup> October 2024, conveyed the demerger of PMRTS divisions of M/s Procall Private Limited, M/s Quickcalls Private Limited, M/s Smartalk Private Limited and M/s Bhilwara Private Limited and vesting thereof in M/s Array Team Call Private Limited (Transferee company).

### 1.2.2.11 Very Small Aperture Terminal (VSAT) CUG Service

The total number of VSAT subscribers decreased from 2,53,250 at the end of 31<sup>st</sup> March 2024 to 2,43,663 at the end of 31<sup>st</sup> March 2025. Net decrease during the year has been 9,587 at the annual decline rate of 3.79%. The VSAT subscriber base, service provider-wise is given in the **Table-15**:

**Table-15: VSAT (CUG) Service Providers currently providing service and their Subscriber base**

S.No.	Name of the service Provider	Subscriber base ending	
		March 2024	March 2025
1.	Hughes Communications Ltd	179,732	173,140
2.	Nelco Ltd.	65,484	63,341
3.	BSNL	5,333	4,387
4.	Infotel Satcom	2,694	2,686
5.	Jio-VSAT	-	102
6.	Cloudcast Digital Ltd	7	7
<b>TOTAL</b>		<b>253,250</b>	<b>243,663</b>

### 1.2.3 Entry of private sector in both basic and value-added service

**1.2.3.1** Number of UL/UASL/UL (VNO) licensees as on 31<sup>st</sup> December 2024 is depicted in **Table-16**:

**Table-16: Number of UL/ UASL/UL (VNO) licensees as on 30<sup>th</sup> September 2024 / 31<sup>st</sup> December 2024**

S.No.	Type of Licence	Total No. of Licensees as on 30.09.2024*	No. of Licensees added during FY 2024-25*
1.	UL	44	02
2.	UL (VNO)	209	16

S.No.	Type of Licence	Total No. of Licensees as on 31.12.2024*	No. of Licensees added during FY 2024-25*
3.	NLD before UL Regime (Standalone)	16	0
4.	NLD under UL Regime	38	03
5.	NLD under UL(VNO) Regime	17	02
6.	ILD before UL Regime (Standalone)	13	0
7.	ILD under UL Regime	21	02
8.	ILD under UL(VNO) Regime	10	02

\* Source: DoT website

#### 1.2.4 Technical compatibility and effective interconnection with service providers

Interconnection is an important part of telecommunication services as subscribers of telecommunication services of one telecom operator cannot communicate with the subscribers of other telecom operator or avail the services of other operator they require unless necessary interconnection arrangements among telecom operators are in place. Ensuring an effective and expeditious interconnection plays an important role in the growth of the telecommunication services sector. During the financial year i.e. 2020-21, the Authority notified the "Telecommunication Interconnection (Second Amendment) Regulations, 2020" dated 10<sup>th</sup> July 2020. These regulations amended the principal regulations, namely, the "Telecommunication Interconnection Regulations, 2018", thereby setting the revised regulatory framework for making the interconnection effective and easier among Telecom Service Providers for interconnecting networks like Public Switched Telephone Network (PSTN, commonly referred to as the Fixed Line Networks), Public Land Mobile Network (PLMN), National Long Distance (NLD) network and other telecommunication networks.

The details of these regulations are available in Part-II of the Report.

#### 1.2.5 Telecommunication Technology

Following technological measures were taken by the Authority to enhance the outreach and interaction of the Authority with the Telecom Consumers:

##### (i) Redevelopment of TRAI Website

In order to broaden its reach to connect with a wider audience, TRAI has unveiled an upgraded website, which is following GIGW 3.0 guidelines. In recognition of the growing importance of social media, new sharing features facilitate the dissemination of regulatory information to all stakeholders. The website offers comprehensive information on telecom and broadcasting regulations, policies, laws, statistics and trends in India.

These resources are easily accessible to the public, stakeholders, researchers, and international audiences. To enhance user experience, it has been integrated with Bhashini, enabling support for multiple regional languages. Additionally, a chatbot 'TARA' (Telecom Authority Responsive Advisor) has been introduced to facilitate interactive search.

**(ii) Redevelopment of Online Tariff Filing and Retrieval System**

TRAI is in the process of redevelopment of tariff filing portal. The new portal has been upgraded with latest technology stack, leading to enhancement of portal performance, better security and offering support to seamless integration with modern tools and framework. TRAI's Telecommunication Tariff Order mandates filing of tariffs by the Telecom Service Providers, Internet Service Providers, VNOs strictly in compliance with the tariff reporting requirements. For effective tariff filing and analysis, TRAI is also revamping its tariff filing portal with focus on user experience, ease to access, security, scalability, high availability etc. ensuring timely filing of tariffs. This portal will also provide tariff information of various service providers to the consumers on a single platform.

**(iii) Comprehensive IT Ecosystem for Data Reporting, Analytics and process automation**

The development of comprehensive IT System in TRAI was envisaged in three stages (i.e. DPR Preparation, RFP preparation & selection of Solution Provider (SP) and system development by SP & Setting up of PMU). The Detailed Project Report (DPR) has been prepared which comprises of overall requirements of TRAI and its stakeholders, complete IT roadmap with detailed scope of work, tentative architecture etc. Based on the DPR, a RFP has been prepared in-house. The RFP is being published for engagement of a suitable Solution Provider for development, implementation and maintenance of the TRAI Comprehensive IT Ecosystem for Data Reporting, Analytics and Process Automation.

**(iv) Development of TRAI Mobile Apps and Analytical Portal**

TRAI intends to re-develop its Mobile Apps like TRAI MySpeed, TRAI MyCall and TRAI DND (Do Not Disturb) Apps and develop a new unified mobile App. For the same, a tender is being floated on GeM for engaging an agency which develop the apps & portal. The portal will offer functionality of Analytics, Geo-spatial Visualization, API Dashboard and fulfils the various reporting requirements of TRAI.

**(v) Development of Digital Connectivity Rating Portal (DCRP)**

The Digital Connectivity Rating Portal (DCRP), aims to establish a centralized IT platform connecting TRAI, Digital Connectivity Rating Agencies (DCRAs), Property Managers, and users under Rating of Properties for Digital Connectivity Regulations, 2024 dated 25<sup>th</sup> October 2024. For the development of DCRP, an RFP is being prepared for floating it on GeM to engage a suitable Solution Provider.

**(vi) Reporting Automation**

Data reporting to TRAI by various stakeholder in compliance of Regulation/ Directions is a regular activity. For this a portal to collect performance monitoring data from stakeholders is in place. This portal is functional for the QoS, BB&PA, NSL, CA divisions. Recently, the portal was enhanced to collect PMR data for QoS Division through data APIs from all stakeholders on a monthly basis, new reports for BB&PA division has been developed and there are existing reports also which are being regularly updated.

**(vii) Maintenance of Portals and Cloud Management**

Maintenance of all the portals are being done covering functionality updatons, system patches, etc. Security audits through CERT-IN vendors are being carried out regularly. The necessary actions have been taken to secure them from cyber-attack on the basis of alerts received from NIC, CERT-IN and other organizations. TRAI has implemented various portals and apps, and majority of the TRAI applications and back-end services are hosted on Cloud environment thus leveraging the opportunity of savings in terms of time and infrastructure costs. The cloud services for hosting have been taken from NIC & MeitY empanelled cloud service provider.

**(viii) DND 3.0**

TRAI has successfully developed the DND 3.0 App in-house, which is available for download on the Google Play Store and AppStore. The primary aim of the DND (Do Not Disturb) App is to help users to avoid SPAM calls and SMS by registering their preferences to block or allow commercial communications along with empowerment of the users by enabling them to easily register SPAM complaints with their respective telecom service providers. TRAI DND App fulfils the provisions of Telecom Commercial Communications Customer Preference Regulations (TCCCP) 2018. Recently, the app has been updated for the provisions of the amendments in the Regulation. As per the recent TCCCP amended Regulation, the users will now be allowed to register SPAM complaints against unregistered telemarketers and senders even without registering their DND preference. Moreover, a complaint against unsolicited commercial communications (UCC) can be made by a customer within 7 days of receipt of such UCC, which was earlier 3 days.

**(ix) Infrastructure Upgradation**

- a. IT Division has successfully implemented the state of art IT infrastructure in the new building at World Trade Center, Nauroji Nagar covering endpoint network (wired/wireless), security, storage, redundancy, disaster recovery, etc.
- b. To strengthen the infrastructure, TRAI has implemented Endpoint Security Solution for protection against threats, including viruses, worms, spyware and other malware etc. It combines security, performance, management, and compliance capabilities, making it easier for the administrator to manage entire endpoints in TRAI.
- c. IT Division has procured 172 desktops for various divisions of TRAI, for efficient working.
- d. For smooth functioning of all the services in TRAI, the timely monitoring of various licenses i.e. Tableau, Adobe Acrobat, MS Office 365, SSL Certificate etc. are being carried out and before expiry of the same, the necessary timely renewal is being carried out.

### 1.2.6 Implementation of National Telecom Policy

**1.2.6.1** The National Digital Communications Policy (NDCP) 2018, under its 'Connect India' mission, recognizes spectrum as a key natural resource for public benefit to achieve India's socio-economic goals. NDCP 2018 aims to further liberalize the spectrum sharing, leasing, and trading regime in the country. The newly enacted Telecommunications Act, 2023 provides that the Central Government may permit the sharing, trading, leasing and surrender of assigned spectrum, subject to the terms and conditions, including applicable fees or charges, as may be prescribed.

In accordance with the objectives of NDCP-2018 and on the basis of reference received from Department of Telecommunications (DoT), TRAI issued a Consultation Paper on "Telecommunication Infrastructure Sharing, Spectrum Sharing, and Spectrum Leasing" on 13<sup>th</sup> January 2023, for soliciting comments/ counter comments from stakeholders.

Based on the comments of the stakeholders, discussions held during the Open House Discussion and analysis thereof, the Authority gave its recommendations on 24<sup>th</sup> April 2024 on "Telecommunication Infrastructure Sharing, Spectrum Sharing, and Spectrum Leasing".

**1.2.6.2** Regarding threshold for Latency and Jitter, Threshold for Broadband speed in connection with formulating the National Telecom Policy, 2025 TRAI had released revised QoS Regulations namely "The Standards of Quality of Service of Access (Wirelines and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)" on 2<sup>nd</sup> August 2024 prescribing revised Quality of Service (QoS) parameters and their benchmarks for both access and broadband services provided on wireline as well as wireless media. These Regulations are applicable for both Access and Broadband services provided on wireline and wireless media and effective from 1<sup>st</sup> October 2024.

Details of the Regulations/Recommendations are covered in Part-II of the report.

### 1.2.7 Quality of Service (QoS)

During the year 2024-25, the focus of monitoring of Quality of Service and disseminating information on QoS has undergone a change with more focus on technology-based solutions.

Details are given in Part-II of the Report.

### 1.2.8 Digital Bharat Nidhi (erstwhile Universal Service Obligation)

As per the Telecommunications Act, 2023 (No.44 of 2023) and the subsequent Notification of Telecommunications (Administration of Digital Bharat Nidhi) Rules 2024 dated 30<sup>th</sup> August 2024, the Universal Service Obligation Fund (USOF) created under the Indian Telegraph Act, 1885, has been renamed as "Digital Bharat Nidhi" (DBN). The Universal Service Obligation Fund, formed by an Act of Parliament, was established w.e.f. 1<sup>st</sup> April 2002 under the Indian Telegraph (Amendment) Act, 2003, to provide financial support for the provision of telecom services in commercially unviable rural and remote areas of the country. Subsequently, the scope was widened to provide subsidy support for enabling access to all types of telecom services, including mobile services, broadband connectivity and creation of infrastructure like Optical Fiber Cable (OFC) in rural and remote areas.

Since then, the Government has launched many schemes using Universal Service Obligation Fund (USOF) for the proliferation of broadband and improving internet access to common people. The Authority has also been working towards the enhancement of telecom connectivity/ infrastructure in the remote and far-flung areas of the country. In this regard, TRAI, during the year 2023-24 issued recommendations on "Improving Telecom Coverage and Backhaul Infrastructure in far-flung areas of Ladakh" on 24<sup>th</sup> April 2023, recommendations on "Improving Telecom Infrastructure in Northeastern States of India" on 22<sup>nd</sup> September 2023 and recommendations on "Improving Backhaul Telecom Infrastructure in far-flung areas of Himachal Pradesh" on 29<sup>th</sup> September 2023. Action as per these recommendations in many cases have been considered by Department of Telecommunications during the year 2024-25.



## C. REVIEW OF GENERAL ENVIRONMENT IN THE BROADCASTING AND CABLE TV SECTOR

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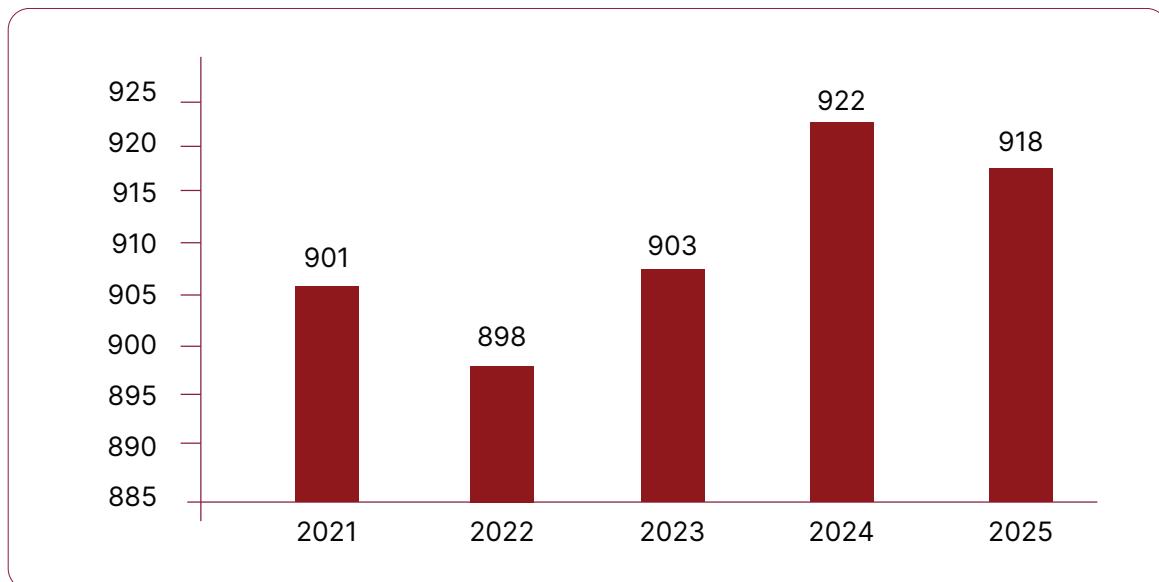
- i. The broadcasting sector consists of Television and Radio Services. The Television services are delivered through Cable TV services, Direct-To-Home (DTH) services, Headend in the Sky (HITS) services and Internet Protocol Television (IPTV) services. As per an industry report [Source: FICCI EY Report (March 2025)], the TV universe consists of approximately 60 million cable TV households, 2 million HITS subscribers. As per the reports submitted by the 4 pay DTH operators to TRAI, the total number of active pay DTH subscribers stood at 56.92 million as on 31<sup>st</sup> March 2025. Furthermore, as reported by 9 IPTV operators, the total number of IPTV subscribers was 0.7 million as on 31<sup>st</sup> March 2025.
- ii. The TV broadcasting sector encompasses approximately 329 broadcasters providing around 918 private satellite TV channels permitted by the MIB as on 31.03.2025 (Source: As per MIB's broadcast seva). These television channels include 232 SD pay TV channels and 101 HD pay TV channels provided by 35 broadcasters (Source: As reported to TRAI). Further, there were 845 Multi System Operators (MSOs), 1 HITS operator, 4 pay DTH operators, and 53 IPTV operators. According to information provided by the Ministry of Information and Broadcasting (MIB), as on 1<sup>st</sup> January 2022, there were 81,706 registered local cable operators in the country.
- iii. As per an industry report [Source: FICCI-EY Report, March 2025], the revenue of the Indian television industry stood at ₹ 67,900 crore at the end of year 2024, of which subscription revenue was ₹ 38,500 crore and advertisement revenue was ₹ 29,400 crore.
- iv. As reported by private FM Radio operators to TRAI, there were 388 private FM radio stations operational as on 31<sup>st</sup> March 2025, besides the radio channels operated by the public service broadcaster - All India Radio (AIR). As far as Community Radio Stations is concerned, as per the information provided by the MIB, out of the 639 permissions issued as of 31<sup>st</sup> March 2025 for the setup of such stations, 531 community radio stations became operational. As reported by private FM Radio operators to TRAI, the advertisement revenue of private FM Radio stations was ₹ 1818.71 crore in the financial year 2024-25.

**1.3** The sector comprises of cable TV services, DTH services, HITS services, IPTV services, and radio broadcasting services. The present status of various services in the broadcasting sector is outlined as below:

### 1.3.1 Satellite TV Channels

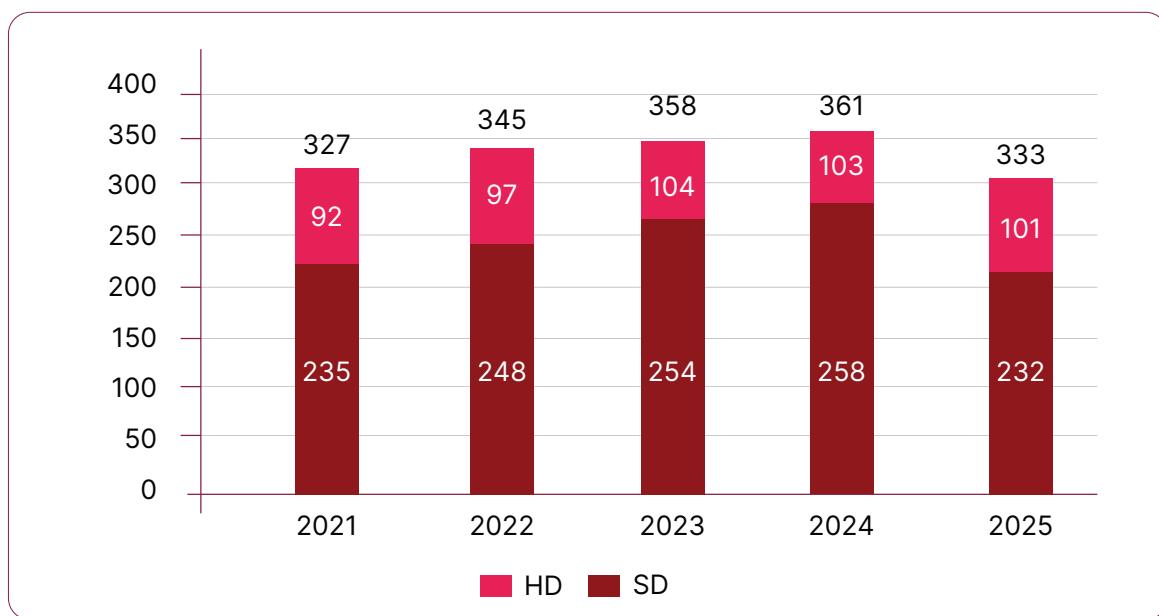
The total number of satellite TV channels permitted by the Ministry of Information and Broadcasting were around 918 at the end of March 2025. **Figure-18** depicts year wise total number of TV channels during last five years. **Figure-19** depicts year wise total number of SD Pay TV channels & HD Pay TV channels reported during last five years. A list of broadcasters & their Pay TV channels (SD & HD) is at **Annexure-I** as a part of this report.

**Figure-18: Number of satellite TV channels permitted by MIB**



Source: As per MIB's broadcast seva

**Figure-19: Numbers of SD & HD satellite pay TV channels**

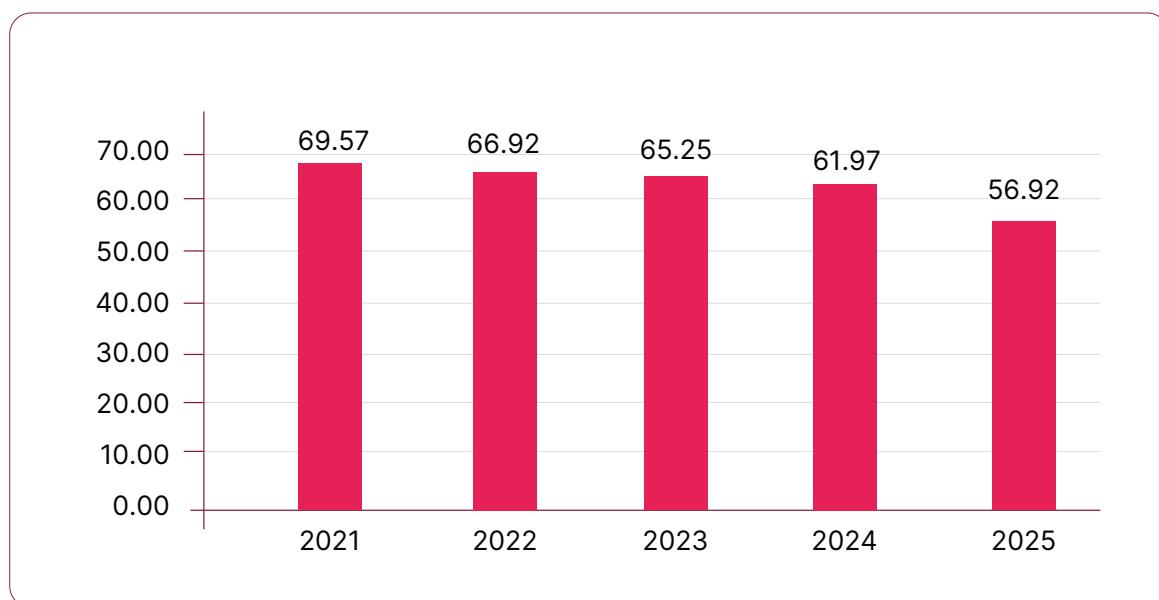


Source: As reported by pay broadcasters

### 1.3.2 DTH services

As reported by the pay DTH operators to TRAI, pay DTH attained net active subscriber base of 56.92 million at the end of March 2025. This is in addition to the subscribers of the DD Free Dish (free DTH services of Doordarshan). At the end of March 2025, there were 4 pay DTH service providers catering to this subscriber base. A list of pay DTH operators is placed at **Annexure II**. Number of net active DTH subscriber base for last five financial years is depicted in **Figure-20**.

**Figure-20: Total active subscriber base of pay DTH sector (in Million)**



Source: As reported to TRAI

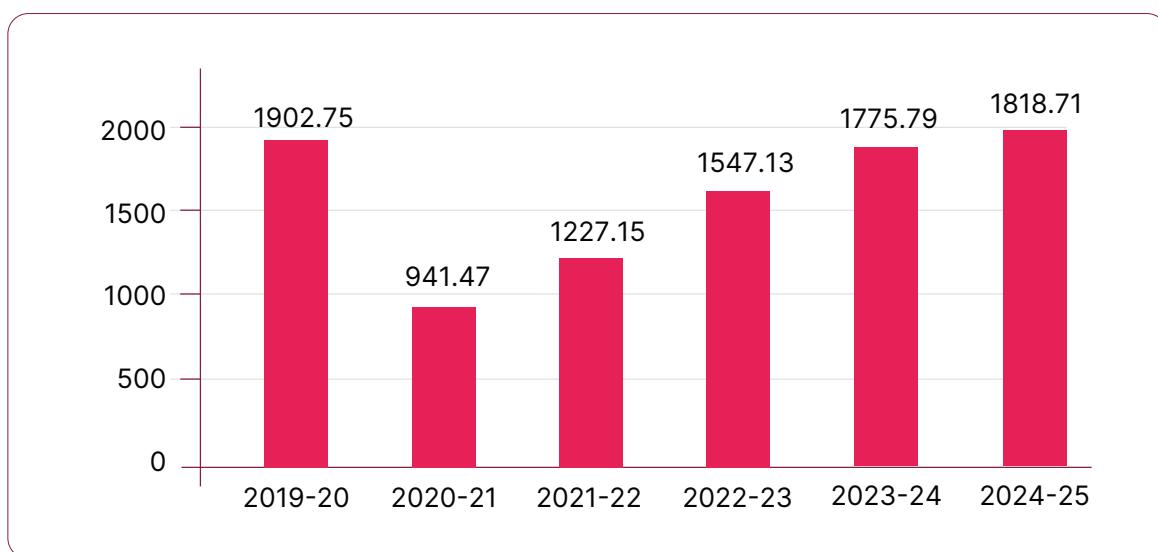
Apart from conventional TV channels, the pay DTH operators have been allowed to carry their own platform channels. These operators continued to add several innovative offerings and value-added services (VAS) such as movie-on-demand, gaming, shopping, education etc.

### 1.3.3 FM Radio

Radio is a popular means for mass communication, owing largely, to its wide coverage, portability, low set-up cost and affordability. In India, Radio coverage is available in Amplitude Modulation (AM) mode and Frequency Modulation (FM) mode. FM Radio broadcasting today, is the most popular and pervasive medium to provide entertainment, information and education to the masses. As reported by the private FM Radio operators to TRAI, there were 388 private FM radio stations operational as on 31<sup>st</sup> March 2025, besides the 591 radio stations operated by the public service broadcaster- All India Radio (AIR) [Source: Statistical Handbook on Media and Entertainment Sector 2024-25 released by MIB & available at <https://mib.gov.in/flipbook/93>].

As on 31<sup>st</sup> March 2025, as per the reporting done by private FM radio operators to TRAI, there were 388 FM radio stations have been made operational in 113 cities by 33 private FM operators. Introduction of private FM operators in the radio broadcasting sector has significantly enhanced radio coverage while providing good quality reception and content to listeners. This has also led to encouraging local talent as well as enhancing employment opportunities in these areas. As reported by the private FM Radio operators to TRAI, the advertisement revenue of private FM Radio stations was ₹ 1818.71 crore in the year 2024-25. During the covid period, the FM Radio revenue dropped significantly in the year 2020-21. However, it gradually recovered in the subsequent years and nearly returned to pre-COVID levels by the year 2024-25. The year-wise total advertisement revenue of private FM Radio stations for last six financial years is depicted in **Figure-21**.

**Figure-21 : FM Radio Advertisement Revenue (₹ in crore)**

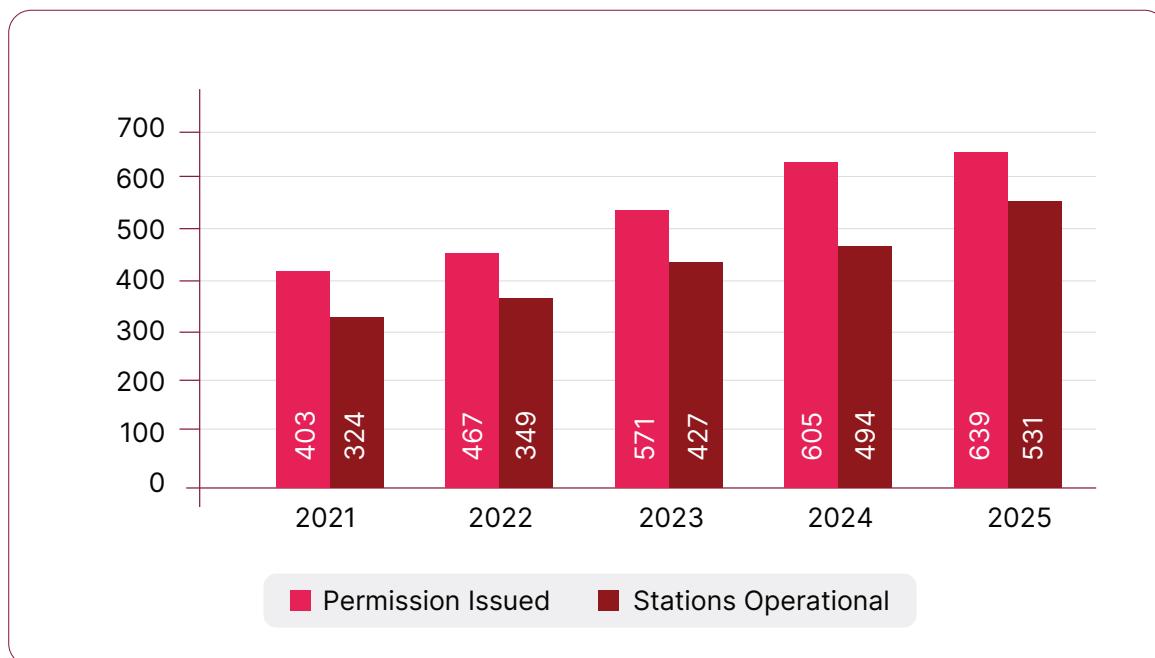


Source: As reported by FM Radio Operators

#### 1.3.4 Community Radio

Another area of growth in the radio landscape is expansion in number of Community Radio Stations (CRS) in the country. There is huge latent potential in CRS, given the vast landscape of this country, linguistic diversity regional flavours and cultural variations. Community Radio Stations can serve as a medium for networking of small groups and communities with a specific focus on daily concerns of the common man and also help them realize local aspirations. CRS are set up by non-profit community-based organizations, apart from educational institutes. This includes State Agriculture Universities (SAUs), Indian Council of Agricultural Research (ICAR) institutions, Krishi Vigyan Kendras, Autonomous Bodies, Civil Society Organisations, Voluntary Organisations, Registered Societies, Public Charitable Trusts, not-for-profit organizations set up by Self Help Groups (SHGs) and not-for-profit Farmer Producer Organizations (FPOs). As on 31<sup>st</sup> March 2025, 531 community radio stations were operational. The number of operational Community Radio Stations is depicted in **Figure-22**.

Figure-22: Number of Community Radio Stations



Source: As reported to TRAI



Overall status of the broadcasting and cable services sectors in the country is placed at the **Table-17** below:

**Table-17: Overall status of the Broadcasting and Cable services sector  
(as on 31<sup>st</sup> March 2025)**

Number of Broadcasters permitted by MIB (approximately) *	329
Number of Multi System Operators registered with MIB #	845
Number of Local Cable Operators \$	81,706
Number of pay DTH Operators \$	4
Number of satellite TV Channels registered with MIB *	918
Number of SD Pay TV Channels @	232
Number of HD TV Channels @	101
Number of FM Radio Stations (excluding All India Radio) @	388
Number of Operational Community Radio Stations \$	531

\* As per MIB's broadcast seva

# As per MIB's website

\$ As per MIB

@ As reported to TRAI



**Annexure - I**
**List of pay TV channels as on 31<sup>st</sup> March 2025**

<b>S. No.</b>	<b>Name of the broadcaster</b>	<b>S.No.</b>	<b>Name of the channel</b>	<b>Declared as SD or HD</b>
1.	AETN 18 Media Pvt Limited	1.	The History Channel	SD
		2.	History TV 18 HD	HD
2.	BBC Global News India Private Limited	3.	BBC World News	SD
		4.	Cbeebies	SD
3.	Bennett, Coleman & Company Limited	5.	Zoom	SD
		6.	Romedy Now	SD
		7.	MN + (HD)	HD
		8.	Mirror Now	SD
		9.	ET NOW	SD
		10.	Times Now	SD
		11.	Times Now Navbharat HD	HD
		12.	Movies Now HD	HD
		13.	MNX HD	HD
		14.	ET Now Swadesh	SD
		15.	MNX	SD
		16.	Times Now World (HD)	HD
		17.	Travel XP HD	HD
		18.	Travel XP Tamil	SD
		19.	Travel XP	SD
4.	Celebrities Management Private Limited	20.	Foodxp	SD
		21.	JAN TV PLUS	SD
5.	CSL Info Media Private Limited	22.	News X	SD
		23.	NewsX World	SD

S.No.	Name of the broadcaster	S.No.	Name of the channel	Declared as SD or HD
7.	Discovery Communications India	24.	Animal Planet	SD
		25.	Discovery Channel	SD
		26.	DTAMIL	SD
		27.	Discovery Kids	SD
		28.	Discovery Science	SD
		29.	Discovery Turbo	SD
		30.	Investigation Discovery	SD
		31.	Discovery HD	HD
		32.	Animal Planet HD	HD
		33.	TLC HD	HD
		34.	Investigation Discovery HD	HD
		35.	TLC	SD
		36.	EUROSPORT HD	HD
		37.	EUROSPORT	SD
8.	Eenadu Television Private Limited	38.	ETV Telugu	SD
		39.	ETV Andhra Pradesh	SD
		40.	ETV - Telangana	SD
		41.	ETV Cinema	SD
		42.	ETV Life	SD
		43.	ETV Plus	SD
		44.	ETV Abhiruchi	SD
		45.	ETV HD	HD
		46.	ETV Plus HD	HD
		47.	ETV Cinema HD	HD
		48.	ETV Balbharat Hindi	SD
		49.	ETV Balbharat English	SD

S.No.	Name of the broadcaster	S.No.	Name of the channel	Declared as SD or HD
		50.	ETV Balbharat HD	HD
		51.	ETV Balbharat SD	SD
9.	Information TV Pvt. Ltd.	52.	India News	SD
10.	Independent News Service Pvt. Ltd.	53.	India TV Speed News	HD
		54.	EPIC	SD
11.	IN10 Media Private Limited	55.	GUBBARE	SD
		56.	ISHARA TV	SD
12.	Fame Media Pvt Ltd	57.	4tv News	SD
13.	IBN Lokmat News Pvt Ltd	58.	News 18 Lokmat	SD
14.	Lifestyle and Media Broadcasting Limited	59.	Good Times	SD
		60.	J Movies	SD
15.	Mavis Satcom Limited	61.	Jaya Max	SD
		62.	Jaya Plus	SD
		63.	Jaya TV HD	HD
16.	MSM World Wide Factual Media Private Limited	64.	SONY BBC EARTH	SD
		65.	SONY BBC EARTH HD	HD
17.	New Delhi Television Limited	66.	NDTV 24*7	SD
		67.	NDTV Profit	SD
18.	Polimer Media Pvt Ltd	68.	Jothi TV	SD
		69.	Prarthana Life	SD
19.	Tarang Broadcasting Company Limited	70.	Tarang	SD
		71.	Tarang Music	SD
		72.	Alankar	SD
		73.	Tarang HD	HD

S.No.	Name of the broadcaster	S.No.	Name of the channel	Declared as SD or HD
20.	Raj Television Network Limited	74.	Raj Digital Plus	SD
		75.	Raj Musix	SD
		76.	Raj News	SD
		77.	Raj TV	SD
		78.	Raj Nagaichuvai	SD
		79.	Raj Pariwar	SD
21.	Silverstar Communications Limited	80.	Mega 24	SD
		81.	Mega Musiq	SD
		82.	Mega TV	SD
22.	Culver Max Entertainment Private Limited	83.	Sony YAY!	SD
		84.	SONY MAX	SD
		85.	SONY SAB	SD
		86.	SONY ENTERTAINMENT CHANNEL	SD
		87.	SONY PIX	SD
		88.	SONY MAX 2	SD
		89.	SONY ENTERTAINMENT CHANNEL HD	HD
		90.	SONY PIX HD	HD
		91.	SONY MAX HD	HD
		92.	SONY Sports Ten 2 HD	HD
		93.	SONY Sports Ten 3 HD	HD
		94.	SONY Sports Ten 2	SD
		95.	SONY Sports Ten 1	SD
		96.	SONY Sports Ten 3	SD
		97.	SONY Sports Ten 1 HD	HD

S.No.	Name of the broadcaster	S.No.	Name of the channel	Declared as SD or HD
22.	Culver Max Entertainment Private Limited	98.	SONY SAB HD	HD
		99.	SONY Sports Ten 4	SD
		100.	SONY Sports Ten 4 HD	HD
		101.	SONY Sports Ten 5	SD
		102.	SONY Sports Ten 5 HD	HD
		103.	SONY AATH	SD
		104.	SONY Marathi	SD
		105.	SONY MAX 1	SD
23.	Star India Private Limited	106.	Star Sports 3	SD
		107.	Star Sports 1 Tamil	SD
		108.	Star Sports Select 2	SD
		109.	Star Bharat	SD
		110.	Star Gold 2 (Movies OK)	SD
		111.	Star Sports 1 Hindi	SD
		112.	Star Gold	SD
		113.	Star Jalsha	SD
		114.	Star Movies	SD
		115.	Star Gold Select	SD
		116.	Star Plus	SD
		117.	Star Pravah	SD
		118.	Star Sports 1	SD
		119.	Star Sports 2	SD
		120.	Jalsha Movies	SD
		121.	Star Sports HD 2	HD
		122.	Star Sports HD 1	HD
		123.	Star Bharat HD	HD

S.No.	Name of the broadcaster	S.No.	Name of the channel	Declared as SD or HD
	Star India Private Limited	124.	Star Gold HD	HD
		125.	Star Movies HD	HD
		126.	Star Plus HD	HD
		127.	Star Sports 1 HD Hindi	HD
		128.	Star Sports Select 1	SD
		129.	Star Movies Select HD	HD
		130.	Star Sports 2 Kannada (Star Sports First)	SD
		131.	MAA Gold	SD
		132.	MAA Movies	SD
		133.	MAA Music	SD
		134.	MAA TV	SD
		135.	Star Pravah HD	HD
		136.	Star Jalsha HD	HD
		137.	Jalsha Movies HD	HD
		138.	Star Sports Select HD 1	HD
		139.	Star Sports Select HD 2	HD
		140.	MAA HD	HD
		141.	Star Gold Select HD	HD
		142.	MAA Movies HD	HD
		143.	Star Sport 1 Telugu	SD
		144.	Star Sport 1 Kannada	SD
		145.	Star Gold Romance	SD
		146.	Star Gold Thrills	SD
		147.	Pravah Pictures	SD
		148.	Star Kiran	SD
		149.	Star Movies Select	SD

S.No.	Name of the broadcaster	S.No.	Name of the channel	Declared as SD or HD
	Star India Private Limited	150.	Star Gold 2 HD	HD
		151.	Star Sports 1Tamil HD	HD
		152.	Star Sports 1Telugu HD	HD
		153.	Pravah Pictures HD	HD
		154.	Vijay TV	SD
		155.	Vijay Super	SD
		156.	Vijay HD	HD
		157.	Vijay Takk (Vijay Music)	SD
		158.	Asianet	SD
		159.	Asianet Plus	SD
		160.	Asianet Movies	SD
		161.	Suvarna Plus	SD
		162.	Star Suvarna HD	HD
		163.	Asianet HD	HD
		164.	Star Suvarna	SD
		165.	Vijay Super HD	HD
		166.	Asianet Movies HD	HD
		167.	Disney Junior	SD
		168.	Super Hungama (Marvel HQ)	SD
		169.	Disney International HD	HD
		170.	Hungama TV	SD
		171.	The Disney Channel	SD
		172.	Disney Channel HD	HD
		173.	National Geographic Channel (NGC)	SD
		174.	Nat Geo Wild	SD

S.No.	Name of the broadcaster	S.No.	Name of the channel	Declared as SD or HD
	Star India Private Limited	175.	National Geographic HD	HD
		176.	Nat Geo Wild HD	HD
		177.	Colors	SD
		178.	MTV	SD
		179.	NICK	SD
		180.	NICK JR	SD
		181.	SONIC	SD
		182.	Colors Infinity HD	HD
		183.	Colors Infinity	SD
		184.	Colors HD	HD
		185.	NICKS HD+	HD
		186.	Colors Cineplex	SD
		187.	Colors Kannada HD	HD
		188.	Colors Marathi HD	HD
		189.	Colors Bangla HD	HD
		190.	Colors Super	SD
		191.	Star Sports 2 Hindi (Sports 18 1)	SD
		192.	Star Sports 2 Hindi HD (Sports 18 1 HD)	HD
		193.	Star Sports 2 Telugu (Sports 18 2)	SD
		194.	Star Sports 2 Tamil (Sports 18 3)	SD
		195.	Colors Bangla	SD
		196.	Colors Gujarati	SD
		197.	Colors Kannada	SD
		198.	Colors Marathi	SD

S.No.	Name of the broadcaster	S.No.	Name of the channel	Declared as SD or HD
24.	Star India Private Limited	199.	Colors Tamil	SD
		200.	Colors Cineplex HD	HD
		201.	Colors Tamil HD	HD
		202.	MTV HD	HD
		203.	Colors Kannada Cinema	SD
		204.	Colors Gujarati Cinema	SD
		205.	Colors Bangla Cinema	SD
		206.	Star Sports 2 Telugu HD	HD
		207.	Star Sports 2 Tamil HD	HD
		208.	Star Sports Khel	SD
24.	SUN TV Network Limited	209.	Adithya TV	SD
		210.	Chintu TV	SD
		211.	Chutti TV	SD
		212.	Gemini Comedy	SD
		213.	Gemini Life	SD
		214.	Gemini Movies	SD
		215.	Gemini Music	SD
		216.	Gemini TV	SD
		217.	KTV	SD
		218.	Surya Movies	SD
		219.	Kushi TV	SD
		220.	SUN Life	SD
		221.	Sun Music	SD
		222.	Sun News	SD
		223.	Surya Music	SD
		224.	SUN TV	SD
		225.	Surya Comedy	SD

S.No.	Name of the broadcaster	S.No.	Name of the channel	Declared as SD or HD
	SUN TV Network Limited	226.	Surya TV	SD
		227.	Udaya Comedy	SD
		228.	Udaya Movies	SD
		229.	Udaya Music	SD
		230.	Udaya TV	SD
		231.	Kochu TV	SD
		232.	Sun TV HD	HD
		233.	KTV HD	HD
		234.	Sun Music HD	HD
		235.	Gemini TV HD	HD
		236.	Gemini Music HD	HD
		237.	Gemini Movies HD	HD
		238.	Surya HD	HD
		239.	Udaya HD	HD
25.	Suryansh Broadcasting Pvt Ltd	240	Flowers	SD
	Warner Media India Private Limited	241.	Cartoon Network	SD
		242.	CNN International	SD
		243.	POGO	SD
		244	Cartoon Network HD+	HD
	Network 18 Media & Investment Limited	245.	CNN News 18	SD
		246.	CNBC Bazaar	SD
		247.	CNBC TV 18 Prime HD	HD
		248.	CNBC Awaaz	SD
		249.	News 18 Tamil Nadu	SD
		250.	News 18 Kerala	SD

S.No.	Name of the broadcaster	S.No.	Name of the channel	Declared as SD or HD
251.	Network 18 Media & Investment Limited	251.	News 18 Assam / North East	SD
		252.	CNBC TV 18	SD
		253.	News 18 Bihar Jharkhand	SD
		254.	News 18 Madhya Pradesh/Chattisgarh	SD
		255.	News 18 Rajasthan	SD
		256.	News 18 Uttar Pradesh/ Uttarakhand	SD
		257.	News 18 Jammu Kashmir / Ladakh /Himachal Haryana	SD
		258.	News 18 Kannada	SD
		259.	News 18 Bangla	SD
		260.	News 18 Punjab	SD
		261.	News 18 Gujarati	SD
		262.	News 18 Odia	SD
28.	TV Today Network Limited	263.	India Today	SD
		264.	AAJ Tak HD	HD
29.	Zee Akaash News Pvt Ltd	265.	Zee 24 Ghanta	SD
30.	Zee Entertainment Enterprises Limited	266.	Zee Bollywood	SD
		267.	Zee Bangla Cinema	SD
		268.	Zee Café HD	HD
		269.	Zee Café	SD
		270.	Zee Cinema	SD
		271.	Zee Talkies	SD
		272.	Zee TV	SD

S.No.	Name of the broadcaster	S.No.	Name of the channel	Declared as SD or HD
	Zee Entertainment Enterprises Limited	273.	Zing	SD
		274.	& Picture	SD
		275.	Zee Bangla	SD
		276.	Zee Marathi	SD
		277.	ZEE ZEST HD	HD
		278.	Zee Zest	SD
		279.	Zee TV HD	HD
		280.	Zee Cinema HD	HD
		281.	& TV	SD
		282.	& TV HD	HD
		283.	Zee Kannada	SD
		284.	Zee Telugu	SD
		285.	& Pictures HD	HD
		286.	Zee Cinemalu	SD
		287.	Zee Yuva	SD
		288.	Zee Marathi HD	HD
		289.	& Prive HD	HD
		290.	Zee Bangla HD	HD
		291.	Zee Tamil HD	HD
		292.	Zee Cinemalu HD	HD
		293.	Zee Telugu HD	HD
		294.	Zee Tamil	SD
		295.	Zee Kannada HD	HD
		296.	& Flix HD	HD
		297.	& Flix	SD
		298.	Zee Keralam HD	HD
		299.	Zee Keralam	SD

S.No.	Name of the broadcaster	S.No.	Name of the channel	Declared as SD or HD
	Zee Entertainment Enterprises Limited	300.	Zee Classic	SD
		301.	&Xplore HD	HD
		302.	Zee Sarthak	SD
		303.	Zee Talkies HD	HD
		304.	Zee Punjabi	SD
		305.	Zee Thirai	SD
		306.	Zee Picchar	SD
		307.	Zee Thirai HD	HD
		308.	Zee Picchar HD	HD
31.	Zee Media Corporation Limited	309.	Zee 24 Taas	SD
		310.	Zee Delhi NCR Haryana (Zee Odisha)	SD
		311.	Zee Business	SD
		312.	Zee Punjab Haryana Himachal	SD
		313.	Zee Madhya Pradesh Chattisgarh	SD
		314.	Salaam TV	SD
		315.	WION	SD
		316.	Zee Uttar Pradesh Uttrakhand	SD
		317.	Zee Bharat	SD
		318.	Zee Bihar Jharkhand	SD
		319.	Zee Rajasthan News	SD
		320.	Zee News HD	HD
		321.	Zee Kannada News	SD
		322.	Zee Telugu News	SD

S.No.	Name of the broadcaster	S.No.	Name of the channel	Declared as SD or HD
32.	Zoom Entertainment Network Limited	323.	Movies Now	SD
33.	Sidharth Broadcasting Pvt Ltd	324.	Sidharth TV	SD
34.	Sarthak Music Private Limited	325.	Sidharth Bhakti	SD
		326.	Jay Jagannath	SD
		327.	Sidharth Gold	SD
35.	Kalaignar TV Pvt Limited	328.	Kalaignar TV	SD
		329.	Isaiaruvi	SD
		330.	Siripolli	SD
		331.	Murasu	SD
		332.	Seithigal	SD
		333.	Kalaignar Chithiram	SD

**Annexure - II****List of Pay DTH Operators**

S.No.	DTH Operator
1.	M/s. Tata Play Ltd
2.	M/s Dish TV India Ltd
3.	M/s SUN Direct TV Private Ltd
4.	M/s Bharti Telemedia Ltd.



# PART II

## REVIEW OF WORKING AND OPERATION OF THE TELECOM REGULATORY AUTHORITY OF INDIA



# REVIEW OF WORKING AND OPERATION OF THE TELECOM REGULATORY AUTHORITY OF INDIA

- 2.1** Part-I of the Report gave an overview of the general environment prevailing in the Telecom, TV broadcasting and radio services during 2024-25. In line with the mandate given under the TRAI Act, TRAI has played a catalytic role in the development of the telecom, broadcasting, and cable services. TRAI endeavours to provide a fair and transparent environment that encourages competition and promotes a level-playing field for all service providers while protecting the interest of consumers.
- 2.2** Under Section 36 of the TRAI Act 1997, the Authority may, by notification, make regulations consistent with this Act and the rules made thereunder to carry out the purposes of this Act. Further, Under Section 39 of the TRAI Act 1997, if any difficulty arises in giving effect to the provisions of this Act, the Central Government may, by order, published in the Official Gazette, make such provisions not inconsistent with the provisions of this Act as may appear to be necessary for removing this difficulty.
- 2.3** To formulate recommendations and suggest policy initiatives, TRAI interacts with various stakeholders such as the service providers, industry organizations, Consumer Advocacy Groups (CAGs) / Consumer Organizations and other experts in the field. It has developed a robust practice of consultation process, which allows participation of all the stakeholders and the general public and ensures transparency while framing recommendations. This process involves floating of a Consultation Paper highlighting the issues involved and soliciting the views of the stakeholders on the issues, holding Open House Discussion (OHD) Meetings arranged online or in physical mode in different cities in the country, inviting written comments on e-mail and through letters, and having interactive sessions with stakeholders and experts to obtain different views and clarifications on policy issues. The Regulations/Orders issued by TRAI also contain an Explanatory Memorandum which explains the basis on which the decisions are taken. The participative and transparent process adopted by TRAI has received wide acclaim.
- 2.4** TRAI also interacts with the consumer organizations/Non-Government Organizations (NGO) in the Telecom and Broadcasting sectors to obtain their views. It has a system of registering consumer organizations/NGOs connected with telecom services and interact with them at regular intervals. TRAI is constantly adopting measures for strengthening the consumer organizations. It also organizes Seminars and Workshops with the participation of International Experts on various technical issues and invites stakeholders, consumer organizations and other research institutes to attend these events.
- 2.5** Under Section 11 (1) (a) of the TRAI Act 1997, the Authority is required to make recommendations, either *Suo moto* or on a request from the licensor, i.e., Department of Telecommunications, Ministry of Communications or Ministry of Information & Broadcasting in the case of Broadcasting and Cable Services. Recommendations made to the Government during 2024-25 are given below:

## 2.5.1 TELECOM SECTOR

S.No.	List of Recommendations & Responses to Back References
1.	Recommendations dated 12 <sup>th</sup> April 2024 on “Encouraging Innovative Technologies, Services, Use Cases and Business Models through Regulatory Sandbox in Digital Communication Sector”.
2.	Recommendations dated 24 <sup>th</sup> April 2024 on “Telecommunication Infrastructure Sharing, Spectrum Sharing and Spectrum Leasing”.
3.	TRAI's Response dated 1 <sup>st</sup> August 2024 to DoT back reference dated 2 <sup>nd</sup> November 2022 on Recommendations on “Definition of Revenue Base (AGR) for the Reckoning of License Fee and Spectrum Usage Charges”.
4.	Recommendations dated 21 <sup>st</sup> August 2024 on “Tera Hertz Spectrum”.
5.	Recommendations dated 13 <sup>th</sup> September 2024 on “Connectivity to Access Service VNOs from more than one NSO”.
6.	Recommendation dated 18 <sup>th</sup> September 2024 on “Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023”.
7.	Recommendations dated 10 <sup>th</sup> December 2024 on “Definition of International Traffic”.
8.	Recommendations dated 20 <sup>th</sup> December 2024 on “Assignment of Additional Spectrum to Indian Railways for its Safety and Security Applications”.
9.	Recommendations dated 4 <sup>th</sup> February 2025 on “Frequency Spectrum in 37-37.5 GHz, 37.5-40 GHz, and 42.5-43.5 GHz bands Identified for IMT”.
10.	Recommendations dated 6 <sup>th</sup> February 2025 on “Revision of National Numbering Plan”.
11.	Recommendations dated 17 <sup>th</sup> February 2025 on “Terms and Conditions of Network Authorisations to be Granted Under the Telecommunications Act, 2023”.
12.	TRAI's Response dated 28 <sup>th</sup> February 2025 to the Back Reference dated 14 <sup>th</sup> January 2025 received from DoT on TRAI's Recommendations on “Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023”.

S.No.	List of Recommendations & Responses to Back References
13.	TRAI's Response dated 18 <sup>th</sup> March 2025 to the Back Reference dated 13 <sup>th</sup> February 2025 received from DoT on TRAI's Recommendations on "Definition of International Traffic".
14.	TRAI's Response dated 25 <sup>th</sup> March 2025 to the Back Reference dated 13 <sup>th</sup> February 2025 received from DoT on TRAI's Recommendations on "Telecommunication Infrastructure Sharing, Spectrum Sharing and Spectrum Leasing".

## RECOMMENDATIONS & RESPONSES TO BACK REFERENCES

### 2.5.1.1 Recommendations dated 12<sup>th</sup> April 2024 on "Encouraging Innovative Technologies, Services, Use Cases and Business Models through Regulatory Sandbox in Digital Communication Sector"

In view of new technological developments in 5G/6G, Machine to Machine Communications, Artificial Intelligence, the Internet of Things, Virtual Reality, and others, there is a need to provide an environment in which new technologies, services, use cases and business models can be tested in live networks, or existing functions or processes can be refined. To address this pressing need, the Department of Telecommunications wrote to the Telecom Regulatory Authority of India on 10th March 2023, requesting, TRAI's recommendations regarding a regulatory sandbox framework for new services, technologies, and business models in the digital communication industry. In consideration of the DoT reference, the TRAI published a Consultation Paper (CP) on 19th June 2023, inviting feedback from stakeholders. In view of new technological developments, varieties of competing technologies, number of probable product/service/application (hereinafter called product) providers and constantly evolving requirements, a test environment needs to be established where new technologies, functions and processes can be tested in live networks, or existing functions or processes can be refined. This live testing environment may also provide possibilities to explore new ways and means to meet regulatory requirements or new service offerings. Such test environments in regulatory space are commonly known as "Regulatory Sandboxes".

Regulatory Sandbox (RS) makes real-time but regulated access to telecom network and customer resources, something that is not possible in conventional methods of lab testing or pilots. Specific and generic exemptions in regulations, valid only for RS testing, are granted for testing of new ideas. Regulatory bodies in many countries have established such sandbox frameworks. Providing such a framework for live testing in India will encourage more entrepreneurs to develop solutions for the digital communication industry of the country as well as the world.

Subsequently, the Central Government *inter alia* made following provisions in the Telecommunications Act' 2023 notified on 24<sup>th</sup> December 2023: "The Central Government may, for the purposes of encouraging and facilitating innovation and technological development in telecommunication create one or more regulatory sandboxes, in such manner and for such duration as may be prescribed. Explanation - For the purposes of this section the expression "regulatory sandbox" refers to a live testing environment where new products/ services/ processes/ and business models which may be deployed on a limited set of users/ for a specified period/ with certain relaxations from the provisions of this Act".

DoT has also issued guidelines on 11<sup>th</sup> March 2024 to establish and operate 'Spectrum Regulatory Sandbox' (SRS) or 'WiTe Zones (Wireless Test Zones)' to promote R&D activities, outdoor testing/experimentation in the field of emerging new radio communications technologies. However, these guidelines do not provide for any connectivity with PSTN/Public commercial network/satellite, for the purpose of Testing/Research & Development (R&D) i.e. testing in WiTe Zones does not allow exposure of products to live network environments. Beyond offline/laboratory/WiTe Zone testing, there will be a requirement for testing the products in actual live network environments. Also, apart from exemptions that are related to spectrum, some products may require other types of regulatory relaxations for testing in live network requirements.

Based on the reference received from DoT, stakeholder feedback, and in line with the definition of Regulatory Sandbox as provided in the Telecommunication Act<sup>1</sup> 2023, which emphasize on testing of new products, services, processes, and business models in live testing environment on a limited set of users for a specified period of time after obtaining certain regulatory relaxations, the Authority has finalized its recommendations.

The recommendations outline all the relevant components in detail and offer a comprehensive framework for conducting Sandbox testing for the Digital Communication sector. As part of the recommendations, the Authority has outlined the objective and boundaries of the RS framework. The recommended RS framework for Digital Communication sector details the qualification to take part in the RS testing, essential requirements that participants must meet, supporting paperwork needed to demonstrate eligibility, the application, evaluation & approval procedure, the authority to waive or amend rules, validity period, procedures for authorization revocation, and the reporting requirements.

Indian companies or partnership firms, limited liability partnerships or a research institute who have done limited prior testing of their products/services/applications and meet all conditions mentioned in the framework can apply for regulatory sandbox testing. As the RS testing will be carried out in live networks on certain set of users, the framework has kept the security of networks and protection of customers in mind. Accordingly, it has been provided in the RS framework that the applicants will have to, *inter alia*, provide details of regulatory exemptions sought, risk mitigation safeguards proposed, consumer protection mechanism suggested, and a well-defined exit strategy as part of their application. To ensure accountability on part of Government agencies involved, strict timelines have been provided for completing the application evaluation process.

The regulatory framework includes clear documentation requirements and application, evaluation & approval procedures to ensure transparency throughout the RS process. Additionally, a detailed reporting mechanism has been defined to monitor the progress and outcomes of regulatory sandbox testing effectively. The framework provides that permission granted under the RS will have a validity period of up to 12 months for testing its product. However, provisions have been incorporated for extending the validity period or to early close/terminate the testing, if so required. An overseeing body has been proposed to monitor and evaluate regulatory sandbox testing so as to keep it on track and take necessary corrective measures, if required.

'The Telecommunications Act' 2023 has already extended the scope of Digital Bharat Nidhi to facilitate innovation and experimentation in the telecom sector by extending suitable financial support. As part of the regulatory sandbox framework, the authority has recognized that some of the innovations can have potential to bridge the digital divide and bring socio-economic advancement to under privileged sections of the society, if deployed on wider scale. However, despite being very promising, such innovation may lack adequate funding support and, therefore, the authority has recommended that such deserving innovations may be considered to get funding support for testing under RS Framework under Clause 25 (b), (c) and (d) of the Telecommunications Act' 2023.

The recommended Regulatory Sandbox framework is expected to give the Digital Communication industry's startup ecosystem access to real network environments and other data of telecom network to help test the reliability of new applications before bringing them to market. The framework provides for using cross-sector cooperation in carrying out RS testing with the help of other ministries and agencies. By providing a RS framework that enable various digital communication sector entities to work together in a structured manner, these recommendations are expected to synergize the efforts of innovators, startups, telecommunications companies, government agencies, and regulators to boost innovation and startup ecosystem.

The recommendations on "Encouraging Innovative Technologies, Services, Use Cases and Business Models through Regulatory Sandbox in Digital Communication Sector" are available on the website of TRAI [www.trai.gov.in](http://www.trai.gov.in).

#### **2.5.1.2 Recommendations dated 24<sup>th</sup> April 2024 on "Telecommunication Infrastructure Sharing, Spectrum Sharing and Spectrum Leasing"**

The Department of Telecommunications (DoT), through its letter dated 7<sup>th</sup> December 2021 had requested TRAI to provide recommendations under Section 11(1)(a) of TRAI Act, 1997 (as amended) on allowing sharing of core network elements also such as MSC, HLR, IN etc., among telecom operators. Subsequently, DoT through its letter dated 10<sup>th</sup> February 2022, mentioning its earlier reference dated 7<sup>th</sup> December 2021, informed that to promote optimum resource utilization among the licensees, it is proposed to allow sharing of all kinds of telecom infrastructure and network elements among all categories of service providers licensed under the Section 4 of Indian Telegraph, Act, 1885 for provision of authorized telecom services, and requested TRAI to submit its recommendations on the subject.

Considering the request of stakeholders to permit inter-band spectrum sharing and leasing of spectrum in the country, the Authority decided to take up the issues related to spectrum sharing and leasing of spectrum along with the issues related to infrastructure sharing in the stakeholders' consultation.

The National Digital Communications Policy (NDCP) 2018 recognizes spectrum as a key natural resource for public benefit to achieve India's socio-economic goals. NDCP 2018 aims to further liberalize the spectrum sharing, leasing, and trading regime in the country. The newly enacted Telecommunications Act, 2023 provides that the Central Government may permit the sharing, trading, leasing and surrender of assigned spectrum, subject to the terms and conditions, including applicable fees or charges, as may be prescribed.

On 13<sup>th</sup> January 2023, TRAI issued a Consultation Paper on Telecommunication Infrastructure Sharing, Spectrum Sharing, and Spectrum Leasing for soliciting comments/counter comments from stakeholders. In response, 21 comments, and five counter comments were received from stakeholders. An open house discussion on the consultation paper was held on 24<sup>th</sup> May 2023 through virtual mode.

Based on the comments/counter comments received from stakeholders, and on its own analysis, TRAI finalized the Recommendations on 'Telecommunication Infrastructure Sharing, Spectrum Sharing, and Spectrum Leasing'. The salient features of the recommendations are as follows:

- (i) Telecommunication service licensees should be allowed to share passive infrastructure such as buildings, tower, electrical equipment including battery and power plant, dark fiber, duct space, Right of Way, etc. owned, established, and operated by them under the respective licenses with all types of telecommunication service licensees.
- (ii) Telecommunication service licensees should be allowed to share all types of active infrastructure elements owned, established, and operated by them under respective licenses with all types of telecommunication service licensees as per the scope of their services.
- (iii) In the future projects of Universal Service Obligation Fund (USOF) under the Indian Telegraph Act, 1885 (or Digital Bharat Nidhi under the Telecommunications Act, 2023), DoT should include a provision in the agreement with the Universal Service Provider (USP) that the USP shall not refuse to share the passive infrastructure laid under the project to at least two other telecom service providers on a transparent and non-discriminatory basis.
- (iv) In the already assigned projects of USOF, DoT should explore the feasibility of issuing instructions to such USPs that the USP shall not refuse to share the passive infrastructure laid under the project with at least two other telecom service providers on a transparent and non-discriminatory basis.
- (v) In the interest of consumers, a telecom service provider, which has built mobile network infrastructure in the remote and far-flung areas of the country with full or partial funding from the Government under USOF (or Digital Bharat Nidhi), should be mandated to allow roaming to other TSPs on its network in such remote and far-flung areas initially for a period of three years.
- (vi) Inter-band access spectrum sharing between access service providers [which may be implemented either by way of pooling of access spectrum held by the participating access providers in different frequency bands through common radio access networks, or by way of allowing the partnering access service providers to use the radio access networks of each other operating in the shared frequency band(s)] in an ISA should be permitted.
- (vii) DoT should explore the possibility of implementing authorized shared access (ASA) technique-based spectrum sharing in India, under which, the spectrum assigned to Government agencies or other entities (non-TSPs) in the globally harmonized spectrum bands for IMT services, can be assigned to access service providers as secondary users.
- (viii) A field trial of ASA technique-based spectrum sharing between the willing access service providers should be conducted under the supervision of DoT.
- (ix) The leasing of access spectrum should be permitted among access service providers.

Through these recommendations, TRAI has also provided the essential terms and conditions for the implementation of the above recommendations.

The implementation of the recommendations on telecommunication infrastructure sharing will help telecom service providers with greater cost efficiency and improved time to market. The recommendations on mandatory sharing of passive infrastructure laid under the Universal Service Obligation Fund (USOF) projects are aimed at extending the benefits of telecommunication coverage in underserved areas to more than one telecom service provider through effective utilization of Government funded infrastructure. Further, the recommendations on mandatory roaming on the mobile network infrastructure built with Government funding in remote and far-flung areas are aimed at reducing the hardship being faced by the subscribers due to connectivity issues of the home network provider.

At present, only spectrum trading and intra-band spectrum sharing are permitted in the country. For a more efficient utilization of the scarce spectrum, TRAI has recommended that spectrum leasing and inter-band spectrum sharing should also be permitted. Implementation of these recommendations will enable telecom service providers to provide better quality of service and wider coverage of telecommunication services. Further, the recommendations for exploring the possibility of implementing authorized shared access (ASA) technique-based spectrum sharing are aimed at further strengthening the efficient and effective utilization of the scarce resource.

The recommendations on “Telecommunication Infrastructure Sharing, Spectrum Sharing and Spectrum Leasing” are available on TRAI’s website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.5.1.3 TRAI's Response dated 1<sup>st</sup> August 2024 to DoT back reference dated 2<sup>nd</sup> November 2022 on Recommendations on “Definition of Revenue Base (AGR) for the Reckoning of License Fee and Spectrum Usage Charges”**

Department of Telecommunications (DoT), through its letter dated 2<sup>nd</sup> November 2022, referred back a recommendation of TRAI on “Definition of Revenue Base (AGR) for the Reckoning of License Fee and Spectrum Usage Charges” for reconsideration of TRAI under Section 11 of the TRAI Act, 1997 (as amended). After examination, TRAI finalized its response to the back-reference and sent it to the Government on 1<sup>st</sup> August 2024.

A copy of TRAI's Response dated 1<sup>st</sup> August 2024 to DoT back reference dated 2<sup>nd</sup> November 2022 on Recommendations on “Definition of Revenue Base (AGR) for the Reckoning of License Fee and Spectrum Usage Charges” is available on TRAI’s website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.5.1.4 Recommendations dated 21<sup>st</sup> August 2024 on “Tera Hertz Spectrum”**

The Department of Telecommunications (DoT), through its letter dated 8<sup>th</sup> December 2022, requested the Authority to provide recommendations, under Section 11(1)(a) of TRAI Act, 1997 (as amended), on “Open and De-licensed use of Unused or Limited used Spectrum Bands for Demand Generation for Limited period in Tera Hertz Range”.

In this regard, the Authority issued a consultation paper on "Open and Delicensed use of Unused or Limited Used Spectrum Bands for Demand Generation for Limited Period in Tera Hertz Range" on 27<sup>th</sup> September 2023 to seek comments and counter comments from stakeholders. In response, 17 stakeholders furnished comments, and two stakeholders furnished their counter comments. An Open House Discussion on the consultation paper was held through virtual mode on 8<sup>th</sup> March 2024.

Based on the comments received from stakeholders in the consultation process, and on its own analysis, TRAI finalized Recommendations on the Tera Hertz Spectrum. The salient features of the Recommendations are as follows:

- (a) The Government should introduce a new experimental authorisation for the spectrum in the 95 GHz to 3 THz range termed as 'Tera Hertz Experimental Authorisation' (in short, THEA).
- (b) The main elements of the authorisation framework for THEA are given below:
  - (i) Purpose: The purpose of THEA should be to promote Research & Development (R&D), indoor and outdoor testing, technology trial, experimentation, and demonstration in the 95 GHz to 3 THz range.
  - (ii) Scope: The scope of THEA should be to conduct R&D, indoor and outdoor testing, technology trial, experimentation, and demonstration in the 95 GHz to 3 THz range; and to market experimental devices designed to operate in the 95 GHz to 3 THz range via direct sale.
  - (iii) Eligibility condition: Any Indian Entity (Academic institute, R&D Laboratory, Central/ State Government, public sector unit, Union Territory, Technology Park, telecommunication service provider, incubator, original equipment manufacturer etc.) should be eligible to obtain THEA.
  - (iv) Marketing of experimental devices: Marketing of experimental devices designed to operate in the 95 GHz to 3 THz range should be permitted under THEA via direct sale.
  - (v) Authorisation period: The authorisation period of THEA should be up to five years. The authorisation should be further extendable for periods of up to five years at a time.
  - (vi) Authorisation fee: The authorisation fee for THEA should be ₹ 1,000 for a period of up to five years.
- (c) Authorisation and assignment-exempt operations should be permitted in the 116-123 GHz, 174.8-182 GHz, 185-190 GHz, and 244-246 GHz frequency bands in India.
- (d) The 77-81 GHz frequency range should be opened for authorisation and assignment-exempt operations of automotive radar systems in India.

The Tera Hertz Experimental Authorisation (THEA), recommended by the Authority, would encourage entrepreneurs and academia to develop innovative new technologies and services in the Tera Hertz band. THEA would help experimenters to evaluate the performance of products in the Tera Hertz band in the conception, development and design stages which would, in turn, pave a path to ascertain the technical viability of technologies and services built on the Tera Hertz spectrum. Upon implementation, the new experimental authorisation regime recommended by the Authority will provide a boost to the 'Make in India' initiatives of the Government.

The Authority is of the view that permitting the authorisation and assignment-exempt use of the 116-123 GHz, 174.8-182 GHz, 185-190 GHz, and 244-246 GHz bands would support the introduction of next-generation wireless technologies that could be deployed both indoor and outdoor, operating over distances ranging from less than a meter to several hundred meters, and deliver increased capacity and reliability for existing use cases as well as new and emerging use cases. Releasing these bands would also support a variety of innovative use cases that will significantly enhance operations and growth in vertical industries.

Vehicular radars can determine the distance and relative speed of objects in front of, besides, or behind a vehicle to improve the driver's ability to perceive objects under poor visibility conditions or in blind spots. Long-range vehicular radars (LRRs) use up to 1 GHz of bandwidth and typically provide a spatial resolution of the order of 0.5 meters. The vehicular radar industry has also developed short-range vehicular radar (SRR) applications that use up to 4 GHz of bandwidth, and typically provide a higher spatial resolution than LRRs, of the order of 0.1 meters. Internationally, SRR units operating in the 77 GHz to 81 GHz band are used for several applications to enhance the active and passive safety of road users. Applications which enhance passive safety include obstacle detection, collision warning, lane departure warning, lane change aid, blind spot detection, parking aid and airbag arming. The combination of these functions is referred to in the literature as a "safety belt" for cars. Keeping in view that the short-range vehicular radar (SRR) applications can significantly enhance the safety of drivers and other road users, the Authority has recommended to permit authorisation and assignment-exempt operations of the 77-81 GHz band for automotive radars in India.

The recommendations on "Tera Hertz Spectrum" are available on the TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.5.1.5 Recommendations dated 13<sup>th</sup> September 2024 on "Connectivity to Access Service VNOs from more than one NSO"**

Department of Telecommunications (DoT), through its letter dated 7<sup>th</sup> July 2023 on the subject – "Connectivity to Access Service VNOs from more than one NSO", sought recommendations of Telecom Regulatory Authority of India under Section 11(1)(a) of the TRAI Act, 1997.

In this regard, TRAI initiated a Consultation Paper on "Connectivity to Access Service VNOs from more than one NSO" on 23<sup>rd</sup> February 2024 for soliciting the comments and counter-comments of stakeholders. Comments were received from nine stakeholders and counter comments were received from four stakeholders. An Open House Discussion on the consultation paper was convened on 8<sup>th</sup> May 2024.

Based on the comments received from stakeholders and on its own analysis, TRAI finalized its Recommendations on the “Connectivity to Access Service VNOs from more than one NSO”.

In the year 2016, the Department of Telecommunications (DoT) introduced the regime of Virtual Network Operators (VNOs) in India. VNOs are treated as an extension of Network Service Operators (NSOs). VNOs can provide telecommunication services after obtaining telecommunication network resources from NSOs as per their mutual agreement.

As per the extant licensing regime in the country, VNOs are allowed to have agreements with more than one NSO for all services other than Access Service and such services which need numbering and the unique identity of the customer. Through these recommendations, the Authority has recommended that there should be no cap on the number of Network Service Operators (NSOs) from whom an Access Service Virtual Network Operator (VNO) can take connectivity for providing wireline access service in a Licensed Service Area (LSA).

Through these recommendations, the Authority has also recommended that An Access Service VNO, intending to provide both wireless and wireline access services in an LSA, should be permitted to take connectivity from one NSO for wireless access service and other NSO(s) for wireline access service in the LSA. This flexibility should be given in addition to the extant regime under which an Access Service VNO, intending to provide both wireline and wireless access services in an LSA, is permitted to take connectivity for both wireline and wireless access services from the same NSO in the LSA.

The Authority is of the view that the implementation of these recommendations would give a boost to the quality of service of wireline access services in the country. It would also provide flexibility to Access Service VNOs to obtain connectivity for wireless access service and wireline access service from different NSOs. This would enable Access Service VNOs to provide better service offerings to telecom consumers in the country.

The recommendations on “Connectivity to Access Service VNOs from more than one NSO” are available on TRAI’s website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.5.1.6 Recommendations dated 18<sup>th</sup> September 2024 on “Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023”**

The Department of Telecommunications (DoT) through a letter dated 21<sup>st</sup> June 2024 informed TRAI that the Telecommunications Act, 2023 has been published in the Official Gazette of India; and the Section 3(1)(a) of the Act provides for obtaining an authorisation by any entity/person intending to provide telecommunication services, subject to such terms and conditions, including fees or charges, as may be prescribed. With the letter, DoT also shared a background note on related aspects, including relevant sections of the new Act that may have a bearing on the terms and conditions of authorisations.

DoT through letter dated 21<sup>st</sup> June 2024, under Section 11(1)(a) of the TRAI Act, 1997 (as amended), requested TRAI to provide recommendations on terms and conditions, including fees or charges, for authorisation to provide telecommunication services as per the provisions of the Telecommunications Act 2023.

In this regard, the Authority on 11<sup>th</sup> July 2024 issued a Consultation Paper on the "Framework for the Service Authorisations to be Granted Under the Telecommunications Act, 2023" providing the background information, and seeking comments and counter comments from the stakeholders on 61 issues raised in the consultation paper. The last date for furnishing comments and counter comments initially was 1<sup>st</sup> August 2024 and 8<sup>th</sup> August 2024, respectively. However, on the request of many stakeholders, the last date for furnishing written comments and counter comments was extended to 8<sup>th</sup> August 2024 and 16<sup>th</sup> August 2024, respectively.

In response to the issues raised in the consultation paper, 48 stakeholders furnished comments, and 17 stakeholders furnished counter comments. As a part of the consultation process, TRAI conducted an OHD through virtual mode on 21<sup>st</sup> August 2024. After the OHD, seven stakeholders furnished additional written submissions. During the consultation process, stakeholders participated very actively and provided detailed inputs in response to the issues raised in the consultation paper. In all, 21 associations, 22 service providers, six companies and organisations, and one Consumer Organisation furnished written submissions running over 1700 pages, while over 250 participants attended the OHD.

Based on the comments received from stakeholders during the consultation process, and on its own analysis, TRAI finalized the Recommendations on the "Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023". These recommendations are aimed at a significant revamp of the existing telecommunication service licensing regime in the country and at fostering growth and enhancing ease of doing business in the sector. Through these recommendations, the Authority has recommended a new service authorisation framework, apart from detailed terms and conditions of various service authorisations to be granted under the Telecommunications Act, 2023.

Salient points of these recommendations are given below:

- (a) The Central Government should grant Service Authorisation under section 3(1) of the Telecommunications Act, 2023 instead of entering into an agreement with the entity.
- (b) The authorisation should be a concise document, containing the essential elements and the terms and conditions for a service authorisation should be prescribed through the Rules to be notified under the Telecommunications Act, 2023.
- (c) The Broad contours of various service authorisations including the eligibility conditions, scope of service, validity period etc. should be in the form of rules for Grant of Service Authorisations.
- (d) The Authority recommended three broad categories of telecommunication service authorisations namely,
  - I. Main service authorisations
  - II. Auxiliary service authorisations
  - III. Captive service authorisations

- (e) The main service authorisations cover all primary telecommunication services that are involved in the delivery of telecommunication services to public at large such as Access Services, Internet services, Long Distance Services, Satellite based telecommunication services and M2M WAN services.
- (f) All main service authorisations can be granted in two sub-categories viz. Network Service Operator (NSO), and Virtual Network Operator (VNO). For the VNOs, multiparenting with Access Service NSOs has been permitted except for wireless services, where parenting can be with only one Network Service Operator (NSO).
- (g) Auxiliary service authorisations include all other existing service authorisations (other than Captive services), which are in general provided to the enterprise users and not to public at large and have very light touch regulatory oversight. It includes services such as PMRTS, PM-WANI, M2M Service and M2M service and WPAN/ WLAN Connectivity Service, Enterprise Communication Services, IFMC, Data Communication Service between Aircraft and Ground Stations, etc. Each service authorisation will be governed by different terms and conditions which has to be prescribed through different Rules for each service authorisation.
- (h) Captive service authorisation covers the service authorisations for establishment of captive network after obtaining assignment of spectrum from Central Government, such as CMRTS, CNPN, Captive VSAT CUG etc. Each service authorisation will be governed by different terms and conditions to be prescribed through different specific Rule for each service authorisation.
- (i) Under the new authorisation framework, 'Unified Service Authorisation' has been introduced to achieve the objective of 'One Nation - One Authorisation' across services and service areas. An entity holding Unified Service Authorisation can provide mobile service, internet service, broadband service, landline telephone service, long distance service, satellite communication service, Machine to Machine (M2M) and IoT service etc. on a pan-India basis under a single authorisation. Unified Service authorised entity will have complete flexibility for routing its domestic traffic.
- (j) TRAI has also asked the Central Government to provide a glide path leading to financial accounting and reporting, assignment of numbering resources, assignment of spectrum at a National level for Unified Service authorised entity.
- (k) The use of Non-Terrestrial Network (NTN) has been permitted in the scope of Access Service.
- (l) The scope of Internet Service authorisation under the new authorisation framework has been enhanced to include the provision of leased lines and virtual private networks. This will permit the Internet Service Providers to better utilise and monetise their network resources.
- (m) Under the new authorisation framework, National Long Distance (NLD) service and International Long Distance (ILD) service have been merged in a single authorisation namely, 'Long Distance Service Authorisation'. This Authorisation also permits the establishment of ILD Gateway as well as Cable Landing Stations for both domestic and international submarine cables. Carrying domestic traffic through submarine cables connecting two coastal cities of India has been allowed in 'Long Distance Service Authorisation'.

- (n) Under the new authorisation framework, Commercial VSAT-CUG service and GMPCS have been merged in a single authorisation namely, 'Satellite-based Telecommunication Service Authorisation'. The extant restriction on VSAT operators to provide services to only closed user group (CUG) has been removed under the new authorisation framework. Both VSAT based FSS and GMPCS service have been included under the scope of Satellite-based Telecommunication Service Authorisation.
- (o) Satellite-based Telecommunications Service providers will also be permitted to make use of the satellite earth station gateways established in India for providing service in foreign countries, after obtaining permission from the Government of India.
- (p) It has been clarified that provision of emergency SOS messaging services via satellite is covered under the scope of the extant GMPCS service authorisation as well as in the Satellite-based Telecommunications Service authorisation under the new framework.
- (q) The Authorised entities have been permitted to take telecommunication resources on lease or hire from cloud service providers, which are either empanelled by the Ministry of Electronics and Information Technology (MeitY), Government of India as cloud service providers, or are authorised under Section 3(1) of the Telecommunications Act, 2023. The cloud is to be situated in India.
- (r) The Authorised entities, particularly the small and medium sized entities, can benefit from the cloud-based infrastructure of the third parties, in terms of reduced cost, improved network resilience, reduced time-to-market and optimisation of the network capacities on a need basis.
- (s) Authorised entities have been allowed to share all active and passive infrastructure amongst themselves.
- (t) Under the new authorisation framework, the scope of extant Audio Conferencing/ Audiotex/ Voice Mail Service authorisation has been enhanced to include Cloud-based EPABX Service, and the authorisation has been renamed as 'Enterprise Communication Service Authorisation'.
- (u) Under the new authorisation framework, the extant M2M service provider registration and M2M WLAN/ WPAN connectivity provider registration have been merged into a single authorisation namely, 'M2M Service and M2M WLAN/ WPAN Connectivity Service Authorisation'.



- (v) Framework for permitting smooth migration of existing service providers to the new authorisation regime, on voluntary basis, has been recommended.
- (w) In a further effort to support the industry, elimination of entry fee at the time of renewal of authorisation has been recommended. This step is poised to alleviate the financial burden on both existing and new players, particularly benefiting Virtual Network Operators, thus ensuring smoother operations and a more dynamic telecom landscape.
- (x) The entry fee for different service authorisations have been significantly reduced, which is expected to open the doors for new service providers, drive fresh investments, and boost competition within the telecom market.
- (y) For the Main Service authorisations, Entry Fee has been recommended as –
  - (I) Access Service Authorisation: Entry Fee reduced from ₹ 1 crore to ₹ 50 Lakh for each telecom circle/Metro area; from ₹ 50 lakh to ₹ 25 lakh for J&K and North-East each.
  - (II) Internet Service Authorisation: For Category-A: Entry Fee reduced from ₹ 30 lakh to ₹ 20 lakh; for Category-B: Entry Fee reduced from ₹ 2 lakh to ₹ 1 lakh for each telecom circle and ₹ 50 thousand for J&K and North-east each; and Category-C: No Entry Fee.
  - (III) M2M WAN Service Authorisation (Category-A, B, C): No Entry Fee.
  - (IV) Unified Service Authorisation: Entry Fee at ₹ 12 crore.
  - (V) Long Distance Service Authorisation: Entry Fee at ₹ 1 crore.
  - (VI) Satellite-based Telecommunication Service Authorisation: Entry Fee at ₹ 50 lakh.
- (z) For Auxiliary Service Authorisations and Captive Service Authorisations, Entry Fee has been recommended as –
  - (I) PMRTS Authorisation: Entry Fee reduced from ₹ 50 thousand to ₹ 20 thousand for each telecom circle/Metro area.
  - (II) Enterprise Communication Service Authorisation: No Entry Fee.
  - (III) Data Communication Service between Aircraft and Ground Stations: Entry Fee at ₹ 1 Lakh.
  - (IV) Captive VSAT FSS: Entry Fee reduced from ₹ 15 Lakh to ₹ 7.5 Lakh.
- (aa) The Entry Fee for VNO Service Authorisations reduced substantially to promote competition and improved provision of services.
- (bb) For authorisations having provisions of both Financial Bank Guarantee (FBG) and Performance Bank Guarantee (PBG), FBG and PBG should be merged into a single Bank Guarantee.
- (cc) For enhancing the ease of doing business, simplified format for Statement of Revenue, Self-certificate in place Affidavit along with statement of Revenue, and adoption of electronic Bank Guarantee (eBG) has been recommended.

- (dd) The merging of bank guarantees and replacing the Affidavit with a Self-Certificate is expected to simplify procedures and enhance the ease of doing business.
- (ee) The concerns of stakeholders that the Government may make amendments to the terms and conditions of the authorisation in a unilateral manner were noted. To provide regulatory stability, it has been recommended that for any substantial change(s) in the terms and conditions of the authorisations, except for the reason of the interest of the security of the State, the Central Government should seek TRAI's recommendations. This would also bring more transparency in the process.

The recommendations on "Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023" are available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.5.1.7 Recommendations dated 10<sup>th</sup> December 2024 on "Definition of International Traffic"**

DoT through a reference dated 30<sup>th</sup> August 2022, requested TRAI to submit recommendations under Section 11(1)(a) of the TRAI Act, 1997 (as amended) on the definition of International SMS and Domestic SMS.

In this regard, a Consultation Paper on "Definition of International Traffic" was released on 2<sup>nd</sup> May 2023 for soliciting comments and counter-comments of stakeholders. In response, 20 stakeholders submitted their comments, and seven stakeholders furnished their counter-comments. An OHD on the consultation paper was held on 24<sup>th</sup> August 2023.

Based on the comments/counter-comments received from stakeholders and on its own analysis, TRAI finalized the Recommendations on the "Definition of International Traffic".

Salient points of the recommendations are given below:

- (i) The term 'International Traffic' should be defined in the relevant telecommunication service licenses and authorisations as below: "**INTERNATIONAL TRAFFIC** means the traffic originating in one country and terminating in another country, where one of the countries is India".
- (ii) The term 'International SMS Message' should be defined in the relevant telecommunication service licenses and authorisations as below: "**INTERNATIONAL SMS MESSAGE** means the international traffic delivered using SMS".
- (iii) The following explanation should be included under the definition of international SMS in the relevant telecommunication service licenses and authorisations: "*Any incoming application to person (A2P) SMS message shall be treated as an international SMS message, if it cannot be generated, transmitted or received without the use or intervention of any electronic device, computer system or computer application located outside India*".
- (iv) The term 'Domestic Traffic' should be defined in the relevant telecommunication service licenses and authorisations as below: "**DOMESTIC TRAFFIC** means the traffic originating and terminating within India".

(v) The term 'Domestic SMS' should be defined in the relevant telecommunication service licenses and authorisations as below: "*DOMESTIC SMS means the domestic traffic delivered using SMS*".

The recommendations on "Definition of International Traffic" are available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.5.1.8 Recommendations dated 20<sup>th</sup> December 2024 on "Assignment of Additional Spectrum to Indian Railways for its Safety and Security Applications"**

DoT, through its letter dated 26<sup>th</sup> July 2023, informed TRAI that Indian Railways has sought an additional 5 MHz of paired spectrum in the 700 MHz band, free of cost, for enhancing its safety and security systems. DoT through letter dated 26<sup>th</sup> July 2023, requested TRAI to examine and provide its recommendations on the following aspects:

- (i) The assignment of 5 MHz of additional spectrum to Indian Railways in view of its earlier recommendations dated 25<sup>th</sup> October 2019 and also in the context of its earlier recommendations with respect to NCRTC dated 28<sup>th</sup> December 2022 and auction of spectrum dated 11<sup>th</sup> April 2022.
- (ii) While providing the recommendations, TRAI may also consider the possibility of sharing of the spectrum between Indian Railways/ NCRTC/ RRTS/ Metro and other similar networks to ensure the efficient utilization of spectrum.
- (iii) Considering the different spectrum valuation methodology as recommended by TRAI for the 5 MHz of paired spectrum in the 700 MHz band, assigned to Indian Railways and for NCRTC, TRAI may examine and if found necessary recommend uniform spectrum valuation and charging methodology considering similar usage in the same spectrum band.
- (iv) Any other recommendations deemed fit for the purpose.

In this regard, TRAI on 7<sup>th</sup> February 2024 issued a consultation paper on "Assignment of Additional Spectrum to Indian Railways for its Safety and Security Applications" for seeking comments and counter comments from stakeholders. In response, eight stakeholders submitted their comments, and three stakeholders furnished their counter-comments. An OHD on the consultation paper was held through virtual mode on 3<sup>rd</sup> May 2024.

Based on the comments and counter-comments received from stakeholders in the consultation process, and on its own analysis, TRAI finalized the Recommendations on "Assignment of Additional Spectrum to Indian Railways for its Safety and Security Applications". Salient points of the recommendations are given below:

- (i) In addition to the already assigned 5 MHz (paired) frequency spectrum in the 700 MHz frequency band, an additional 5 MHz (paired) frequency spectrum in the 700 MHz frequency band should be assigned to Indian Railways for its safety and security applications along the railway tracks for captive use.

- (ii) DoT should take an early decision on the Authority's earlier recommendation that to ascertain feasibility of radio access network (RAN) sharing, a field trial of RAN sharing through multi-operator core network (MOCN) may be conducted by the Ministry of Railways involving Indian Railways and NCRTC, under the supervision of DoT, as recommended by TRAI through the Recommendations on "Spectrum Requirements of National Capital Region Transport Corporation (NCRTC) for Train Control System for RRTS Corridors" dated 28<sup>th</sup> December 2022. Based on the outcome of the field trial, a decision on the implementation of RAN sharing through MOCN in the overlapping areas among Indian Railways/ NCRTC/ other RRTS/ Metro rail networks can be taken.
- (iii) While assigning the frequency spectrum to Indian Railways, the terms of frequency spectrum assignment should include a condition that in case it is determined through the field trial that RAN sharing is feasible, Indian Railways shall implement RAN sharing through MOCN in the overlapping areas with NCRTC/ other RRTS/ Metro rail networks and the same shall be governed through the guidelines issued by DoT.
- (iv) Spectrum harmonization should be carried out to assign a contiguous block of 10 MHz of frequency spectrum in the 700 MHz band to Indian Railways and an adjacent 5 MHz block to NCRTC/ other RRTS/ Metro rail networks. At the same time, it should be ensured that minimum disturbance occurs to the running networks.
- (v) Spectrum charges for Indian Railways /NCRTC/ other RRTS/ Metro rail networks should be levied based on the formula for Royalty Charges and License Fees for captive use, as prescribed by DoT.

The recommendations on "Assignment of Additional Spectrum to Indian Railways for its Safety and Security Applications" are available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.5.1.9 Recommendations dated 4<sup>th</sup> February 2025 on "Frequency Spectrum in 37-37.5 GHz, 37.5-40 GHz, and 42.5-43.5 GHz bands Identified for IMT"**

DoT, through its letter dated 2<sup>nd</sup> August 2023, requested TRAI to –

- (i) provide recommendations on applicable reserve price, band plan, block size, quantum of spectrum to be auctioned and associated conditions for auction of spectrum in 600 MHz, 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300 MHz, 26 GHz, 37-37.5 GHz, 37.5-40 GHz and 42.5-43.5 GHz bands for IMT.
- (ii) provide any other recommendations deemed fit for the purpose of spectrum auction in these frequency bands, including the regulatory / technical requirements as enunciated in the relevant provisions of the latest NFAP/Radio Regulations of the ITU.

On 1<sup>st</sup> September 2023, TRAI sent a response to DoT regarding the existing spectrum bands viz. 600 MHz, 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300 MHz, and 26 GHz, wherein TRAI reiterated its recommendations dated 11<sup>th</sup> April 2022, and stated that all available spectrum in the existing bands may be put to auction with the same band plan, block size and associated conditions. Further, TRAI informed DoT that it would initiate a consultation process for providing recommendations in respect of the new referred spectrum bands viz. 37-37.5 GHz, 37.5-40 GHz, and 42.5-43.5 GHz bands.

In this regard, TRAI on 4<sup>th</sup> April 2024 issued a consultation paper on "Auction of Frequency Spectrum in 37-37.5 GHz, 37.5-40 GHz, and 42.5-43.5 GHz bands Identified for IMT" for seeking comments and counter comments of stakeholders. In response, 12 stakeholders submitted comments, and four stakeholders furnished counter-comments. An OHD on the consultation paper was held through virtual mode on 10<sup>th</sup> July 2024.

Based on the comments received from stakeholders during the consultation process, and on its own analysis, TRAI finalized Recommendations on "the Frequency Spectrum in 37-37.5 GHz, 37.5-40 GHz, and 42.5-43.5 GHz bands Identified for IMT". The salient points of these recommendations are given below:

- (i) The frequency spectrum in 37-37.5 GHz and 37.5-40 GHz frequency ranges should be put to auction in the forthcoming spectrum auction.
- (ii) Owing to the non-availability of the device ecosystem in 42.5-43.5 GHz frequency range, it will be prudent that the frequency range 42.5-43.5 GHz is not put to auction in the forthcoming spectrum auction. DoT may send a separate reference for seeking the Authority's recommendations for 42.5-43.5 GHz frequency range for IMT at an appropriate time.
- (iii) The Band plan n260 with TDD-based duplexing configuration should be adopted for 37-40 GHz frequency range.
- (iv) The frequency spectrum in band n260 (37-40 GHz) should be auctioned with a block size of 100 MHz on ISA (Telecom Circle/ Metro) basis with a validity period of 20 years.
- (v) The spectrum cap for the frequency band n260 (37-40 GHz) should be kept as 40% of the total spectrum put to auction and it should not be clubbed with 26 GHz band for the purpose of spectrum cap.
- (vi) The minimum roll-out obligations for the band n260 (37-40 GHz) should be similar to that prescribed in the NIA, 2024 for 26 GHz band, and minimum roll-out obligations should be equally applicable for all telecom service providers i.e. existing as well as the new telecom service providers.
- (vii) In addition to the access service providers, Internet service providers (Category 'A' and Category 'B'), and M2M service providers (Category 'A' and Category 'B') under the Unified License, should also be permitted to participate in the auction of spectrum for frequency band n260 (37-40 GHz).
- (viii) The recommended reserve price per MHz (₹ in lakh) in 37-40 GHz band is as below:

Name of LSA	LSA Category	Recommended Reserve price (₹ in Lakh)
Andhra Pradesh	A	49
Assam	C	9
Bihar	C	23
Delhi	Metro	76
Gujarat	A	43
Haryana	B	11
Himachal Pradesh	C	4
J&K	C	3
Karnataka	A	34
Kerala	B	16
Kolkata	Metro	27
Madhya Pradesh	B	25
Maharashtra	A	54
Mumbai	Metro	67
North-East	C	3
Odisha	C	10
Punjab	B	17
Rajasthan	B	21

Name of LSA	LSA Category	Recommended Reserve price (₹ in Lakh)
Tamil Nadu	A	39
U. P. (East)	B	26
U.P. (West)	B	25
West Bengal	B	16

(ix) For the payment terms - two options

- (i) upfront payment option, and
- (ii) 20 equal annual instalments option, should be allowed for the assignment of spectrum in 37-37.5 GHz and 37.5-40 GHz spectrum bands.

The availability of frequency spectrum in 37-37.5 GHz and 37.5-40 GHz frequency ranges to telecom service providers will enable setting up of high-capacity, low-latency communication networks for advanced use cases. TRAI has recommended that in addition to the access service providers, Internet service providers and Machine-to-Machine service providers should also be permitted to participate in the auction.

The recommendations on “Frequency Spectrum in 37-37.5 GHz, 37.5-40 GHz, and 42.5-43.5 GHz bands Identified for IMT” are available on TRAI’s website [www.trai.gov.in](http://www.trai.gov.in).

#### 2.5.1.10 Recommendations dated 6<sup>th</sup> February 2025 on “Revision of National Numbering Plan”

Telecommunication Identifiers (TIs)/ Numbering resources are used to uniquely identify a telecom user, service, network elements, equipment, or an authorised entity. In today's interconnected digital landscape, where billions of devices and users are required to be addressed, sufficient availability and efficient utilisation of numbering resources (TIs) are essential for ensuring universal accessibility and reliable delivery of telecommunication services to consumers, businesses, and industries.

TRAI received a reference letter No. 16-16/2022-AS-III/123/233 dated 29<sup>th</sup> September 2022 from DoT seeking recommendations to address constraints related to the availability of adequate fixed line numbering resources and the revised National Numbering Plan. DoT had also requested examination and recommendations on the aspects related to the Fixed-line numbering Scheme, level '1' short-codes numbering resources, Service Control Point (SCP) codes, National Signalling Point (SP) Codes for signalling, Mobile Country Code-Mobile Network Code (MCC-MNC) for Captive Non-Public Network (CNPN), M2M numbering resources, Intelligent Network Services, and Number Portability Codes (Location Routing Number).

Accordingly, TRAI on 6<sup>th</sup> June 2024 issued Consultation Paper on “Revision of National Numbering Plan” for seeking comments and counter comments of stakeholders. An OHD was held on 8<sup>th</sup> October 2024 through video conference.

Based on the comments/ inputs received from the stakeholders during the consultation process, discussions held during OHD, and further analysis of the issues, the Authority finalised Recommendations on “Revision of National Numbering Plan”.

The salient features of the recommendations are as follows: -

(A) Charges on numbering resources –

- (i) No additional charge or financial disincentive on numbering resources has been recommended at this stage.
- (ii) DoT to monitor the annual usage of numbering resources allocated to TSPs and if required, may withdraw unutilised numbering resources.

(B) To address numbering resource constraints in Fixed-line Services-

- (i) Migrate from Short Distance Charging Area (SDCA) (mostly Taluka/Tehsil) to License Service Area (LSA) based 10-digit closed numbering scheme for fixed-line services to unlock numbering resources currently restricted to SDCA level.
- (ii) Dial all fixed-line to fixed-line calls using a prefix of '0', followed by the STD code and the subscriber number.
- (iii) The dialling pattern for fixed-to-mobile, mobile-to-fixed, and mobile-to-mobile calls will remain unchanged.
- (iv) Existing subscriber numbers remain unchanged.
- (v) Six months to implement the new numbering scheme.
- (vi) Post implementation of the LSA-based 10-digit closed numbering scheme, a 10-digit fixed-line numbering scheme using a Fixedline Location Routing Number (FLRN) code should be adopted within a maximum period of five years, resulting in nationwide availability of LSA-based numbering resources. This would facilitate implementing fixed-line number portability (as is presently available in the Mobile network) in the near future.

(C) Inhibit UCC (Unsolicited Commercial Communication), Spam call, and CLI spoofing –

- (i) DoT to implement TRAI recommendations on “Introduction of Calling Name Presentation (CNAP) Service in Indian Telecommunication Network” dated 23<sup>rd</sup> February 2024 at the earliest, including expeditious implementation of CNAP supplementary services for all SIP (Session Initiation Protocol) and PRI (Primary Rate Interface) Calls terminating on mobile networks.

- (ii) To stop CLI (Call Line Identification) spoofing and tampering, the CLI Authentication framework and Distributed Certification Authority framework should be implemented in accordance with ITU recommendations Q.3057 and Q.3062, respectively.

(D) Timeline for deactivation of numbering resources for mobile and Fixed-line connections –

- (i) No mobile or fixed-line connections shall be deactivated by the TSPs until 90 days of the non-usage period expires.
- (ii) All mobile and fixed-line connections that remain inactive due to non-usage shall be mandatorily deactivated by the TSPs after 365 days post-expiration of 90 days of the non-usage period.

(E) Numbering resources for Mobile and Machine-to-Machine (M2M) –

- (i) 13-digit M2M numbering resources sufficient enough to meet both current and future demands.
- (ii) DoT to expeditiously implement the accepted THAI recommendation stating that all the SIM-based M2M connections using 10-digit mobile numbering series should be shifted to the 13-digit M2M communication.

(F) Other numbering resources -Level-1 short-codes –

- (i) To be allocated free of charge, and to Government entities only.
- (ii) Conduct annual utilisation audit of short-codes. Inactive short-codes be withdrawn on merit, in consultation with the user entities.

The recommendations on “Revision of National Numbering Plan” are available on TRAI’s website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.5.1.11 Recommendations dated 17<sup>th</sup> February 2025 on “Terms and Conditions of Network Authorisations to be Granted Under the Telecommunications Act, 2023”**

The Department of Telecommunications (DoT) through a letter dated 26<sup>th</sup> July 2024 informed TRAI that the Telecommunications Act, 2023 has been published in the Official Gazette of India in December 2023. Section 3(1)(b) of the Act provides for obtaining an authorisation by any person intending to establish, operate, maintain or expand telecommunication network, subject to such terms and conditions, including fees or charges, as may be prescribed. DoT, through the letter dated 26<sup>th</sup> July 2024, requested TRAI to provide its recommendations under Section 11(1)(a) of the TRAI Act, 1997 (as amended), on the terms and conditions, including fees or charges, for authorisation to establish, operate, maintain or expand telecommunication networks under section 3(1)(b) of the Telecommunications Act, 2023. Further, through its addendum letter dated 17<sup>th</sup> October 2024, DoT requested TRAI to consider an authorisation for satellite communication network under section 3(1)(b) of the Telecommunications Act, 2024.

In this regard, TRAI on 22<sup>nd</sup> October 2024 issued a consultation paper on "The Terms and Conditions of Network Authorisation to be Granted Under the Telecommunications Act, 2023" for seeking comments and counter comments from stakeholders on the issues raised in the consultation paper.

In response to the issues raised in the consultation paper, 32 stakeholders furnished their comments, and 11 stakeholders furnished their counter comments. As a part of the consultation process, TRAI conducted an OHD through virtual mode on 17<sup>th</sup> December 2024.

Based on the comments received from stakeholders in the consultation process and on its own analysis, TRAI finalized Recommendations and sent it to DoT on 17<sup>th</sup> February 2025 on the "Terms and Conditions of Network Authorisation to be Granted Under the Telecommunications Act, 2023". These recommendations are aimed at fostering growth and enhancing the ease of doing business in the telecom sector. Through these recommendations, the Authority recommended a network authorisation framework, apart from detailed terms and conditions for various network authorisations to be granted under the Telecommunications Act, 2023. Salient points of these recommendations are as given below:

- (a) The Central Government should grant network authorisations under section 3(1)(b) of the Telecommunications Act, 2023 instead of entering into an agreement with the entity.
- (b) The detailed terms and conditions of each network authorisation should be prescribed through the rules notified under Section 3(1)(b) of the Telecommunications Act, 2023.
- (c) For any change(s) in the terms and conditions of the network authorisations emanating from these recommendations, except for the reason of the interest of the security of the State, the Central Government should seek TRAI's recommendations.
- (d) The Rules under Section 3(1)(b) of the Telecommunications Act, 2023 should be organized in the manner given below:
  - (I) Telecommunications (Grant of Network Authorisations) Rules; and
  - (II) Separate rules for each network authorisation.
- (e) Each network authorisation to be granted by the Central Government under Section 3(1)(b) of the Telecommunications Act, 2023 should be in the form of an authorisation document, containing the essential elements of the network authorisation.
- (f) Infrastructure Provider (IP) Authorisation:
  - (i) The Central Government should introduce Infrastructure Provider (IP) Authorisation under Section 3(1)(b) of the Telecommunications Act, 2023.
  - (ii) Any entity intending to establish, operate, maintain, or expand dark fibers, right of way, duct space and towers should obtain IP Authorisation from the Central Government.

- (iii) Main scope of IP Authorisation: To provide dark fibres, right of way (RoW), duct space, towers, and in-building solution (IBS) to the entities authorised under Section 3(1)(a) of Telecommunications Act, 2023.

(g) Digital Connectivity Infrastructure Provider (DCIP) Authorisation:

- (i) The Central Government should introduce Digital Connectivity Infrastructure Provider (DCIP) Authorisation under Section 3(1)(b) of the Telecommunications Act, 2023.
- (ii) Any entity intending to establish, operate, maintain, or expand wireline access network, radio access network (RAN), transmission links, and Wi-Fi systems should obtain DCIP Authorisation from the Central Government.
- (iii) Main scope of DCIP Authorisation: DCIP authorised entities may provide wireline access network, radio access network (RAN), transmission links, Wi-Fi systems, and In-Building Solution (IBS) to the entities authorised under Section 3(1)(a) of the Telecommunications Act, 2023. DCIP authorised entities may also provide dark fibers, right of way (RoW), duct space, and towers to the entities authorised under Section 3(1)(a) of the Telecommunications Act, 2023.

(h) In-Building Solution (IBS):

The property manager should be permitted to establish, operate, maintain, and expand in-building solutions (IBS) within the limits of a single building, compound, or estate, managed by it. For this purpose, there should be no requirement to obtain any authorisation from the Central Government under Section 3(1)(b) of the Telecommunications Act, 2023. Here, the term "property manager" means the person who is either the owner of the property or has any legal right to control or manage the property.

(i) Content Delivery Networks (CDN):

The establishment, operation, maintenance, and expansion of Content Delivery Networks (CDNs) should be authorisation-exempt under Section 3(3) of the Telecommunications Act, 2023.

(j) Internet Exchange Point (IXP) Authorisation:

- (i) The Central Government should introduce Internet Exchange Point (IXP) Authorisation under Section 3(1)(b) of the Telecommunications Act, 2023.
- (ii) Any entity intending to establish, operate, maintain, or expand Internet Exchange Points (IXPs) in India should obtain IXP Authorisation from the Central Government.
- (iii) Main scope of IXP Authorisation: To provide peering and exchange of internet traffic, originated and destined within India, amongst the entities authorised to provide internet service under the Telecommunications Act, 2023, and Content Delivery Network (CDN) providers located in India.

(k) Satellite Earth Station Gateway (SESG) Provider Authorisation:

- (i) The Central Government should introduce Satellite Earth Station Gateway (SESG) Provider Authorisation under Section 3(1)(b) of the Telecommunications Act, 2023
- (ii) Any entity intending to establish, operate, maintain, or expand satellite earth station gateway (SESG) in India should be required to obtain SESG Provider Authorisation from the Central Government.
- (iii) Main scope of SESG Provider Authorisation: To provide its SESG infrastructure to the entities which are authorised under Section 3(1)(a) of the Telecommunications Act, 2023 and which are permitted to use satellite media under their scope of service.

(l) Ground Station as a Service (GSaaS):

The establishment, operation, maintenance, and expansion of the following categories of ground stations (as envisaged in the Norms, Guidelines and Procedures for Implementation of Indian Space Policy-2023 in respect of Authorization of Space Activities (NGP) issued by IN-SPACe in May 2024) should be authorisation-exempt in terms of Section 3(3) of the Telecommunications Act, 2023:

- (i) Satellite Control Centre (SCC)
- (ii) Telemetry, Tracking and Command (TT&C)
- (iii) Mission Control Centre (MCC)
- (iv) Remote Sensing Data Reception Station
- (v) Ground Station for supporting operation of space-based services such as Space Situational Awareness (SSA), Astronomical, space science or navigation missions etc.

(m) Cloud-hosted Telecom Network (CTN) Authorisation:

- (i) The Central Government should introduce Cloud-hosted Telecom Network (CTN) Provider Authorisation under Section 3(1)(b) of the Telecommunications Act, 2023.
- (ii) Any entity intending to establish, operate, maintain, or expand cloud-hosted telecommunication network should obtain CTN Provider Authorisation from the Central Government.
- (iii) Main scope of CTN Authorisation: To provide cloud-hosted telecommunication network-as-a-service (CTNaaS) to the eligible entities authorised under Section 3(1)(a) of the Telecommunications Act, 2023.

(n) Mobile Number Portability (MNP) Provider Authorisation:

- (i) The Central Government should introduce Mobile Number Portability (MNP) Provider Authorisation under Section 3(1)(b) of the Telecommunications Act, 2023.
- (ii) Main scope of MNP Provider Authorisation: Establishment, operation, maintenance, and expansion of a telecommunication network for providing MNP to the entities authorised to provide Access Service under the Telecommunications Act, 2023; and provision of location routing number (LRN) update to all entities authorised to provide Access Service, NLD Service and ILD Service under the Telecommunications Act, 2023.
- (iii) The present policy regime of two MNP zones, each comprising of 11 authorised service areas (telecom circles/Metro areas), and only one MNP Provider authorised entity in each MNP zone should be continued at present. However, in future, the Central Government may, if deemed fit, change the number of MNP zones in the country, amend the composition of authorised services areas within each MNP zone, and introduce more MNP Provider authorised entities in each MNP zone through a competitive bidding process.

(o) TRAI has also recommended a comprehensive framework for permitting smooth migration of existing entities holding Infrastructure Provider Category-I (IP-I) Registration and Mobile Number Portability Service Provider (MNPSP) License to the new network authorisation regime under the Telecommunications Act, 2023 on voluntary basis

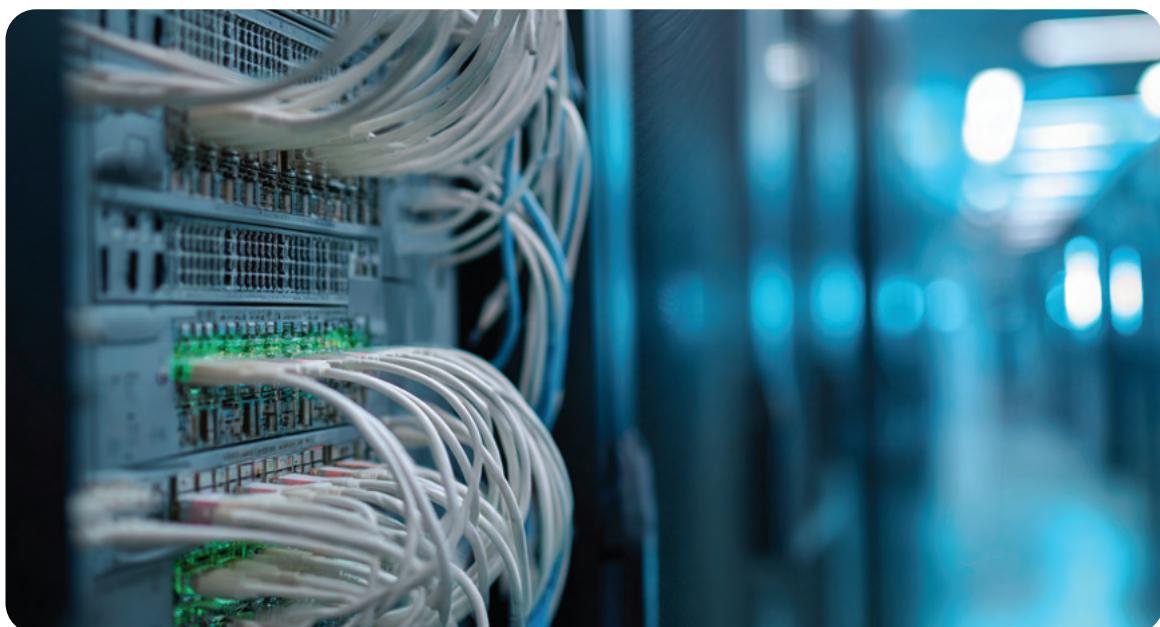
(p) Besides, TRAI, through the recommendations, has expressed the following views:

- (i) There is a need for introducing Captive Non-Public Network (CNPN) Provider Authorisation under Section 3(1)(b) of the Telecommunications Act, 2023 with the scope of establishing, maintaining, operating and expanding CNPN networks for enterprises. In case the Central Government accepts this recommendation, it may seek the recommendations of TRAI on the detailed terms and conditions for such an authorisation.
- (ii) Prima facie, there is a need for introducing a cable landing station (CLS) Provider Authorisation with a broad scope of providing access facilitation to the essential facilities at cable landing station, and co-location to facilitate access to the cable landing station to the eligible service authorised entities. In case the Central Government deems it fit, it may send a reference to the Authority for exploring the need for CLS Provider Authorisation under Section 3(1)(b) of the Telecommunications Act, 2023 and the terms and conditions thereof.

(q) The following fees have been recommended for various network authorisations:

S. No.	Network Authorisation	Application Processing Fee (in ₹)	Entry Fee (in ₹)	Bank Guarantee (in ₹)	Authorisation Fee
1.	Infrastructure Provider (IP)	10,000	Nil	Nil	Nil
2.	Digital Connectivity Infrastructure Provider (DCIP)	10,000	10,00,000	Nil	Nil
3.	Internet Exchange Provider (IXP)	10,000	Nil	Nil	Nil
4.	Satellite Earth Station Gateway (SESG) Provider	10,000	10,00,000	Nil	Nil
5.	Cloud hosted Telecom Network (CTN) Provider	10,000	10,00,000	Nil	Nil
6.	Mobile Number Portability (MNP) Provider	10,000	50,00,000	40,00,000	1% of Adjusted Gross Revenue (AGR)

The recommendations on "Terms and Conditions of Network Authorisations to be Granted Under the Telecommunications Act, 2023" are available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).



**2.5.1.12 TRAI's Response dated 28<sup>th</sup> February 2025 to the Back Reference dated 14<sup>th</sup> January 2025 received from DoT on TRAI's Recommendations on the "Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023"**

DoT earlier through a reference dated 21<sup>st</sup> June 2024, under Section 11(1)(a) of the TRAI Act, 1997, requested TRAI to provide recommendations on terms and conditions, including fees or charges, for authorisation to provide telecommunication services as per the provisions of the Telecommunications Act, 2023. After a detailed consultation with stakeholders, TRAI on 18<sup>th</sup> September 2024 provided its recommendations to DoT on "the Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023".

In this regard, DoT, through a back-reference dated 14<sup>th</sup> January 2025, informed TRAI that the recommendations of TRAI on 'the Framework for Service Authorisations to be Granted Under the Telecommunications Act 2023' have been considered by the Government. DoT through the back-reference, shared its *prima facie* views in respect of each recommendation. Further, DoT, through the back-reference, requested TRAI to provide its reconsidered recommendations, in accordance with the provisions of Section 11(1) of the TRAI Act 1997, on the recommendations, in respect of which the Government has reached a *prima facie* conclusion that the recommendations may not be accepted or may need modification.

After examining the *prima facie* views of DoT, TRAI finalized its response to the back-reference and sent it to DoT on 28<sup>th</sup> February 2025. TRAI's response to the back-reference is available on the website of TRAI [www.trai.gov.in](http://www.trai.gov.in).

**2.5.1.13 TRAI's Response dated 18<sup>th</sup> March 2025 to the Back Reference dated 13<sup>th</sup> February 2025 received from DoT on Recommendations on "The Definition of International Traffic".**

Under Section 11(1)(a) of the TRAI Act, 1997 DoT earlier, through a reference dated 30<sup>th</sup> August 2022 requested TRAI, to provide recommendations on the definition of International SMS and Domestic SMS. After a detailed consultation with stakeholders, TRAI on 10<sup>th</sup> December 2024 forwarded its recommendations on "Definition of International Traffic" to DoT.

Subsequently, DoT, through a back-reference dated 13<sup>th</sup> February 2025, informed TRAI that the recommendations dated 10<sup>th</sup> December 2024 of TRAI on "Definition of International Traffic" have been accepted in principle. DoT, however, sought clarification from TRAI in respect of International SMSs.

After examining the issue, TRAI finalized its response to the back-reference and forwarded it to DoT on 18<sup>th</sup> March 2025. TRAI's response to the back-reference is available on the website of TRAI [www.trai.gov.in](http://www.trai.gov.in).

**2.5.1.14 TRAI's Response dated 25<sup>th</sup> March 2025 to the Back Reference dated 13<sup>th</sup> February 2025 received from DoT on TRAI's Recommendations on "Telecommunication Infrastructure Sharing, Spectrum Sharing and Spectrum Leasing"**

Under Section 11 (1) (a) of the TRAI Act, 1997, DoT earlier through a reference dated 7<sup>th</sup> December 2021 requested TRAI to provide recommendations on allowing sharing of core network elements such as MSC, HLR, IN etc., among telecom operators. Subsequently, DoT, through a reference dated 10<sup>th</sup> February 2022, mentioning its

earlier reference dated 7<sup>th</sup> December 2021, informed that “to promote optimum resource utilization among the licensees, it is proposed to allow sharing of all kinds of telecom infrastructure and network elements among all categories of service providers licensed under the Section 4 of Indian Telegraph Act, 1885 for provision of authorized telecom services”, and requested TRAI to provide recommendations on the subject.

Considering the request of stakeholders to permit inter-band spectrum sharing and leasing of spectrum in the country, the Authority decided to take up the issues related to spectrum sharing and spectrum leasing along with the issues related to infrastructure sharing in the stakeholders' consultation.

After a comprehensive consultation with stakeholders, TRAI on 24<sup>th</sup> April 2024 sent its recommendations to DoT on “Telecommunication Infrastructure Sharing, Spectrum Sharing, and Spectrum Leasing”.

Subsequently, DoT, through a back-reference dated 13<sup>th</sup> February 2025, informed TRAI that as per Section 11(1) of the TRAI Act 1997 (as amended), such recommendations on 'Telecommunication Infrastructure Sharing, Spectrum Sharing, and Spectrum Leasing' dated 24<sup>th</sup> April 2024, where the Government has reached a *prima-facie* conclusion that these recommendations may not be accepted or may need modification are being referred back to TRAI for its reconsideration.

After careful examination, TRAI finalized and sent its response to DoT on 25<sup>th</sup> March 2025. TRAI's response to the back-reference has also been placed on TRAI's website ([www.trai.gov.in](http://www.trai.gov.in)).

### 2.5.2 Broadcasting Sector

S.No.	List of Recommendations
1.	Recommendations dated 20 <sup>th</sup> June 2024 on “Inputs for formulation of National Broadcasting Policy-2024”.
2.	Recommendations dated 8 <sup>th</sup> July 2024 on “Listing of television channels in Electronic Programme Guide and Upgradation of DD Free Dish platform to an Addressable System”.
3.	Recommendations dated 15 <sup>th</sup> January 2025 on “Regulatory framework for Ground-based Broadcasters”.
4.	Recommendations dated 21 <sup>st</sup> February 2025 on “Framework for Service Authorisations for provision of Broadcasting Services under the Telecommunications Act, 2023”.

## RECOMMENDATIONS

### 2.5.2.1 Recommendations dated 20<sup>th</sup> June 2024 on "Inputs for formulation of National Broadcasting Policy-2024"

MIB, vide its letter dated 13<sup>th</sup> July 2023 requested TRAI to provide its considered inputs under Section 11 of the TRAI Act, 1997 for formulation of National Broadcasting Policy. TRAI, first issued a Pre-Consultation Paper on 21<sup>st</sup> September 2023, to elicit the issues which were required to be considered for the formulation of National Broadcasting Policy. Based on the comments received and discussion held with stakeholders, TRAI on 2<sup>nd</sup> April 2024 released the Consultation Paper on "Inputs for formulation of National Broadcasting Policy-2024". The Consultation Paper identified the focus areas and raised 20 questions seeking comments from the stakeholders. The OHD was held on 15<sup>th</sup> May 2024. Based on the comments received from stakeholders in the consultation process and on its own analysis, TRAI finalized Recommendations and sent it to MIB on 20<sup>th</sup> June 2024. The recommended objective for the draft policy is to facilitate growth of the broadcasting sector with quick adoption of emerging technologies for providing an immersive and enriching experience to the consumers in a cost-effective manner, while safeguarding the interest of the stakeholders involved in the broadcasting sphere. The Authority recommended Vision, Mission and Goals as well as Strategies to accomplish the Goals for the National Broadcasting Policy. The policy recommendations intend to target a broad roadmap for 10 years with special focus on the next 5 years. The Goals for the National Broadcasting Policy are broadly covered under three Missions, which includes:

- (a) Propelling Growth
- (b) Promoting Content
- (c) Protecting Interests

To achieve each goal, several strategies have been recommended. The recommendations on "Inputs for formulation of National Broadcasting Policy-2024" are available on TRAI's website ([www.trai.gov.in](http://www.trai.gov.in)).

### 2.5.2.2 Recommendations dated 8<sup>th</sup> July 2024 on "Listing of television channels in Electronic Programme Guide and Upgradation of DD Free Dish platform to an Addressable System"

TRAI on 8<sup>th</sup> July 2024 released the Recommendations on "Listing of television channels in Electronic Programme Guide and Upgradation of DD Free Dish platform to an Addressable System". The salient features of these recommendations include:

#### (A) Listing of channels in EPG

While giving permission to each channel, MIB should seek information from broadcasters about the primary language of each channel and sub-genre of every non-news channel as per Interconnection Regulation 2017 and display the same on Broadcast Seva portal of MIB to enable DPOs to place the channel at appropriate place in the EPG for easy navigation by the consumers.

## **(B) Upgradation of DD Free Dish platform to an addressable system**

To ensure quality of viewing experience, prevent unauthorized re-transmission of television channels to combat piracy and maintain the record of subscribers, MIB should notify the upgradation of Prasar Bharati's DD Free Dish platform to an addressable system in a phased manner. As a first step, Prasar Bharati to encrypt the signals of private satellite television channels at DD Free Dish headend before uplinking. Subsequently, all other channels of DD Free Dish may also be transmitted in encrypted form. A roadmap for transition of DD Free Dish from non-addressable to addressable platform along with authorizing manufacturers and distributors by Prasar Bharati for sales and after-sales service of STBs, has been recommended to MIB.

The Recommendations on "Listing of television channels in Electronic Programme Guide and Upgradation of DD Free Dish platform to an Addressable System" are available on TRAI's website ([www.trai.gov.in](http://www.trai.gov.in)).

### **2.5.2.3 Recommendations dated 15<sup>th</sup> January 2025 on "Regulatory framework for Ground-based Broadcasters"**

TRAI on 15<sup>th</sup> January 2025, issued Recommendations on "Regulatory framework for Ground-based Broadcasters". Salient points of the recommendations are given below:

- (a) The framework for Ground-based Broadcasters shall be similar to the framework contained in the 'Guidelines for Uplinking and downlinking of Satellite Television Channels in India, 2022' for traditional satellite-based broadcasters, to the extent applicable to the ground-based broadcast model, duly excluding the provisions related to satellite communication medium.
- (b) The scope of Ground-based Broadcasters shall be to provide television channel(s) to Distribution Platform Operators (DPOs) using terrestrial communication medium, for onward re-transmission.
- (c) A Ground-based Broadcaster may use any terrestrial communication medium(s), for delivery of channels to the DPOs. There shall be no restriction on the use of terrestrial communication technologies/systems and the entity may use more than one such systems, as per its business decision.
- (d) For the permitted channel, a Ground-based Broadcaster (GBB) can switch to or additionally use satellite medium for broadcasting with due permission of the Central government. Similarly, a Satellite-based Broadcaster (SBB) can switch to or additionally use terrestrial communication medium for broadcasting with due permission of the Central government.
- (e) The service area for a Ground-based Broadcaster shall be at National level.
- (f) MIB may examine whether Free Ad-Supported Streaming Television (FAST) channels are compliant with the extant guidelines/policy framework. If necessary, MIB may issue necessary policy guidelines for such channels in consultation with TRAI.

- (g) The Authority reiterated its recommendations on 'Ease of Doing Business in Telecom and Broadcasting Sector' dated 2<sup>nd</sup> May 2023 to the extent applicable to Ground-based Broadcasters.

The Recommendations on "Regulatory framework for Ground-based Broadcasters" are available on TRAI's website ([www.trai.gov.in](http://www.trai.gov.in)).

**2.5.2.4 Recommendations dated 21<sup>st</sup> February 2025 on "Framework for Service Authorisations for provision of Broadcasting Services under the Telecommunications Act, 2023"**

MIB, vide its letter dated 25<sup>th</sup> July 2024, sought recommendations of TRAI under Section 11(1)(a) of TRAI Act, 1997 on the terms and conditions, including fees or charges; for authorisation to provide broadcasting services, aligning it to the Telecommunications Act, 2023 and harmonizing the terms and conditions across various service providers. Accordingly, in October 2024, the Authority initiated a consultation process by releasing a Consultation Paper titled "Framework for Service Authorisations for provision of Broadcasting Services under the Telecommunications Act, 2023" and sought stakeholder's comments. An OHD was held on 18<sup>th</sup> December 2024. Based on the comments and counter-comments received from stakeholders as well as inputs gathered during OHD, examination of the existing provisions of various broadcasting policy guidelines, taking into account relevant earlier recommendations of TRAI that are under consideration of the Government, and its own analysis, TRAI has collated and restructured the terms and conditions into a simplified authorisation framework. The terms and conditions are aligned to the relevant provisions of the Telecommunications Act, 2023. Accordingly, TRAI finalized its Recommendations on "Framework for Service Authorisations for provision of Broadcasting Services under the Telecommunications Act, 2023". The recommendations aim to promote growth and enhance ease of doing business in the sector. The salient points of the recommendations were:

- (a) Broadcasting service authorisations shall be granted under Section 3(1)(a) of the Telecommunications Act, 2023, in place of extant practice of issuing license/permission under Section 4 of the Indian Telegraph Act, 1885. Terms and conditions for service authorisations shall be notified as Rules under Section 56 of the Telecommunications Act, 2023.
- (b) Grant of service authorisation under Section 3(1)(a) should be in the form of an authorisation document containing essential details pertaining to the service. The format of the authorisation document has been recommended.
- (c) The terms and conditions for 'Grant of Service Authorisations' have been harmonized for similar services and covers eligibility criteria, application process and other relevant details/information required by an applicant entity before applying for service authorisation.
- (d) Migration of existing licensee/permission holder to new authorisation regime shall be voluntary, till the expiry of their license/permission. Further, no processing fee or entry fee will be required for migration, in case of broadcasting services.
- (e) Addition of new services, namely, 'Ground-based Broadcasting of a Television Channel' and 'Low Power Small Range Radio Service', based on earlier recommendations of the Authority.

- (f) The terms and conditions for service provisioning encompasses two parts, namely, 'Common Terms and Conditions' applicable to all broadcasting service authorisations in a harmonized manner and 'Specific Terms and Conditions' applicable to service specific authorisations.
- (g) Mandatory co-location recommended to be removed for authorised entities of Radio Broadcasting Services.
- (h) Infrastructure sharing, on voluntary basis, among broadcasting service providers as well as with the telecom service providers/infrastructure providers, wherever technically and commercially feasible, has been recommended.
- (i) TEC to prepare and notify standards for interoperable STBs and television sets with inbuilt STB functionality.
- (j) The minimum net worth requirement of ₹ 100 crore for the Internet Service Providers to provide IPTV Service is recommended to be removed and aligned with the provisions contained in the authorisation for Internet Services to be issued by DoT.
- (k) Terms and conditions for Radio Broadcasting Service have been made technology agnostic enabling adoption of digital technology.
- (l) Service authorisation for 'Terrestrial Radio Service' to be delinked from frequency assignment and the auction of spectrum for frequency assignment for Terrestrial Radio Service shall be done separately.
- (m) In addition to broadcasting of radio channel(s), the authorised entities of Terrestrial Radio Service have been recommended to be allowed streaming the same content through internet concurrently without any user control.
- (n) The terms and conditions including fees and charges for various broadcasting services, particularly in the 'Television Channel Distribution Services', have been harmonized with the provisions in the Telecommunications Act, 2023.

Conditions	Existing	Recommended
Authorisation Fees (erstwhile License Fee) for DTH services	8% of AGR	3% of AGR, to be reduced to 'zero'. No authorisation fee after the end of FY 2026-27
Authorisation Fees (erstwhile Annual Fee) for Radio Broadcasting Services	4% of GR or 2.5% of NOTEF, whichever is higher; 2% of GR or 1.25% of NOTEF for NE states, J&K and island territories (initial 3 years)	4% of AGR for all the cities; 2% of AGR for NE states, J&K and island territories (initial 3 years)

Conditions	Existing	Recommended
Bank Guarantee for DTH Service	₹ 5 crore initial, thereafter License Fee of two quarters	₹ 5 crore or 20% of Authorisation Fee for two quarters, whichever is higher
Bank Guarantee for HITS Service	₹ 40 crore for an initial 3 years	₹ 5 crore for the validity of authorisation
Processing Fees of HITS Service	₹ 1 Lakh	₹ 10000
Validity Period of HITS Service	10 years initially, no provision for renewal	20 years with renewal by 10 years at a time
Renewal Period for Terrestrial Radio Service	No provision for renewal in FM Radio	Renewal by 10 years at a time

The Recommendations on "Framework for Service Authorisations for provision of Broadcasting Services under the Telecommunications Act, 2023" are available on TRAI's website ([www.trai.gov.in](http://www.trai.gov.in)).

## 2.6 Additional Information with respect to the Important Recommendations furnished to the Government previously

Over the last few years, TRAI has sent several recommendations to DoT and MIB on important issues concerning growth of telecommunications services and Broadcasting and Cable Services in the country either on reference or suo moto.

### 2.6.1 TELECOM SECTOR

Following is the status of the recommendations relating to Telecommunication Sector sent by TRAI to the Central Government during the last five years as on 31<sup>st</sup> March 2025 (excluding the FY 2024-25):

**Status of TRAI Recommendations/Sub-recommendations  
issued since F.Y. 2019-20**

Year	Recommendations/ Sub- Recommendations issued	Accepted	Partially accepted	Not Accepted	Closed	Under consideration of Government
2023-24	11	02	06	-	02	01
	163	82	14	09	43	15
2022-23	07	02	03	-	-	02
	219	162	07	19	15	16
2021-22	03	-	02	01	-	-
	50	34	06	10	-	-
2020-21	07	02	02	01	02	-
	33	21	01	06	05	01
2019-20	04	02	-	01	-	01
	45	30	-	08	-	07
<b>Total</b>	<b>32</b>	<b>08</b>	<b>13</b>	<b>03</b>	<b>04</b>	<b>04</b>
	<b>510</b>	<b>329</b>	<b>28</b>	<b>52</b>	<b>62</b>	<b>39</b>

The detailed list of the status of the recommendations relating to Telecommunication Sector sent by TRAI to the Central Government during the last five years as on 31<sup>st</sup> March 2025 (excluding the FY 2024-25) is given in **Annexure-I** of this part of the report.

#### 2.6.2 BROADCASTING SECTOR

Following is the status of the recommendations relating to Broadcasting and Cable Services Sector sent by TRAI to the Central Government during the last five years as on 31<sup>st</sup> March 2025 (excluding the FY 2024-25):

**Status of the Recommendations/Sub-Recommendations  
issued since 2019**

Year	Recommendations/ Sub- Recommendations issued	Accepted	Partially accepted	Not Accepted	Closed	Under consideration of Government
2023-24	04	-	01	-	-	03
	36	01	00	00	00	35
2022-23	04	02	-	-	-	02
	24	13	-	-	-	11
2021-22	00	00	-	-	-	00
	00	-	-	-	-	-
2020-21	03	01	-	-	-	02
	37	06	00	00	00	31
2019-20	03	02	01	-	-	-
	16	05	00	06	00	05
<b>Total</b>	<b>14</b>	<b>05</b>	<b>02</b>	<b>00</b>	-	<b>07</b>
	<b>113</b>	<b>25</b>	<b>00</b>	<b>06</b>	<b>00</b>	<b>82</b>

The detailed list of the status of the recommendations relating to Broadcasting and Cable Services Sector sent by TRAI to the Central Government during the last five years as on 31<sup>st</sup> March 2025 (excluding the FY 2024-25) is given in **Annexure-II** of this part of the report.

**2.7 During the year 2024-25, the Authority in discharge of its functions assigned under the Telecom Regulatory Authority of India Act, 1997, has framed the following Regulations in Telecom and Broadcasting sector:**

## 2.7.1 TELECOM SECTOR

S.N.	List of Regulations
1.	Telecommunication Consumers Education and Protection Fund (Sixth Amendment) Regulations, 2024 dated 14 <sup>th</sup> June 2024.
2.	Registration of Consumer Organisations (Amendment) Regulations, 2024 dated 25 <sup>th</sup> July 2024.
3.	The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 dated 2 <sup>nd</sup> August 2024.
4.	Rating of Properties for Digital Connectivity Regulations, 2024 dated 25 <sup>th</sup> October 2024.
5.	Telecom Consumers Protection (12 <sup>th</sup> Amendment) Regulations, 2024 dated 23 <sup>rd</sup> December 2024.
6.	The Telecom Commercial Communications Customer Preference (Second Amendment) Regulations, 2025 dated 12 <sup>th</sup> February 2025.

### 2.7.1.1 Telecom Telecommunication Consumers Education and Protection Fund (Sixth Amendment) Regulations, 2024 dated 14<sup>th</sup> June 2024

Regarding the amendment in Telecom Regulatory Authority of India Telecommunication Consumers Education and Protection Fund Regulations, 2007 issued on 15<sup>th</sup> June 2007, a Consultation Paper was issued on 24<sup>th</sup> July 2023. The last date for submission of comments was 14<sup>th</sup> August 2023. A total of 10 comments were received by the due date. After detailed discussion and analysing the views of the stakeholders, the Telecommunication Consumers Education and Protection Fund (Sixth Amendment) Regulations, 2024 were issued on 14<sup>th</sup> June 2024. This amendment broadens the scope of the fund by allowing its use for expenses related to the preparation, maintenance, and audit of accounts, as well as for registered Consumer Organizations' representatives to attend meetings of the Committee for Utilisation of Telecommunication Consumers Education and Protection Fund (CUTCEF). The amendment also formally allows Scheduled Banks where the fund can be maintained, replacing the previous Corporation Bank, which was merged with Union Bank of India.

The Telecom Telecommunication Consumers Education and Protection Fund (Sixth Amendment) Regulations, 2024 are available on TRAI's website ([www.trai.gov.in](http://www.trai.gov.in)).

### **2.7.1.2 Registration of Consumer Organisations (Amendment) Regulations, 2024 dated 25<sup>th</sup> July 2024**

The Authority, under the principal regulations “Registration of Consumer Organisations Regulations, 2013”, are registering consumer organisations state-wise who can assist the Authority by performing the roles mentioned in the regulations. To best utilize the exposure and varied understanding of the different segments of the consumer organizations having presence in multiple states/UTs, the Authority felt a need to widen the scope of principal regulations by introducing registration at National Level. Accordingly, a Consultation Paper on “Registration of Consumer organizations (Amendment) Regulations, 2024” was issued on 14<sup>th</sup> September 2023. The last date for submitting the comments and counter comments were 20<sup>th</sup> October 2023 and 27<sup>th</sup> October 2023 respectively. A total of 12 comments were received by the due date. After detailed discussion, the Registration of Consumer organizations (Amendment) Regulations, 2024 were issued on 25<sup>th</sup> July 2024. This amendment expands the scope of Consumer Organization Registration from a state-wise basis to allowing registration for operations across multiple states or union territories. These amendments simplify the registration process and aim to leverage the wider reach of consumer organizations to better disseminate consumer-centric information and support TRAI's initiatives, especially in remote areas.

The Registration of Consumer organizations (Amendment) Regulations, 2024 are available on TRAI's website ([www.trai.gov.in](http://www.trai.gov.in)).

### **2.7.1.3 The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 dated 2<sup>nd</sup> August 2024**

TRAI on 2<sup>nd</sup> August 2024 issued “The Standards of Quality of Service of Access (Wirelines and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024” and notified in the Gazette of India on 5<sup>th</sup> August 2024 prescribing revised Quality of Service (QoS) parameters and their benchmarks for both access and broadband services provided on wireline as well as wireless media and effective from 1<sup>st</sup> October 2024. TRAI had earlier issued three different regulations prescribing standards of QoS for Basic and Cellular Mobile Services, Broadband Services, and Broadband Wireless Services, namely (i) The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (ii) Quality of Service of Broadband Service Regulations 2006 and (iii) The Standards of Quality of Service for Wireless Data Services Regulations 2012, amended from time to time. The new Regulations has superseded above referred three regulations.

The salient features of the regulations include the following:

- i. Mandating service providers to display technology (2G/ 3G/ 4G/ 5G) wise mobile coverage maps on their website, to enable consumers to make informed decisions.
- ii. To bring transparency in QoS performance reporting, the service providers have been mandated to publish QoS performance, against prescribed parameters, on their website.

- iii. Considering the performance requirement of new emerging applications, the benchmark for Latency parameter has been aligned with global standards and new parameters for Jitter and Packet drop rate have been introduced.
- iv. To enable timely redressal of network issues by the service providers, QoS performance of mobile service shall now be monitored on monthly instead of quarterly basis. However, for smooth transition to monthly reporting, service providers have been given six months' time from the effective date of the regulation.
- v. To have insight of performance at granular level, the Authority has decided to collect performance against certain parameters like network availability, call drop, voice packet drop rate in uplink and downlink etc. on Cell level.
- vi. To achieve adoption of uniform methodology by different service providers while measuring and reporting the performance, a detailed and unambiguous measurement methodology has been prescribed in the regulation.
- vii. The Authority has decided to tighten the benchmarks for some key parameters like network availability (cumulative downtime and worst affected Cells due to downtime), call drop rate, packet drop rate, latency etc. in a graded manner over a time frame of six months to two and half years to enable service providers to upgrade their networks, wherever needed.
- viii. As averaging on QoS parameter performance in certain cases does not clearly bring out problem areas, the measurement methodology for some key parameters like Downlink and Uplink Packet Drop Rate, Latency, Point of Interconnection (PoI) Congestion, Download and upload speed, Maximum Bandwidth utilization between radio and core network during busy hour etc. has been changed from average to percentile basis. This will enable identification of pockets of degraded QoS performance for corrective action by service providers.
- ix. In addition to requirement for display of mobile coverage map, new parameters like reporting of significant network outages, jitter, maximum bandwidth utilization between radio and core network during busy hour and SMS delivery success rate etc. have been introduced.
- x. QoS parameters have been rationalized further, based on the impact on consumer experience and relevance in the present context, as against global benchmarks. For example, parameters like Shifting of Telephone Connections, Grade of Service for Local Exchange etc. have been deleted and few parameters have been shifted from compliance to monitoring by the service providers.
- xi. With the simplification and objectivity in the QoS performance measurement criteria and smooth compliance, the service providers have been mandated to upgrade their system for online monitoring and reporting of QoS performance.
- xii. Delivering QoS is a lifecycle activity that can only be achieved through the adoption of best practices in the quality management domain. Therefore, Service providers have been asked to adopt Six Sigma Quality Management Plan to achieve continuous improvement in the quality of services.

xiii. In order to achieve time bound action on QoS related issues and early resolution of non-compliant QoS performance in the network, graded financial disincentives, increasing with continued non-compliance, have been introduced for all services.

The Standards of Quality of Service of Access (Wirelines and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 are available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.7.1.4 Rating of Properties for Digital Connectivity Regulations, 2024 dated 25<sup>th</sup> October 2024**

TRAI on 25<sup>th</sup> October 2024 issued "Rating of Properties for Digital Connectivity Regulations, 2024" and notified in the Gazette of India on 28<sup>th</sup> October 2024. The regulation proposes to address the issue of digital connectivity inside buildings by providing ratings for their digital connectivity. The regulation encourages and nudge property managers for providing good digital connectivity experience to their existing and prospective customers. As the regulation envisage a collaborative and self-sustainable approach to achieve the objective of improved digital connectivity inside buildings, the awareness among stakeholders is an important factor for its successful adoption. The rating framework shall provide 'Star Ratings' to the properties for their digital connectivity readiness.

The salient features of the regulations include following:

- i. A Rating platform, an information technology system and associated applications shall be set up or authorized by the TRAI for the purpose of managing rating of properties for digital connectivity as per provisions of the regulations. The rating process shall be implemented through the rating platform only.
- ii. Any entity fulfilling the eligibility criteria intending to commence activity as Digital Connectivity Rating Agency (DCRA) shall be empanelled by the Authority through registration on the rating platform.
- iii. Property manager, who intends to apply for the rating of his/her property of minimum specified size, shall register on the rating platform, in such manner and format and upon payment of such fees, as may be specified by the Authority.
- iv. The properties, for the purpose of rating for digital connectivity, are classified in the different categories namely- Residential, Government Properties, Commercial Establishments, Other private or public areas, Stadiums or Sport Arenas or spaces of frequent gathering and Transport corridors.
- v. The DCRA shall disclose the fee to be charged and other terms and conditions, if any, to the property manager and get their acceptance before commencement of any rating activity.
- vi. The fees charged by DCRA shall be based on the category and classification of properties, the responsibility of DCRA under the provisions of these regulations, the complexity involved, the area of the property, etc.
- vii. No telecom service provider shall enter into an exclusive arrangement or tie-up arrangement with any property manager for development or access of digital connectivity or digital connectivity infrastructure in their property.

- viii. For the purposes of rating for digital connectivity, Model Building Bye Laws (MBBL) issued by Ministry of Housing and Urban Affairs (MOHUA) shall be referred to in cases where MBBL of State or Union Territory do not have provisions for digital connectivity infrastructure.
- ix. DCRA shall evaluate the property and assign scores, on the rating platform, against each rating criteria and sub-criteria. Digital Connectivity Rating shall be awarded to the property starting from one star to five star. The detailed guidelines for award of score and process shall be issued separately as per provisions of these regulations.
- x. The Authority shall notify the date on which the rating platform shall be made live. Further, the Authority may, till the development of online rating platform, provide an alternate mechanism for rating of property.

The Rating of Properties for Digital Connectivity Regulations, 2024 are available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.7.1.5 Telecom Consumers Protection (12<sup>th</sup> Amendment) Regulations, 2024 dated 23<sup>rd</sup> December 2024**

After following the due consultation process and Open House Discussion through video conferencing, TRAI notified the Telecom Consumers Protection (12<sup>th</sup> Amendment) Regulations, 2024 on 23<sup>rd</sup> December 2024 in which following amendments were made.

- i. To mandate separate Special Tariff Voucher (STV) for Voice & SMS to give consumers an option to pay for the service they require in general and to provide benefit to certain segments of consumers especially the elderly persons, those living in rural areas and feature phone users.
- ii. The cap on validity period for STV and Combo Vouchers (CV) be increased from existing ninety (90) days to three hundred and sixty-five (365) days in line with validity of data only vouchers as this would benefit consumers from the hassles of frequent re-charge.
- iii. Color coding of vouchers as it exists in the physical form has been done away with in view of the prominence of online re-charges.
- iv. The reserving of denomination of ₹ 10/- and multiple thereof only for top-up vouchers has been done away with, while retaining mandate of at least one Top-up voucher of denomination of ₹ 10/- provided by TTO (50<sup>th</sup> Amendment) Order 2012.

The Telecom Consumers Protection (12<sup>th</sup> Amendment) Regulations, 2024 are available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.7.1.6 The Telecom Commercial Communications Customer Preference (Second Amendment) Regulations, 2025 dated 12<sup>th</sup> February 2025**

TRAI has amended the Telecom Commercial Communications Customer Preference Regulations (TCCPR), 2018 to further strengthen consumer protection against Unsolicited Commercial Communication (UCC). The revised regulations aim to deal with evolving methods of misuse of telecom resource and promote a more transparent commercial communication ecosystem for consumers.

Since its implementation, TCCPR-2018 has made breakthrough use of technology for spam control through blockchain-based regulatory framework. Despite the robust measures in place, spammers have evolved their tactics, necessitating further regulatory enhancements to safeguard consumer interests. Accordingly, TRAI on 28<sup>th</sup> August 2024 issued a Consultation Paper (CP) on the Review of the TCCPR 2018 to seek stakeholders' views on key regulatory amendments needed to enhance consumer protection and curb Unsolicited Commercial Communications (UCC). The consultation focused on several vital issues, including redefining commercial communication categories, strengthening consumer complaint redressal mechanisms, tightening the threshold norms for action against UCC, bringing in higher accountability of senders and telemarketers, curbing the misuse of 10-digit numbers for telemarketing, implementing stricter measures against unregistered telemarketers (UTMs), etc.

The introduced amendments are built upon stakeholder feedback and extensive internal deliberations to reinforce consumer rights and prevent misuse of telecom resources while at the same time aiming that the legitimate commercial communication occurs through registered entities, based on the preference and consent of the customers, thereby, balancing the interests of consumers with the need for supporting legitimate economic activities in the country.

Salient features of the consumer-centric amendments made to the regulations:

##### **A. Ease of reporting spam and Revamped Complaint mechanism:**

- i. Consumers will now be able to make complaint against spam (UCC) calls and messages sent by unregistered senders without the need of first registering their preferences for blocking or receiving commercial communications.
- ii. To make the complaint process simpler and more effective, it has been mandated that if a complaint made by a customer contains bare minimum essential data such as number of the complainant, number of Sender from which the Spam/UCC has been received, date on which spam is received and a brief about the UCC Voice Call/Message, the complaint shall be treated as a valid complaint. Access Provider can collect additional information from the complainant to support the investigation.
- iii. Further, a customer can now make a complaint about spam/ UCC within 7 days of receiving spam as compared to earlier 3-day time limit.

- iv. The access providers have been mandated to display the options for registering spam/UCC complaints at a prominent and easy to find place in their mobile App and Web portal. Additionally, their mobile App should be able to auto capture call logs, SMS details after obtaining permission from the subscriber and extract necessary details through it for complaint registration. Moreover, the mobile app should also have the facility to register complaints using screenshots provided by the complaint.
- v. To ensure prompt action against the senders of UCC, the criterion for taking action against them has been revised and made more stringent. As compared to earlier criterion of 'having 10 complaints against the sender in last 7 days' to trigger action, it has been modified to "having 5 complaints against the sender in last 10 days'. This would enable faster action and at the same time, covering more number of spammers.

**B. Empowering Customers:**

- i. Improved mechanism for opting out from promotional communication: Telecom operators must now provide a mandatory option in the promotional messages using which a customer may opt out of receiving such messages, thereby, making consent modification simpler and easier for the consumers.
- ii. Message headers will now carry standardized identifiers to help consumers easily distinguish between promotional, service, and transactional messages. Customers will be able to identify the type of commercial message by just looking at its header as "-P", "-S", "-T", and "-G" will be suffixed to the message header for identification of promotional, service, transactional, and government messages, respectively.
- iii. A separate category for messages sent by government has been created so that customers do not miss important government communications beneficial to them.
- iv. A sender shall not make a request seeking consent of a customer who has opted out, before ninety (90) days from the date of such opt-out by the customer. However, customer will have the option to opt-in any time.
- v. The consent given by a customer for completing any ongoing transaction shall be valid only for 7 days so that businesses do not keep on making calls or sending messages to the customer indefinitely on the pretext of the consent given earlier.
- vi. Further, consent of the customer, which is implicit in case of transactional and service commercial communications, shall be valid only for the duration or discharge of the contract between the customer and the sender, and, therefore, no service call can be made to the customer by such a sender thereafter unless the customer gives explicit consent for it.
- vii. The amendments bring in disclosure of the use of auto-dialers/ robo calls, and its regulation to prevent undue disturbance to the customers.

### **C. Stringent Measures against Spammers/ Senders of Unsolicited Commercial Communications**

- i. Access providers must suspend all telecom resources of a sender found guilty of repeated violations. For the first violation of the regulatory threshold, outgoing services of all telecom resource of the sender will be barred for 15 days. For subsequent violations, all telecom resources of the sender, including PRI/SIP trunks, will be disconnected across all access providers for a period of one year and the sender will be blacklisted.
- ii. Any call made, or message sent to deceive or attempt to deceive customers has been classified as UCC so far as misuse of telecom resources is concerned, thereby, enabling quick regulatory action against the telecom resources of the sender of such communication, including disconnection and blacklisting. This amendment will make disconnection of such telecom resources swift due to use of blockchain based technology.
- iii. The amendment restricts senders from using normal 10-digit numbers for telemarketing, ensuring that all commercial communications originate from designated headers or specific number series. While the 140 series will continue to be used for promotional calls, the newly allocated 1600 series is designated for transactional and service calls, with implementation already in progress. This change enables recipients to easily identify the type of commercial communication based on the Caller Line Identification (CLI).

### **D. Stringent provisions to ensure compliance of regulations**

- i. In case of failure of the access providers to implement these regulations, provisions for imposing financial disincentives in graded manner have been introduced. A financial disincentive (FD) of ₹ 2 lakh for first instance of violation, ₹ 5 lakh for second instance of violation and ₹ 10 lakh per instance for subsequent instances of violation, shall be imposed on access providers in case of misreporting of the count of UCC. These FDs shall be imposed separately for registered and unregistered senders. Moreover, these FDs will be in addition to the FD imposed on access providers against invalid closure of complaints, and not fulfilling their obligations in respect of registration of Message Headers and Content Templates.
- ii. The Access Providers have been enabled to prescribe a security deposit for the senders and telemarketers, which can be forfeited in case of violation of regulations by the senders and telemarketers. To make the provision more effective, access providers have been mandated to enter into a legally binding agreement with all the registered Senders and Telemarketers wherein their roles and responsibilities as well as the actions that can be taken against them in case of non-compliance, shall be incorporated.

## **E. Strengthening the ecosystem**

- i. Access providers are mandated to analyze call and SMS patterns based on parameters such as unusually high call volumes, short call durations, and low incoming-to-outgoing call ratios. This will help flag potential spammers in real-time.
- ii. Telecom operators are required to deploy honeypots which are dedicated numbers that attract and log spam calls and messages, to analyze emerging spam trends and take pre-emptive action against suspected spammers.
- iii. The revised regulations limit the number of intermediaries between the Principal Entity (PE) and the Telemarketer (TM) to ensure full traceability of messages. This will enhance accountability in commercial communication.
- iv. Senders and telemarketers must undergo physical verification, biometric authentication, and unique mobile number linking during registration. Additionally, operators must maintain comprehensive records of complaints and sender details, ensuring that violators are quickly identified and penalized.
- v. To enhance accountability in commercial communication, TRAI has mandated strict Principal Entity (PE) - Telemarketer (TM) traceability. This ensures seamless tracking of messages from sender to recipient, reducing the risk of spam and unauthorized commercial communications.

TRAI has mandated the Access Providers to ensure strict compliance with these new regulations and take proactive measures to identify and block violators.

The revised regulations will enable TRAI in safeguarding consumer interests while promoting a more secure and trusted digital communication environment. All stakeholders, including businesses and telecom operators, are advised to align their systems with the amended framework to ensure seamless implementation.

TCCCP-2018 provides for registration of Principal Entities (PEs), an individual, business or legal entity that sends commercial communication with the Access Providers. The entities who facilitate PEs to connect with Access Providers and may execute functionalities as provided under the regulations are called Registered Telemarketers (RTMs). PEs can send their commercial communications by engaging Registered Telemarketers (RTM) or directly through the ecosystem developed and established by the Access Providers for the purpose. PEs and RTMs can get registered with any of the Access Providers and can have connectivity with any of the Access Providers to send commercial communications.

The Telecom Commercial Communications Customer Preference (Second Amendment) Regulations, 2025 are available on TRAI'S website [www.trai.gov.in](http://www.trai.gov.in).

## 2.7.2 Broadcasting Sector

S.No.	List of Regulations
1.	The Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Sixth Amendment) Regulations, 2024 dated 8 <sup>th</sup> July 2024.
2.	The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) (Fourth Amendment) Regulations, 2024 dated 8 <sup>th</sup> July 2024.

### 2.7.2.1 The Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Sixth Amendment) Regulations, 2024 dated 8<sup>th</sup> July 2024

TRAI on 8<sup>th</sup> July 2024 issued the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Sixth Amendment) Regulations, 2024. The main features of the amendments were as follows:

- i. With the proliferation of HD television sets and to encourage transmission of high-definition content, distinction between HD and SD channels has been removed for the purpose of carriage fee.
- ii. Carriage fee regime simplified and made technology neutral by prescribing only single ceiling for carriage fee, thereby, providing the DPOs with the option to charge a lesser carriage fee as deemed appropriate.
- iii. The above measures are expected to not only simplify the offerings of the service providers to the consumers but also promote the availability of high-quality channels.

### 2.7.2.2 The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) (Fourth Amendment) Regulations, 2024 dated 8<sup>th</sup> July 2024

TRAI on 8<sup>th</sup> July 2024 issued the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) (Fourth Amendment) Regulations, 2024. The main features of the amendments were as follows:

- i. Charges for services like installation and activation, visiting, relocation and temporary suspension which were prescribed earlier under regulation have now been kept under forbearance. DPOs have to publish the charges of their services for clarity and transparency to consumers.
- ii. Relaxation of certain regulatory compliances for small DPOs.
- iii. Duration/Term/Validity of all prepaid subscriptions to be specified in number of days only for greater clarity to the consumers.

- iv. DPOs may display Distributor Retail Price (DRP) in the electronic programme guide (EPG) along with MRP for channels.
- v. DPOs to categorise platform service channels under the genre 'Platform Services' in the EPG, display respective MRP of the platform service channel in the EPG against each platform service to ensure transparency and provide an option of activation/deactivation of any platform service

## 2.8 Tariff Orders

### 2.8.1 Telecom Sector

During the year 2024-25, the Authority issued the following Tariff Orders in the Telecom Sector:

S.No.	List of Tariff Order
1.	Telecommunication Tariff (70th Amendment) Order, 2024 dated 23 <sup>rd</sup> December 2024.

#### 2.8.1.1 Telecommunication Tariff (70<sup>th</sup> Amendment) Order, 2024 dated 23<sup>rd</sup> December 2024

After following the due consultation process and Open House Discussion, the TRAI notified the Telecom Tariff (70<sup>th</sup> Amendment) Order, 2024 on 23<sup>rd</sup> December 2024 which includes the following amendments in tariff order.

In clause 2 of the Telecommunication Tariff Order, 1999-

- i. in sub-clause (da), for the words "ninety days", the words "Three hundred and sixty- five days shall be substituted.
- ii. in sub-clause (ma), for the words "ninety days", the words "three hundred and sixty- five days shall be substituted.

### 2.8.2 Broadcasting Sector

During the year 2024-25, following tariff orders were issued by the Authority for the Broadcasting and Cable Services Sector:

S.No.	List of Tariff Order
1.	Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff (Fourth Amendment) Order, 2024 dated 8 <sup>th</sup> July 2024.

### 2.8.2.1 Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff (Fourth Amendment) Order, 2024 dated 8<sup>th</sup> July 2024

TRAI on 8<sup>th</sup> July 2024 issued the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff (Fourth Amendment) Order, 2024. The main features of the amendments were as follows:

- i. Ceilings of ₹ 130 for 200 channels and ₹ 160 on more than 200 channels have been removed on Network Capacity Fee (NCF) and it is kept under forbearance to make it market driven as well as equitable. Service provider may now charge different NCF based on number of channels, different regions, different customer classes or any combination thereof. To ensure transparency, all such charges have to be mandatorily published by the service providers and communicated to the consumers besides reporting to the TRAI.
- ii. DPOs have now been permitted to offer discount up to 45% while forming their bouquets to enable flexibility for them in forming bouquets and to offer attractive deals to the consumers. Earlier this discount was permitted only up to 15%.
- iii. A pay channel available at no subscription fee on the DTH platform of the public service broadcaster has to be declared free-to-air by the broadcaster of the channel for all the addressable distribution platforms also so as to have a level-playing field.
- iv. DPOs have been mandated to declare tariff of their platform services.

### 2.9 Directions

TRAI issued the following Directions and Order to the Service Providers during the year 2024-25 for compliance of its Order/Regulations:

#### 2.9.1 Telecom Sector

S.No.	List of Directions
1.	Direction dated 26 <sup>th</sup> April 2024 issued to all Access Service Providers to submit the details of Base Station under the Standards of Quality of Service Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009.
2.	Direction dated 4 <sup>th</sup> May 2024 issued to all Access Providers regarding implementation of Voice DLT solution for commercial communications under Telecom Commercial Communications Customer Preference Regulations, 2018.
3.	Direction dated 24 <sup>th</sup> June 2024 issued to all Access Providers regarding enhancing user friendliness of registration of UCC complaints, Preferences and Consents through Mobile Apps and Web portals of Access Providers under TCCCP, 2018.

S.No.	List of Directions
4.	Direction dated 24 <sup>th</sup> June 2024 issued to all Access Providers regarding submission of Performance Monitoring Report to the Authority under the Telecom Commercial Communications Customer Preference Regulations, 2018.
5.	Direction dated 24 <sup>th</sup> July 2024 issued to all Access Providers regarding Order to the Access Providers to furnish information in respect of senders and Unregistered Telemarketers (UTM) who are violating the provisions of the TCCPR, 2018.
6.	Direction dated 13 <sup>th</sup> August 2024 issued to all Access Providers regarding disconnection of all telecom resources and blacklisting of the sender under Telecom Commercial Communications Customer Preference Regulations, 2018.
7.	Direction dated 20 <sup>th</sup> August 2024 issued to all Access Providers regarding measures to curb misuse of Headers and Content Templates under Telecom Commercial Communications Customer Preference Regulations, 2018.
8.	Direction dated 30 <sup>th</sup> August 2024 issued to all Access Providers regarding measures to curb misuse of Headers and Content Templates under Telecom Commercial Communications Customer Preference Regulations, 2018.
9.	Direction dated 19 <sup>th</sup> September 2024 issued to all Access Service Providers regarding submission of reports to the Authority under the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024.
10.	Direction dated 24 <sup>th</sup> October 2024 issued to all Access (Wireless) Service Providers regarding timely submission of data for audit under the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024.

S.No.	List of Directions
11.	Direction dated 28 <sup>th</sup> October 2024 issued to all Access Providers regarding measures to curb misuse of Headers and Content Templates under Telecom Commercial Communications Customer Preference Regulations, 2018.
12.	Order dated 21 <sup>st</sup> November 2024 issued to all TSPs regarding Discontinuation of Publishing Mobile Number Revocation List.
13.	Direction dated 22 <sup>nd</sup> November 2024 issued to all Service Providers providing access service (wireless) regarding publication of service wise geospatial coverage map under the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024.
14.	Direction dated 30 <sup>th</sup> November 2024 issued to all Access Providers regarding measures to curb misuse of Headers and Content Templates under Telecom Commercial Communications Customer Preference Regulations, 2018.
15.	Direction dated 3 <sup>rd</sup> January 2025 regarding amendment to the direction dated 19 <sup>th</sup> September 2024 regarding submission of reports to the Authority under the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024.

**2.9.1.1 Direction dated 26<sup>th</sup> April 2024 issued to all Access Service Providers to submit the details of Base Station under the Standards of Quality of Service Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009**

The Authority on 26<sup>th</sup> April 2024 issued direction to all the Access Service Providers to submit the details of Base Station through the portal (<https://dcr.trai.gov.in/>) within twenty-one (21) days of the end of each quarter as per the prescribed format and to follow the prescribed guidelines while submitting the details of Base Station.

Subsequently, the Direction was repealed vide “The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 dated 2<sup>nd</sup> August 2024”.

**2.9.1.2 Direction dated 4<sup>th</sup> May 2024 issued to all Access Providers regarding implementation of Voice DLT solution for commercial communications under Telecom Commercial Communications Customer Preference Regulations, 2018**

The Authority, in exercise of the powers conferred upon it under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom

Regulatory Authority of India Act, 1997 (24 of 1997) and the provisions of the regulations, directed all the Access Providers to:

- i. implement Distributed Ledger Technology (DLT) based Voice Solution for 140- level numbering series as per the regulations, including migration of Telemarketers from existing platform and updating Codes of Practice, within 60 days from the date of issue of this Direction.
- ii. (1) submit the implementation plan for Distributed Ledger Teleology (DLI) based Voice Solution for 160-level numbering series for Service and Transaction Calls, as per the regulations and numbering plans provided by the Department of Telecommunications, within 30 days from the date of issue of this Direction; (2) implement Distributed Ledger Technology (DLT) based Voice Solution for 160-level numbering series for Service and Transaction Calls, as per the regulations and numbering plans provided by the Department of Telecommunications, including updating Codes of Practice, within 90 days from the date of issue of this Direction.

**2.9.1.3 Direction dated 24<sup>th</sup> June 2024 issued to all Access Providers regarding enhancing user friendliness of registration of UCC complaints, Preferences and Consents through Mobile Apps and Web portals of Access Providers under TCCPR, 2018**

The Authority, in exercise of the powers conferred upon it under section 13, read with sub clauses (i) and (v) of clause (b) of subsection (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and the provisions of the Telecom Commercial Communications Customer Preference Regulations, 2018 directed all the Access Providers that -

- i. the options/hyperlinks for registration of UCC complaints and registration/modification of Preference and Consents by customers is displayed at a prominent location on the first view of Main/Home page of the Access Providers' Mobile Apps and Web Portals;
- ii. there is a mechanism in the App to prompt customers to grant their permission to access call logs and other necessary details; inform them about the benefit of giving these permissions and the fact that providing of these permissions is not mandatory; and allow them to review their permissions;
- iii. the essential details, such as Senders' number/header, date of UCC, SMS text, etc., are auto populated while registering Unsolicited Commercial Communication (UCC) complaints through Mobile Apps, if customers have granted permission to access their call logs and other necessary details;
- iv. necessary validations are applied at the backend to prevent invalid entries, such as entry of invalid/incorrect numbers/ headers of senders, during registration of complaints; and
- v. the Code of Practice is updated and a compliance report of this direction is furnished within forty-five days from the date of issue of the direction.

**2.9.1.4 Direction dated 24<sup>th</sup> June 2024 issued to all Access Providers regarding submission of Performance Monitoring Report to the Authority under the Telecom Commercial Communications Customer Preference Regulations, 2018**

While reviewing the information related to complaints and reports received in response to letter no D-27/ I/(1)/2021-QoS dated the 15<sup>th</sup> February, 2021, the Authority observed

that there is lack of uniformity in the manner each Access Provider is filling different entries and some information necessary for the analysis of complaints handing is not available in the report and therefore, the Authority directed all the Access Providers that-

- i. additional information as a part of Performance Monitoring Report is necessary to effectively monitor overall performance of the measures taken by Access Providers for curbing UCC;
- ii. all data fields in Performance Monitoring Report should be populated with standardized options; and
- iii. for better analysis, the report may be separately segregated in respect of complaints related to Registered Telemarketers (RTM), complaints related to Unregistered Telemarketers (UTM) and information with respect to Mobile Number Landline Number/SIP/PRI blacklisted/disconnected due to Third UTM violation.
- iv. Performance Monitoring Reports are prepared separately for each calendar month but are submitted on quarterly basis. These reports should be submitted after each calendar month.

Therefore, the Authority, in exercise of the powers conferred upon it under section 13, read with sub-clauses (i) and (v) of clause (b) of sub- section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 and the provisions of the Telecom Commercial Communications Customer Preference Regulations, 2018 directed to all Access Providers (including BSNL and MTNL) to submit, along with the compliance reports as per the Performance Monitoring Report formats specified in the Annexures to the Direction No D-27/1/(1)/2021-QoS dated the 15<sup>th</sup> February 2021, compliance reports, separately for each calendar month as per the Performance Monitoring Report formats specified in Annexure VII, VIII, IX, and X to this direction, as a part of Standard Code of Practice for periodic reporting (CoP-Reports), within ten days from the end of each calendar month starting from report for the month of July 2024.

#### **2.9.1.5 Direction dated 24<sup>th</sup> July 2024 issued to all Access Providers regarding Order to the Access Providers to furnish information in respect of senders and Unregistered Telemarketers (UTM) who are violating the provisions of the TCCPR, 2018**

In exercise of the powers conferred upon it under section 12 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), read with the provisions of the Telecom Commercial Communications Customer Preference Regulations, 2018 the Authority directed all Access Providers to furnish duly signed hard copy and soft copy of the following information to the Authority within five business days from the date of issue of this order :-

- i. the details in respect of UTM numbers listed in Annexure-1, in the format specified in the said Annexure in MS-Excel format; and
- ii. the details in respect of the twenty-five (25) senders against whom maximum number of UTM complaints have been recorded during the quarter April-June 2024, in the format specified in Annexure-2 in MS-Excel format, along with information regarding telecom resources allocated to the sender.

#### **2.9.1.6 Direction dated 13<sup>th</sup> August 2024 issued to all Access Providers regarding disconnection of all telecom resources and blacklisting of the sender under Telecom Commercial Communications Customer Preference Regulations, 2018**

The Authority, in exercise of the powers conferred upon it under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and the provisions of the Telecom Commercial Communications Customer Preference Regulations, 2018 directed all the Access Providers to ensure that—

- A. all promotional voice calls from the unregistered Senders/Unregistered Telemarketer (UTMs) using Telecom Resources (SIP PRI other telecom resources) shall be stopped immediately.
- B. if any unregistered Sender/Unregistered Telemarketer (UTM) is found to be misusing its Telecom Resources (SIP PRI other telecom resources) for making commercial voice calls in violation of the regulations resulting into consumer complaints against any one or more number of resource indicators allocated to the Sender—
  - i. all the telecom resources of such Sender shall be disconnected by the Originating Access Provider (OAP) for a period up to two years as per the provisions of the regulation 25 of the regulations;
  - ii. such Sender shall be blacklisted by the OAP for a period up to two years as per the provisions of the regulations;
  - iii. information regarding blacklisting of the Sender shall be shared by the OAP with all other Access Providers on DLT platform, within 24 hours, who will, in turn, disconnect all the telecom resources given by them to that Sender within the next 24 hours;
  - iv. no new telecom resources shall be allocated to such Sender by any Access Provider during the period of blacklisting as provided for in the regulations;
- C. all the unregistered Senders/Unregistered Telemarketers (UTMs) using SIP PRI other telecom resources to make commercial voice calls to the citizen shall be migrated to the DLT platform within one month of the issue of this Direction and submit compliance report within seven days thereafter.

All Access Providers were directed to comply with the above directions and forward an updated status on action taken, including updating of CoPs, within fifteen days from date of issue of this direction and thereafter submit the report of the action taken against UTMs on the 1<sup>st</sup> and the 16<sup>th</sup> of every month.

#### **2.9.1.7 Direction dated 20<sup>th</sup> August 2024 issued to all Access Providers regarding measures to curb misuse of Headers and Content Templates under Telecom Commercial Communications Customer Preference Regulations, 2018**

The Authority, in exercise of the powers conferred upon it under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and the provisions of the Telecom Commercial Communications Customer Preference Regulations, 2018 directed all the Access Providers to ensure that—

- A. end-to-end implementation of 140xxx numbering series on DLT platform, including migration of existing telemarketers and scrubbing of calls as per regulations, is completed latest by 30<sup>th</sup> September 2024;
- B. traffic containing URLs/ APKs/ OTT links/ Call back numbers, which are not whitelisted, is not permitted with effect from 15<sup>th</sup> September, 2024;
- C. the messages from Principal Entities to the recipients are traceable and, with effect from 1<sup>st</sup> November 2024, all messages, where the chain of Telemarketers is not defined or does not match, are rejected;
- D. whenever misuse of Headers and/ or Content Templates is noticed or reported-
  - i. traffic from concerned Sender is suspended by all the Access Providers immediately, till such time the Sender files a complaint/ FIR with the Law Enforcement Agency for such misuse of its Headers and Content Templates under the law of land, and the Sender reviews all its Headers and Content Templates and takes corrective measures as per the regulations to prevent misuse of its Headers and other credentials;
  - ii. Delivery-Telemarketer identifies the entity that has pushed traffic from such Headers or Content Templates into the network and files a complaint/ FIR for misusing Headers and Content Templates of other entity with the Law Enforcement Agency (LEA), under the law of the land, against such entity within two business days, failing which the Originating Access Provider (OAP) files a complaint/ FIR against the concerned Delivery-Telemarketer and traffic from concerned Delivery-Telemarketer is suspended by all the Access Providers immediately, till such time a complaint/ FIR is made by the Delivery-Telemarketer; and the entity that pushed the traffic is blacklisted by Originating Access Provider as well as all other Access Providers for a period of one year;
- E. when a complaint is registered due to registration of Content Template in wrong category, the Content Template is blacklisted by the OAP; and if five Content Templates of such Sender are blacklisted for registration under wrong category, the OAP suspends the services of the Sender, for one month or till such time all the Content Templates of the Sender are reverified, whichever is later;
- F. one Content Template is not linked with more than one Header;
- G. all the Headers and Content Templates registered on DLT comply with the regulations and directions issued thereunder latest within 30 days of the issue of this direction.

All the Access Providers were directed to comply with the above directions and furnish to the Authority an updated status on action taken, including updating of CoPs, within fifteen days from the date of issue of this direction.

**2.9.1.8 Direction dated 30<sup>th</sup> August 2024 issued to all Access Providers regarding measures to curb misuse of Headers and Content Templates under Telecom Commercial Communications Customer Preference Regulations, 2018**

The Authority, in exercise of the powers conferred upon it under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and the provisions of the Telecom Commercial Communications Customer Preference Regulations, 2018 directed all the Access Providers to ensure that -

- A. end-to-end implementation of 140xxx numbering series on DLT platform, including migration of existing telemarketers and scrubbing of calls as per regulations, is completed latest by 30<sup>th</sup> September 2024;
- B. traffic containing URLs/ APKs/ OTT links/ Call back numbers, which are not whitelisted, is not permitted with effect from 1<sup>st</sup> September, 2024;
- C. the messages from Principal Entities to the recipients are traceable and, with effect from 1<sup>st</sup> November 2024, all messages, where the chain of Telemarketers is not defined or does not match, are rejected;
- D. whenever misuse of Headers and/ or Content Templates is noticed or reported –
  - i. traffic from concerned Sender is suspended by all the Access Providers immediately, till such time the Sender files a complaint/ FIR with the Law Enforcement Agency for such misuse of its Headers and Content Templates under the law of land, and the Sender reviews all its Headers and Content Templates and takes corrective measures as per the regulations to prevent misuse of its Headers and other credentials;
  - ii. Delivery-Telemarketer identifies the entity that has pushed traffic from such Headers or Content Templates into the network and files a complaint/ FIR for misusing Headers and Content Templates of other entity with the Law Enforcement Agency (LEA), under the law of the land, against such entity within two business days, failing which the Originating Access Provider (OAP) files a complaint/ FIR against the concerned Delivery-Telemarketer and traffic from concerned Delivery-Telemarketer is suspended by all the Access Providers immediately, till such time a complaint/ FIR is made by the Delivery-Telemarketer; and the entity that pushed the traffic is blacklisted by Originating Access Provider as well as all other Access Providers for a period of one year;
- E. when a complaint is registered due to registration of Content Template in wrong category, the Content Template is blacklisted by the OAP; and if five Content Templates of such Sender are blacklisted for registration under wrong category, the OAP suspends the services of the Sender, for one month or till such time all the Content Templates of the Sender are reverified, whichever is later;
- F. one Content Template is not linked with more than one Header;
- G. all the Headers and Content Templates registered on DLT comply with the regulations and directions issued thereunder latest within 30 days of the issue of this direction;

All the Access Providers were directed to comply with the above directions and furnish to the Authority an updated status on action taken, including updating of CoPs, within fifteen days from the date of issue of this direction.

**2.9.1.9 Direction dated 19<sup>th</sup> September 2024 issued to all Access Service Providers regarding submission of reports to the Authority under the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)**

The Authority vide direction dated 19<sup>th</sup> September 2024 directed all the service providers having (i) Unified Access Service License; (ii) Unified License with authorization for Access Service; (iii) Internet Service Authorization under any License; and (iv) Authorization under the Telecommunications Act, 2023 for providing Access or Broadband Services, to submit

- i. in respect of access service (wireless), the compliance report as per the format specified at Annexure-I to this Direction, within a period of fifteen (15) days from the end of respective quarter or month, as applicable, and the report of significant network outage as per the format specified at Annexure-II to this Direction, within 24 hours of the start of the outage;
- ii. in respect of access service (wireline), the compliance report as per the format specified at Annexure-III to this Direction, within a period of fifteen (15) days from the end of respective quarter.
- iii. in respect of broadband (wireline) service, the compliance report as per the format specified at Annexure-IV to this Direction, within a period of fifteen (15) days from the end of respective quarter, and strictly follow the guidelines as specified at Annexure-V to this Direction while submitting the reports to the Authority.

This direction came into force with effect from 1<sup>st</sup> October 2024.

**2.9.1.10 Direction dated 24<sup>th</sup> October 2024 issued to all Access (Wireless) Service Providers regarding timely submission of data for audit under the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)**

The Authority vide direction dated 24<sup>th</sup> October 2024 directed all the service providers providing access (wireless) service under a license or Authorisation under the Telecommunications Act, 2023 to: -

- i. submit to the Authority or the officers or employees of the Authority or the audit agency appointed by the Authority, the required data for the purpose of audit, as per the format specified at Annexure-I to this Direction, on monthly basis, within a period of ten (10) days of the end of each month.
- ii. facilitate and provide access for downloading of the live QoS performance data from relevant counters or alarm etc., against the specified QoS parameters, by the audit agency or the officers or employees of the Authority, for three consecutive days in a month, or quarter, as required; and
- iii. strictly follow the guidelines as specified at Annexure-II to this Direction while providing the data for the purpose of audit under the provisions of regulation 14 of the regulations.

**2.9.1.11 Direction dated 28<sup>th</sup> October 2024 issued to all Access Providers regarding measures to curb misuse of Headers and Content Templates under Telecom Commercial Communications Customer Preference Regulations, 2018**

After a holistic review of the implementation-related issues raised by the Access Providers, the Authority, in exercise of the powers conferred upon it under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and the provisions of the Telecom Commercial Communications Customer Preference Regulations, 2018 and in partial modification of para 10(c) of Direction No. D-27/1/(2)/2024-QoS (E-13563) dated the 20<sup>th</sup> August 2024, directed all the Access Providers to-

- i. ensure that all the Principal Entities (PE) and Telemarketers (TM) shall complete the PE-TM chain binding at the earliest to avoid disruption in the transmission of messages;
- ii. conduct awareness campaigns through webinars, emails and other means to inform, educate and train the Principal Entities and Telemarketers regarding PE-TM chain binding process and the activities to be undertaken by them in this regard;
- iii. issue a warning on daily basis to defaulting Principal Entities and Telemarketers who continue to send messages without defining the requisite PE-TM chain binding or upgrading their systems, to take corrective actions at the earliest, failing which the Access Providers shall ensure that no messages shall be transmitted with effect from 30<sup>th</sup> November 2024;
- iv. submit to the Authority, until 30<sup>th</sup> November 2024, a daily progress report regarding messages complying to or failing to comply to the chain-binding process;
- v. reject the messages, with effect from 1<sup>st</sup> December 2024, where the complete chain is not defined or does not match with pre-defined chain.

Vide direction dated 28<sup>th</sup> October 2024, all the Access Providers were directed to comply with the above Directions and furnish to the Authority an updated status on action taken, including updating of Codes of Practice (CoPs), within 15 days from the date of issue of this Direction.

**2.9.1.12 Order dated 21<sup>st</sup> November 2024 to all Wireless Access Service Providers regarding Discontinuation of Publishing Mobile Number Revocation List**

Since DoT has made available the MNRL to stakeholders on near-real time basis on the Digital Information Portal (DIP), is of the view that there is no need to publish MNRL on the Authority's MNRL Portal.

In exercise of the powers conferred upon it under section 12 of the TRAI Act, 1997, and in supersession of the Authority's Order dated 20<sup>th</sup> November 2019 regarding 'Framework of Publishing Mobile Number Revocation List', the Authority vide order dated 21<sup>st</sup> November 2024 hereby orders the Wireless Access Service Providers: -

- i. To discontinue publishing of the 'Mobile Number Revocation List' on the Authority's 'MNRL Portal' after the month of January 2025, which shall be the last list to be published on the MNRL portal by 8<sup>th</sup> February 2025.
- ii. That MNRL portal will remain operative till 30<sup>th</sup> June 2025 and the data on MNRL Portal for the period from December 2019 to January 2025 will be archived and will be available for downloading till 30<sup>th</sup> June 2025.

Vide Order dated 21<sup>st</sup> November 2024 directed all Wireless Access Service Providers and all concerned to comply with the order of the Authority and take necessary action at their end.

**2.9.1.13 Direction dated 22<sup>nd</sup> November 2024 issued to all Service Providers providing access service (wireless) regarding publication of service wise geospatial coverage map under the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024**

The Authority through this direction dated 22<sup>nd</sup> November 2024 directed all service providers providing access service (wireless) to publish on their website the service wise (2G/ 3G/ 4G/ 5G) geospatial coverage maps for the geographical areas where wireless voice or wireless broadband service is available for subscription by consumers, as per the guidelines as attached as annexure to this Direction in accordance with the provision of sub-regulation (3) of regulation 15 of "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 dated the 2<sup>nd</sup> August 2024".

**2.9.1.14 Direction dated 30<sup>th</sup> November 2024 issued to all Access Providers regarding measures to curb misuse of Headers and Content Templates under Telecom Commercial Communications Customer Preference Regulations, 2018**

TRAI, after reviewing the implementation of the PE-TM chain binding process, directed all Access Providers to:

- i. ensure that PEs and TMs must complete PE-TM chain binding promptly to prevent service disruptions.
- ii. daily warnings to be continued to be issued to non-compliant PEs and TMs who fail to implement PE-TM chain binding or upgrade their systems, informing them that if corrective actions are not taken promptly, message transmission will be blocked effective from 11<sup>th</sup> December 2024.
- iii. Access Providers will continue to submit daily progress reports to the Authority regarding message compliance with chain binding requirements.
- iv. reject the messages, with effect from 11<sup>th</sup> December 2024, where the complete chain is not defined or does not match with pre-defined chain.

Through direction dated 30<sup>th</sup> November 2024, all Access Providers were directed to comply with the above Directions and furnish to the Authority an updated status on action taken, including updating of Codes of Practice (CoPs), within fifteen days from the date of issue of this Direction.

**2.9.1.15 Direction dated 3<sup>rd</sup> January 2025 regarding amendment to the direction dated 19<sup>th</sup> September 2024 regarding submission of reports to the Authority under the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024**

The Authority, through this direction dated 3<sup>rd</sup> January 2025 directed that the Annexure-I, Annexure-IV and Annexure-V of the direction dated 19<sup>th</sup> September 2024 shall be substituted by the Annexures-A, B and C attached with this Direction as detailed below: -

- i. for the Annexure-I, the Annexure-A shall be substituted, containing the format specified for access service (wireless), for submitting compliance report by the service provider, within a period of fifteen (15) days from the end of respective quarter or month, as applicable.
- ii. for the Annexure-IV, the Annexure-B shall be substituted, containing the format specified for broadband (wireline) service, for submitting compliance report by the service provider, within a period of fifteen (15) days from the end of respective quarter.
- iii. for the Annexure-V, the Annexure-C shall be substituted, containing the guidelines to be strictly followed by the service providers while submitting the reports to the Authority.

**2.9.2 Broadcasting Sector**

During the year 2024-25, no directions were issued for broadcasting sector.

**2.10 Consultation Papers**

During the year 2024-25, TRAI issued following Consultation Papers to seek views of the stakeholders on various issues:

**2.10.1 Telecom Sector**

S.No.	List of Consultation Papers
1.	Consultation Paper dated 4 <sup>th</sup> April 2024 on “Auction of Frequency Spectrum in 37-37.5 GHz, 37.5-40 GHz, and 42.5-43.5 GHz bands Identified for IMT”.
2.	Consultation Paper dated 6 <sup>th</sup> June 2024 on “Revision of National Numbering Plan”.
3.	Consultation Paper dated 24 <sup>th</sup> June 2024 on “the Issues Related to Critical Services in the M2M Sector, and Transfer of Ownership of M2M SIMs”.

S.No.	List of Consultation Papers
4.	Consultation Paper dated 11 <sup>th</sup> July 2024 on the "Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023".
5.	Consultation Paper dated 26 <sup>th</sup> July 2024 on "Review of Telecom Consumers Protection Regulations (TCPGR), 2012".
6.	Consultation Paper dated 23 <sup>rd</sup> August 2024 on "Draft Telecommunication Tariff (Seventieth Amendment) Order, 2024".
7.	Consultation Paper dated 28 <sup>th</sup> August 2024 on "Review of the Telecom Commercial Communications Customer Preference Regulations, 2018".
8.	Consultation Paper dated 27 <sup>th</sup> September 2024 on "Terms and Conditions for the Assignment of Spectrum for Certain Satellite-Based Commercial Communication Services".
9.	Consultation Paper dated 22 <sup>nd</sup> October 2024 on "The Terms and Conditions of Network Authorisations to be Granted Under the Telecommunications Act, 2023".
10.	Consultation Paper dated 15 <sup>th</sup> January 2025 on "Draft Telecommunication Tariff (71 <sup>st</sup> Amendment) order, 2025".

#### 2.10.1.1 Consultation Paper dated 4<sup>th</sup> April 2024 on "Auction of Frequency Spectrum in 37-37.5 GHz, 37.5-40 GHz, and 42.5-43.5 GHz bands Identified for IMT"

The Department of Telecommunications (DoT) through its letter dated 2<sup>nd</sup> August 2023, *inter alia*, requested Telecom Regulatory Authority of India (TRAI) to

- i. provide recommendations on applicable reserve price, band plan, block size, quantum of spectrum to be auctioned and associated conditions for auction of spectrum in 600 MHz, 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300 MHz, 26 GHz, 37-37.5 GHz, 37.5-40 GHz and 42.5-43.5 GHz bands for IMT.
- ii. provide any other recommendations deemed fit for the purpose of spectrum auction in these frequency bands, including the regulatory technical requirements as enunciated in the relevant provisions of the latest NFAP/Radio Regulations of the ITU.

After a detailed examination, TRAI sent a response to DoT on 1<sup>st</sup> September 2023. Regarding the existing spectrum bands viz. 600 MHz, 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300 MHz, and 26 GHz, TRAI reiterated its recommendation at para 6.42 (II) of the Recommendations on "Auction of Spectrum in frequency bands identified for IMT/5G" dated 11<sup>th</sup> April 2022 on the reserve price. Regarding new referred spectrum bands viz. 37-37.5 GHz, 37.5-40 GHz, and 42.5-43.5 GHz bands, TRAI informed DoT that the Authority will initiate a consultation process for providing recommendations.

In this regard, a Consultation Paper on "Auction of Spectrum in 37-37.5 GHz, 37.5-40 GHz and 42.5-43.5 GHz bands Identified for IMT" has been placed on TRAI's website ([www.trai.gov.in](http://www.trai.gov.in)) for seeking comments from stakeholders. Written comments on the issues raised in the Consultation Paper were invited from the stakeholders by 2<sup>nd</sup> May 2024 and counter-comments by 16<sup>th</sup> May 2024.

The Consultation Paper on "Auction of Frequency Spectrum in 37-37.5 GHz, 37.5-40 GHz, and 42.5-43.5 GHz bands Identified for IMT" is available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.10.1.2 Consultation Paper dated 6<sup>th</sup> June 2024 on "Revision of National Numbering Plan"**

TRAI received a reference letter No. 16-16/2022-AS-III/123/233 dated 29<sup>th</sup> September 2022 from DoT seeking recommendations to address constraints related to the availability of adequate fixed line numbering resources arising out of rapid growth and the revised National Numbering Plan. Accordingly, TRAI on 6<sup>th</sup> June 2024 issued a Consultation Paper on "Revision of National Numbering Plan" for seeking inputs from the stakeholders. The purpose of a National Numbering Plan is to ensure a structured approach for the allocation and utilization of TI (Telecommunication Identifiers) resources, in line with international best practices. It also proposes potential modifications to enhance the allocation policies and utilization procedures, ensuring an adequate reservoir of TI resources.

The Consultation Paper on "Revision of National Numbering Plan" is available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.10.1.3 Consultation Paper dated 24<sup>th</sup> June 2024 on "the Issues Related to Critical Services in the M2M Sector, and Transfer of Ownership of M2M SIMs"**

Earlier, Department of Telecommunications (DoT), through a reference dated 1<sup>st</sup> January 2024, requested TRAI to provide reconsidered recommendations, as per the provisions of the Section 11 of the TRAI Act 1997 as amended from time to time, on –

- i. Identification of Critical Services in the M2M Sector.
- ii. Transfer of Ownership of M2M SIMs.

In this regard, a Consultation Paper was issued on 24<sup>th</sup> June 2024 on "The Issues Related to Critical Services in the M2M Sector, and Transfer of Ownership of M2M SIMs" seeking comments from the stakeholders on the issues raised in the Consultation Paper by 22<sup>nd</sup> July 2024 and counter-comments by 5<sup>th</sup> August 2024.

The Consultation Paper on "the Issues Related to Critical Services in the M2M Sector, and Transfer of Ownership of M2M SIMs" is available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.10.1.4 Consultation Paper dated 11<sup>th</sup> July 2024 on the “Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023”**

The Department of Telecommunications (DoT) through a letter dated 21<sup>st</sup> June 2024 informed TRAI that the Telecommunications Act, 2023 has been published in the Official Gazette of India; Section 3(1)(a) of the Act provides for obtaining an authorisation by any entity/ person intending to provide telecommunication services, subject to such terms and conditions, including fees or charges, as may be prescribed. DoT also shared a background note on related aspects in this regard, including relevant sections of the new Act that may have a bearing on the terms and conditions of authorisations.

DoT through the said letter dated 21<sup>st</sup> June 2024, under Section 11(1)(a) of the TRAI Act, 1997 (as amended), requested TRAI to provide its recommendations on terms and conditions, including fees or charges, for authorisation to provide telecommunication services as per the provisions of the Telecommunications Act 2023.

In this regard, a Consultation Paper was issued on the “Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023” for seeking comments from stakeholders by 1<sup>st</sup> August 2024 and counter-comments by 8<sup>th</sup> August 2024, respectively.

The Consultation Paper the “Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023” is available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.10.1.5 Consultation Paper dated 26<sup>th</sup> July 2024 on “Review of Telecom Consumers Protection Regulations (TCPR), 2012”**

TRAI issued a consultation paper on 26<sup>th</sup> July 2024 on “Review of Telecom Consumers Protection Regulations (TCPR), 2012” for seeking comments by 16<sup>th</sup> August 2024 and counter-comments by 23<sup>rd</sup> August 2024 from stakeholders.

The Consultation Paper on “Review of Telecom Consumers Protection Regulations (TCPR), 2012” is available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.10.1.6 Consultation Paper dated 23<sup>rd</sup> August 2024 on “Draft Telecommunication Tariff (Seventieth Amendment) Order, 2024”**

TRAI issued a consultation paper on 23<sup>rd</sup> August 2024 on “Draft Telecommunication Tariff (Seventieth Amendment) Order, 2024” for seeking comments by 6<sup>th</sup> September 2024 and counter-comments by 13<sup>th</sup> September 2024 from stakeholders.

The Consultation Paper on “Draft Telecommunication Tariff (Seventieth Amendment) Order, 2024” is available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.10.1.7 Consultation Paper dated 28<sup>th</sup> August 2024 on “Review of the Telecom Commercial Communications Customer Preference Regulations, 2018”**

TRAI issued a consultation paper on 28<sup>th</sup> August 2024 on “Review of the Telecom Commercial Communications Customer Preference Regulations, 2018 (TCCCR-2018)” for soliciting comments from stakeholders on the subject.

The TCCCP-2018 was implemented in February-2019 to address the issue of Unsolicited Commercial Communications (UCC). These regulations aim to protect consumers from unwanted promotional calls and messages, while allowing businesses to send targeted communications to customers who have consented for or set preferences to receive them. During implementation of the regulatory frameworks, certain issues have been observed. This Consultation Paper aims to bring forward issues observed during implementation, and which need immediate attention. The provisions of regulations related to these issues may need amendment. The broad category of issues discussed in the Consultation Paper includes the following-

- i. Definitions of Commercial Communications.
- ii. Provisions related to the Complaint Redressal.
- iii. UCC Detect System and action thereof.
- iv. Provisions related to Financial Disincentives.
- v. Provisions related to Senders and Telemarketers.
- vi. Analysis of high number of voice calls and SMSes by the senders.

TRAI sought inputs on areas to strengthen the regulations, including stricter provisions against the Unregistered Telemarketers (UTMs) who harass the public through spam calls, improved complaint redressal mechanisms, more effective UCC detection systems, stronger financial disincentives for violation of regulatory provisions, and revised regulations for senders and telemarketers. The paper also explores the possibility of differential tariffs for voice calls and SMS to discourage UCC.

The Consultation Paper on "Review of the Telecom Commercial Communications Customer Preference Regulations, 2018" is available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.10.1.8 Consultation Paper dated 27<sup>th</sup> September 2024 on "Terms and Conditions for the Assignment of Spectrum for Certain Satellite-Based Commercial Communication Services"**

Earlier, the Department of Telecommunications (DoT), through a letter dated 13<sup>th</sup> September 2021, had requested TRAI to provide recommendations, inter-alia, on the auction of spectrum for space-based communication services. In this regard, the Authority, through letters dated 27<sup>th</sup> September 2021 and 23<sup>rd</sup> November 2021, sought certain information with respect to space-based communication services from DoT. In response, DoT, through a letter dated 16<sup>th</sup> August 2022, provided the requisite information. Based on the information provided by DoT, TRAI on 6<sup>th</sup> April 2023 issued a consultation paper on "Assignment of Spectrum for Space-based Communication Services" for soliciting comments from stakeholders on the subject.

In the meanwhile, the Telecommunication Act 2023 was enacted in December 2023. In light of the provisions of the Telecommunications Act, 2023 in respect of certain satellite-based services, TRAI, through a letter dated 8<sup>th</sup> February 2024, conveyed to DoT that "the DoT's reference requesting TRAI to provide its recommendations for auction of spectrum for space-based communication services, may require a review by DoT. Therefore, DoT is requested to provide the specific issues on which TRAI's recommendations are required on the subject".

In response, DoT, through a fresh reference letter dated 11<sup>th</sup> July 2024, stated that keeping in view the provisions of Section 4 and the First Schedule of the Telecommunications Act 2023, in terms of Section 11(1)(a) of TRAI Act 1997, requested TRAI to provide recommendations on terms and conditions of spectrum assignment including spectrum pricing while accounting for level playing field with terrestrial access services for the following satellite-based communication services: (i) NGSO based Fixed Satellite Services providing data communication and Internet services. In its recommendations, TRAI may consider services provided by GSO-based satellite communication service providers. (ii) GSO/ NGSO based Mobile Satellite Services providing voice, text, data, and internet services.

In this regard, a consultation paper was issued on "Terms and Conditions for the Assignment of Spectrum for Certain Satellite-Based Commercial Communication Services" seeking comments by 18<sup>th</sup> October 2024 and counter-comments by 25<sup>th</sup> October 2024 from stakeholders on the issues raised in the consultation paper.

The Consultation Paper on "Terms and Conditions for the Assignment of Spectrum for Certain Satellite-Based Commercial Communication Services" is available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.10.1.9 Consultation Paper dated 22<sup>nd</sup> October 2024 on "The Terms and Conditions of Network Authorisations to be Granted Under the Telecommunications Act, 2023"**

DoT through letter dated 26<sup>th</sup> July 2024, informed TRAI that the Telecommunications Act, 2023 has been published in the Official Gazette of India; Section 3(1)(b) of the Act provides for obtaining an authorisation by any person intending to establish, operate, maintain or expand telecommunication network, subject to such terms and conditions, including fees or charges, as may be prescribed. Through the said letter dated 26<sup>th</sup> July 2024, DoT, under Section 11(1)(a) of the TRAI Act 1997, requested TRAI to provide its recommendations on terms and conditions, including fees or charges, for authorisation to establish, operate, maintain or expand telecommunication network as per the provisions of the Telecommunications Act, 2023.

Subsequently, through another letter dated 17<sup>th</sup> October 2024, DoT requested TRAI to consider an authorisation for satellite communication network under section 3(1)(b) of the Telecommunications Act, 2023.

In this regard, a consultation paper was issued on "the Terms and Conditions of Network Authorisations to be Granted Under the Telecommunications Act, 2023" seeking comments by 12<sup>th</sup> November 2024 and counter comments 19<sup>th</sup> November 2024 from the stakeholders on the issues raised in the consultation paper.

The Consultation Paper on "the Terms and Conditions of Network Authorisations to be Granted Under the Telecommunications Act, 2023" is available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.10.1.10 Consultation Paper dated 15<sup>th</sup> January 2025 on "Draft Telecommunication Tariff (71<sup>st</sup> Amendment) order, 2025"**

TRAI issued a consultation paper on "Draft Telecommunication Tariff (71<sup>st</sup> Amendment) order, 2025" on 15<sup>th</sup> January 2025 for seeking comments by 31<sup>st</sup> January 2025 and counter-comments by 7<sup>th</sup> February 2025 from stakeholders on the issues raised in the consultation paper.

The Consultation Paper on “Draft Telecommunication Tariff (71<sup>st</sup> Amendment) order, 2025” is available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).

#### 2.10.2 Broadcasting & Cable TV Sector

S.No.	List of Consultation Papers
1.	Consultation Paper dated 2 <sup>nd</sup> April 2024 on “Inputs for formulation of National Broadcasting Policy-2024”.
2.	Consultation Paper dated 1 <sup>st</sup> August 2024 on “Reserve Prices for auction of FM Radio channels”.
3.	Consultation Paper dated 9 <sup>th</sup> August 2024 on “Audit related provisions of Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 and the Telecommunication (Broadcasting and Cable) Services Digital Addressable Systems Audit Manual”.
4.	Consultation paper dated 30 <sup>th</sup> September 2024 on formulating a “Digital Radio Broadcast Policy for private Radio broadcasters”.
5.	Consultation Paper dated 18 <sup>th</sup> October 2024 on “Regulatory framework for Ground-based Broadcasters”.
6.	Consultation Paper dated 30 <sup>th</sup> October 2024 on “Framework for Service Authorisations for provision of Broadcasting Services under the Telecommunications Act, 2023”.

##### 2.10.2.1 Consultation Paper dated 2<sup>nd</sup> April 2024 on “Inputs for formulation of National Broadcasting Policy-2024”

MIB vide its letter dated 13<sup>th</sup> July 2023, had requested TRAI to give its considered inputs under Section 11 of the TRAI Act, 1997 for formulation of the National Broadcasting Policy (NBP).

The NBP aims at stipulating the vision, mission, strategies, and the action points that could set the tone for a planned development and growth of the broadcasting sector in the country in the era of new and emerging technologies.

Accordingly, as the first step, TRAI had floated a pre-consultation paper on 21<sup>st</sup> September 2023 to elicit the issues which are required to be considered for the formulation of ‘National Broadcasting Policy’. The Authority, after carefully examining various issues emanating from the written submissions of the stakeholders, discussions and submissions received from various meetings across the country came out with the Consultation Paper on “formulation of the National Broadcasting Policy” dated 2<sup>nd</sup> April 2024.

The Consultation Paper on “Inputs for formulation of the National Broadcasting Policy” is available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.10.2.2 Consultation Paper dated 1<sup>st</sup> August 2024 on “Reserve Prices for auction of FM Radio channels”**

MIB vide its reference dated 19<sup>th</sup> March 2024 sought TRAI’s recommendations on reserve price for auction of FM Radio channels in 18 cities/towns in the states of Himachal Pradesh, Uttarakhand, and the Union Territory (UT) of Jammu & Kashmir for the expansion of Private FM Radio. MIB decided to introduce a new category 'E' for these cities. MIB proposed that all the technical parameters applicable for category 'D' cities, except for Effective Radiated Power (ERP) may apply to category 'E' cities. MIB proposed the ERP for Category 'E' as 750 Watt to 1 Kilo Watt. MIB also requested TRAI to recommend the reserve price for the cities of Bilaspur (Chhattisgarh), Rourkela (Odisha) and Rudrapur (Uttarakhand).

Accordingly, TRAI on 1<sup>st</sup> August 2024 issued a consultation paper on “Reserve Prices for auction of FM Radio channels” seeking comments of the stakeholders on the issues raised in the consultation paper.

The Consultation Paper on “Reserve Prices for auction of FM Radio channels” is available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.10.2.3 Consultation Paper dated 9<sup>th</sup> August 2024 on “Audit related provisions of Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 and the Telecommunication (Broadcasting and Cable) Services Digital Addressable Systems Audit Manual”**

TRAI on 9<sup>th</sup> August 2024 issued a Consultation Paper on “Audit related provisions of Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 and the Telecommunication (Broadcasting and Cable) Services Digital Addressable Systems Audit Manual” for seeking comments and counter-comments of stakeholders.

Consequent upon acceptance of TRAI recommendations dated 29<sup>th</sup> March 2017 on “Sharing of Infrastructure in Television Broadcasting Distribution Sector”, MIB issued guidelines for infrastructure sharing. Therefore, it is pertinent to review the existing framework and incorporate the enabling provisions in the Interconnection Regulation 2017 and Audit Manual. Broad issues that were dealt in this consultation paper are as follows:

- i. Amendments required in Audit related provisions in Interconnection Regulation 2017 (as amended)
- ii. Amendments to Audit manual
- iii. Enabling provisions for infrastructure sharing in Interconnection Regulation 2017 and Audit Manual.

A copy of the Consultation Paper on “Audit related provisions of Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 and the Telecommunication (Broadcasting and Cable) Services Digital Addressable Systems Audit Manual” is available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.10.2.4 Consultation paper dated 30<sup>th</sup> September 2024 on formulating a “Digital Radio Broadcast Policy for private Radio broadcasters”**

Ministry of Information and Broadcasting (MIB) vide its reference dated 19<sup>th</sup> March 2024 sought recommendations of TRAI on formulating a digital radio broadcast policy for private Radio broadcasters. MIB has mentioned that in order to cater to technology shift, some existing provisions under FM Phase-III policy may require a relook. MIB also highlighted certain issues that may be considered while formulating recommendations for digital radio broadcast policy.

Accordingly, on 30<sup>th</sup> September 2024, TRAI released a consultation paper on “formulating a Digital Radio Broadcast Policy for private Radio broadcasters” to seek comments of the stakeholders on various issues relating to formulation of digital radio broadcast policy for private Radio broadcasters.

A copy of the Consultation Paper on “formulating a Digital Radio Broadcast Policy for private Radio broadcasters” is available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.10.2.5 Consultation Paper dated 18<sup>th</sup> October 2024 on “Regulatory framework for Ground-based Broadcasters”**

Ministry of Information and Broadcasting (MIB) vide its dated 22<sup>nd</sup> May 2024 requested TRAI for fresh review and recommendations on “Regulatory Framework for Ground Based Broadcasters” under Section 11(1)(a) of TRAI Act, 1997.

In its letter MIB, *inter alia* stated that the recommendations in relation to regulation of platform services had been examined and the guidelines for the same had been issued with the approval of the Competent Authority on 30<sup>th</sup> November 2022. MIB further mentioned that while examining the recommendations of TRAI for the Ground Based Broadcasters in the Ministry, it was felt that the context in which the recommendations were made by TRAI might have changed since the year 2014 and there might be a need to look into the matter afresh.

Accordingly, on 18<sup>th</sup> October 2024, TRAI released Consultation paper on “Regulatory framework for Ground-based Broadcasters” seeking comments and counter-comments of the stakeholders.

A copy of the Consultation Paper “Regulatory framework for Ground-based Broadcasters” is available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).

#### **2.10.2.6 Consultation Paper dated 30<sup>th</sup> October 2024 on “Framework for Service Authorisations for provision of Broadcasting Services under the Telecommunications Act, 2023”**

MIB vide its letter dated 25<sup>th</sup> July 2024 sent a reference to TRAI under Section 11(1)(a) of the TRAI Act, 1997. Through the said reference, MIB requested TRAI to provide its recommendations on the terms and conditions, including fees or charges; for obtaining authorisation from the Central Government to provide broadcasting services, with the objective of aligning it to the Telecommunications Act, 2023 and harmonizing the terms and conditions across various service providers.

As per the reference, many broadcasting platforms (which employ radio waves and spectrum for offering services) viz. DTH, HITS, IPTV, Uplinking/Downlinking of channels (including teleports), DSNG, SNG, Community Radio, FM Radio etc. are issued license/permission/ registration by MIB under Section 4 of the Indian Telegraph Act, 1885. This section grants the Central Government the exclusive privilege to issue licenses, and the MIB draws its power for issuing license/ permission/ registration.

Accordingly, TRAI on 30<sup>th</sup> October 2024, floated Consultation Paper on "Framework for Service Authorisations for provision of Broadcasting Services under the Telecommunications Act, 2023" for seeking comments/feedback from stakeholders on the draft authorisation framework and the terms and conditions of broadcasting service authorisations to be notified as Rules under the Telecommunications Act, 2023.

A copy of the Consultation Paper "Framework for Service Authorisations for provision of Broadcasting Services under the Telecommunications Act, 2023" is available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).



# REVIEW OF WORKING AND OPERATION OF THE TELECOM REGULATORY AUTHORITY OF INDIA IN TELECOM SECTOR

**2.11** The working and operation of Telecom Regulatory Authority of India in the specific context of policy framework is reviewed in the following paragraphs in respect of (a) Rural Telephone Network; (b) Expansion of Telephone Network; (c) Entry of Private Sector in both basic and value-added service; (d) Technical Compatibility and effective interconnection with service providers; (e) Telecommunication Technology; (f) Implementation of National Telecom Policy; (g) Quality of Service; and (h) Digital Bharat Nidhi (erstwhile Universal Service Obligation), as elaborated below:-

## 2.11.1 Rural Telephone Network

As on 31<sup>st</sup> March 2025, the rural wireline subscriber base stood at 3,500,600 (3.50 million) as compared to 28,75,867 (2.88 million) at the end of 31<sup>st</sup> March 2024, registering an increase of 21.72% over the year. In addition, accounting of Wireless (FWA-5G) subscribers started separately with effect from January 2025. As of 31<sup>st</sup> March 2025, the total rural wireless (FWA-5G) subscriber base stood at 2,506,272 (2.50 million).

## 2.11.2 Expansion of Telephone Network

The total wireline subscriber base as on 31<sup>st</sup> March 2025 stood at 37,040,734 (37.04 million) as compared to 33,791,014 (33.79 million) subscribers on 31<sup>st</sup> March 2024, registering an increase of 9.62% during the year 2024-25. Out of 37.04 million wireline subscribers, 33.54 million are urban subscribers and 3.50 million are rural subscribers. In addition, the accounting of Fixed Wireless Access (5G) started separately w.e.f. In January 2025. As of 31<sup>st</sup> March 2025, the total Wireless (FWA-5G) subscriber base stood at 6,769,089 (6.77 million).



### 2.11.3 Entry of Private Sector in both basic and value-added service

The list of service providers in various service areas is given in **Table-18**, **Table-19** and **Table-20** below:

**Table-18: Access Service Providers providing Wireless Service as on 31<sup>st</sup> March 2025**

S.No.	Service Provider	Licensed Service Areas
1.	Reliance Jio Infocomm Ltd	All India
2.	Bharti Airtel Ltd	All India
3.	Vodafone Idea Ltd	All India
4.	BSNL	All India except (Delhi & Mumbai)
5.	MTNL	Delhi & Mumbai
6.	Reliance Communications Ltd	All India except (except Assam & NE)

Source : DoT website

**Table-19: UL Access Services Licensees Virtual Network Operators (VNOs) who are providing services as on 31<sup>st</sup> March 2025**

S.No.	Service Provider	Licensed Service Areas
1.	AdPay Mobile Payment India Pvt. Ltd	Tamil Nadu
2.	SurfTelecom Private Limited	Tamil Nadu

Source : As reported by telecom service providers

**Table-20: Number of UL/ UASL/UL (VNO) licensees as on 30<sup>th</sup> September 2024 /31<sup>st</sup> December 2024**

S.No.	Type of License	Total No. of Licensees as on 30.09.2024*	No. of Licensees added during FY 2024-25*
1.	UL	44	02
2.	UL (VNO)	209	16
S.No.	Type of License	Total No. of Licensees as on 31.12.2024*	No. of Licensees added during FY 2024-25*
3.	NLD before UL Regime (Standalone)	16	0
4.	NLD under UL Regime	38	03
5.	NLD under UL(VNO) Regime	17	02
6.	ILD before UL Regime (Standalone)	13	0
7.	ILD under UL Regime	21	02
8.	ILD under UL(VNO) Regime	10	02

\*Source : DoT website

#### **2.11.4 Technical Compatibility and effective interconnection with service providers**

Interconnection is the lifeline of telecommunication services. Subscribers of telecommunication services cannot communicate with each other or connect with services they require unless necessary interconnection arrangements are in place. Availability of effective and expeditious interconnection plays an important role in the growth of the telecommunication services sector.

During the financial year i.e. 2020-21, TRAI notified the "Telecommunication Interconnection (Second Amendment) Regulations, 2020" dated 10<sup>th</sup> July 2020 to amend the principal regulations, namely, the "Telecommunication Interconnection Regulations, 2018". The amended regulations make the interconnection easier among Telecom Service Providers for interconnecting networks like Public Switched Telephone Network (PSTN, commonly referred to as the Fixed Line Networks), Public Land Mobile Network (PLMN), National Long Distance (NLD) network and other telecommunication networks.

Synopsis of the amended “Telecommunication Interconnection Regulations, 2018”, is as follows:

- I. Within a service area, the location of Point of Interconnection (POI), for calls between PSTN and PSTN or between PSTN and NLD network, shall be at such place as may be mutually agreed between the interconnection provider and the interconnection seeker.
- II. In case the interconnection provider and the interconnection seeker fail to agree, the location of POI, for calls between PSTN and PSTN, or between PSTN and NLD network, shall be at Long Distance Charging Centre (LDCC). In such a case, the carriage charge for carriage of calls from LDCC to Short Distance Charging Centre (SDCC) and vice versa, as applicable shall be paid by the interconnection seeker to the interconnection provider.
- III. The existing POIs at the SDCC level, for calls between PSTN and PSTN, or between PSTN and NLD network, shall remain in operation for a period of at least five years or till such time the interconnected service providers mutually decide to close such POIs, whichever is earlier.
- IV. The existing POI at the SDCC level, for calls between PSTN and PSTN, or between PSTN and NLD network, can be closed if the services of either of the interconnected service providers are discontinued in that SDCA.

#### **2.11.5 Telecommunication Technology**

Following technological measures were taken by the Authority to enhance the outreach and interaction of the Authority with the Telecom Consumers:

##### **i. Redevelopment of TRAI Website**

In order to broaden its reach to connect with a wider audience, TRAI has unveiled an upgraded website, which is following GIGW 3.0 guidelines. In recognition of the growing importance of social media, new sharing features facilitate the dissemination of regulatory information to all stakeholders. The website offers comprehensive information on telecom and broadcasting regulations, policies, laws, statistics and trends in India. These resources are easily accessible to the public, stakeholders, researchers, and international audiences. To enhance user experience, it has been integrated with Bhashini, enabling support for multiple regional languages. Additionally, a chatbot 'TARA' (Telecom Authority Responsive Advisor) has been introduced to facilitate interactive search.

##### **ii. Redevelopment of Online Tariff Filing and Retrieval System**

TRAI is in the process of redevelopment of tariff filing portal. The new portal has been upgraded with latest technology stack, leading to enhancement of portal performance, better security and offering support to seamless integration with modern tools and framework. TRAI's Telecommunication Tariff Order mandates filing of tariffs by the Telecom Service Providers, Internet Service Providers, VNOs strictly in compliance with the tariff reporting requirements. For effective tariff filing and analysis, TRAI is also revamping its tariff filing portal with focus on user experience, ease to access, security, scalability, high availability etc. ensuring timely filing of tariffs. This portal will also provide tariff information of various service providers to the consumers on a single platform.

### **iii. Comprehensive IT Ecosystem for Data Reporting, Analytics and process automation**

The development of comprehensive IT System in TRAI was envisaged in three stages (i.e. DPR Preparation, RFP preparation & selection of Solution Provider (SP) and system development by SP & Setting up of PMU). The Detailed Project Report (DPR) has been prepared which comprises of overall requirements of TRAI and its stakeholders, complete IT roadmap with detailed scope of work, tentative architecture etc. Based on the DPR, a RFP has been prepared in-house. The RFP is being published for engagement of a suitable Solution Provider for development, implementation and maintenance of the TRAI Comprehensive IT Ecosystem for Data Reporting, Analytics and Process Automation.

### **iv. Development of TRAI Mobile Apps and Analytical Portal**

TRAI intends to re-develop its Mobile Apps like TRAI MySpeed, TRAI MyCall and TRAI DND (Do Not Disturb) Apps and develop a new unified mobile App. For the same, a tender is being floated on GeM for engaging an agency which develop the apps & portal. The portal will offer functionality of Analytics, Geo-spatial Visualization, API Dashboard and fulfils the various reporting requirements of TRAI.

### **v. Development of Digital Connectivity Rating Portal (DCRP)**

The Digital Connectivity Rating Portal (DCRP), aims to establish a centralized IT platform connecting TRAI, Digital Connectivity Rating Agencies (DCRAs), Property Managers, and users under Rating of Properties for Digital Connectivity Regulations, 2024 dated 25<sup>th</sup> October 2024. For the development of DCRP, an RFP is being prepared for floating it on GeM to engage a suitable Solution Provider.

### **vi. Reporting automation**

Data reporting to TRAI by various stakeholders in compliance of Regulations/ Directions is a regular activity. For this a portal to collect performance monitoring data from stakeholders is in place. This portal is functional for the QoS, BB&PA, NSL and CA divisions. Recently, the portal was enhanced to collect PMR data for QoS Division through data APIs from all stakeholders on a monthly basis, new reports for BB&PA division has been developed and there are existing reports also which are being regularly updated.

### **vii. Maintenance of Portals and Cloud management**

Maintenance of all the portals are being done covering functionality updatons, system patches, etc. Security audits through CERT-IN vendors are being carried out regularly. Necessary actions have been taken to secure them from cyber-attack on the basis of alerts received from NIC, CERT-IN and other organizations. TRAI has implemented various portals and apps, and majority of the TRAI applications and back-end services are hosted on Cloud environment thus leveraging the opportunity of savings in terms of time and infrastructure costs. The cloud services for hosting have been taken from NIC & MeitY empanelled cloud service provider.

### viii. DND 3.0

TRAI has successfully developed the DND 3.0 App in-house, which is available for download on the Google Play Store and AppStore. The primary aim of the DND (Do Not Disturb) App is to help users to avoid SPAM calls and SMS by registering their preferences to block or allow commercial communications along with empowerment of the users by enabling them to easily register SPAM complaints with their respective telecom service providers. TRAI DND App fulfils the provisions of Telecom Commercial Communications Customer Preference Regulations (TCCCCPR) 2018. Recently, the app has been updated for the provisions of the amendments in the Regulation. As per the recent TCCCCPR amended Regulation, the users will now be allowed to register SPAM complaints against unregistered telemarketers and senders even without registering their DND preference. Moreover, a complaint against unsolicited commercial communications (UCC) can be made by a customer within 7 days of receipt of such UCC, which was earlier 3 days.

### ix. Infrastructure Upgradation

- a. IT Division has successfully implemented the state of art IT infrastructure in the new building at World Trade Center, Nauroji Nagar covering endpoint network (wired/wireless), security, storage, redundancy, disaster recovery, etc.
- b. To strengthen the infrastructure, TRAI has implemented Endpoint Security Solution for protection against threats, including viruses, worms, spyware and other malware etc. It combines security, performance, management, and compliance capabilities, making it easier for the administrator to manage entire endpoints in TRAI.
- c. IT Division has procured 172 desktops for various divisions of TRAI, for efficient working.
- d. For smooth functioning of all the services in TRAI, the timely monitoring of various licenses i.e. Tableau, Adobe Acrobat, MS Office 365, SSL Certificate etc. are being carried out and before expiry of the same, the necessary timely renewal is being carried out.

#### 2.11.6 Implementation of National Telecom Policy

**2.11.6.1** The National Digital Communications Policy (NDCP) 2018, under its 'Connect India' mission, recognizes spectrum as a key natural resource for public benefit to achieve India's socio-economic goals. NDCP 2018 aims to further liberalize the spectrum sharing, leasing, and trading regime in the country. The newly enacted Telecommunications Act, 2023 provides that the Central Government may permit the sharing, trading, leasing and surrender of assigned spectrum, subject to the terms and conditions, including applicable fees or charges, as may be prescribed.

In accordance with the objectives of NDCP-2018 and on the basis of reference received from Department of Telecommunications (DoT), TRAI issued a Consultation Paper on "Telecommunication Infrastructure Sharing, Spectrum Sharing, and Spectrum Leasing" on 13<sup>th</sup> January 2023 for soliciting comments/counter comments from stakeholders.

Based on the comments of the stakeholders, discussions held during the Open House Discussion and analysis thereof, the Authority gave its recommendations dated 24<sup>th</sup> April 2024 on "Telecommunication Infrastructure Sharing, Spectrum Sharing, and Spectrum Leasing".

**2.11.6.2** Regarding threshold for Latency and Jitter, Threshold for Broadband speed in connection with formulating the National Telecom Policy, 2025, TRAI on 2<sup>nd</sup> August 2024 released revised QoS Regulations namely “The Standards of Quality of Service of Access (Wirelines and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024” prescribing revised Quality of Service (QoS) parameters and their benchmarks for both access and broadband services provided on wireline as well as wireless media. These Regulations are applicable for both Access and Broadband services provided on wireline and wireless media and effective from 1<sup>st</sup> October 2024.

Details of the Regulations/Recommendations are covered in Part-II of the report.

### **2.11.7 Quality of Service (QoS)**

TRAI had earlier issued three different regulations prescribing standards of Quality of Service (QoS), for Basic and Cellular Mobile Services, Broadband Services, and Broadband Wireless Services, namely:

- i. The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009
- ii. Quality of Service of Broadband Service Regulations 2006, and
- iii. The Standards of Quality of Service for Wireless Data Services Regulations 2012.

The above three regulations were notified more than a decade ago. Since then, the technology landscape of telecom networks has completely changed and moved towards converged networks. To account for the quality aspects arising out of large-scale penetration of new & emerging technologies such as 4G & 5G and high-speed broadband services on fiber, the Authority decided to carry out an extensive review of the existing regulations and put forward a comprehensive regulatory framework which encompasses QoS benchmarks for all three services at one place. Accordingly, the Authority in supersession of the above referred three regulations released revised Regulations namely “The Standards of Quality of Service of Access (Wirelines and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024”. These Regulations are applicable for both access and broadband services provided on wireline as well as wireless media and effective from 1<sup>st</sup> October 2024.

The Quality-of-Service performance of service providers against the benchmarks are assessed through compliance reports submitted by service providers. The compliance reports for access service (wireless), access service (wireline) and broadband (wireline) service are submitted on quarterly basis. However, the compliance reports for access service (wireless) will be submitted on monthly basis with effect from 1<sup>st</sup> April 2025 as per the revised QoS regulations.

For ensuring compliance with the Quality of Service benchmarks and to protect the interests of the consumers, TRAI had prescribed the system of imposing financial disincentives for non-compliance with the prescribed benchmarks, delay in submission of compliance reports and false reporting. Based on compliance reports, wherever non-compliance with the benchmarks is observed, the explanation of the service provider is called for and after considering the explanation submitted by the service provider, gravity of non-compliance, action taken to improve the service, financial disincentives are imposed on service providers. For delay in submission of compliance report, financial disincentive not exceeding rupees five thousand per report for every

day during which the default continues, subject to the maximum amount of rupees ten lakh is uniformly applicable for all three services. In respect of non-compliance with the QoS benchmark or false reporting graded financial disincentives is applicable, as details given below:

Instance of contravention	For failure to meet the benchmark of QoS parameters (per benchmark)	For false reporting (Per benchmark)
First contravention	₹ 1 Lakh	₹ 2 Lakh
Second consecutive contravention	₹ 2 Lakh	₹ 5 Lakh
Each consecutive contravention occurring thereafter	₹ 3 Lakh	₹ 10 Lakh

In addition, if a service provider fails to make payment of financial disincentive within a period of twenty one days from the date of issue of order for payment of financial disincentive or as stipulated in the order for payment of financial disincentive, it shall be liable to pay interest at a rate which will be 2% above the one year Marginal Cost of Lending Rate (MCLR) of State Bank of India existing as on the beginning of the Financial Year (namely 1<sup>st</sup> April) in which last day of the stipulated period falls and such interest shall be compounded annually.

The total financial disincentive imposed by TRAI during the financial year 2024-25 is ₹ 30 Lakh. The total amount of financial disincentive received during the financial year 2024-25 on account of QoS regulations violations is ₹ 81.25 Lakh.

In addition to the above, the amount overcharged by TSPs and not refunded to subscribers by them during the stipulated time period of 60 days, as per metering and billing regulation, financial disincentive is imposed. The total financial disincentive imposed in this regard is ₹ 1.71 lakh and out of which ₹ 1.70 lakh received by TRAI during the Financial Year 2024-25.

The performance of the service providers is evaluated every quarter based on the compliance reports submitted by service providers and also based on the reports of the audit agencies engaged by TRAI. Wherever deficiencies in achieving the quality-of-service benchmarks have been noticed through close monitoring of the performance of service providers by way of periodic reports, audit and assessment of quality of service through independent agencies is conducted. TRAI has been following up with the service providers to address such deficiencies in achieving the benchmarks for the various parameters.

In this regard, various meetings were held in TRAI with the service providers from time to time. These meetings and follow-up action with the service providers have been pivotal in improving the quality of service.

TRAI also publishes information about the Quality of Service performance by service providers, the results of Audit and assessment of Quality of Service undertaken by Independent Agencies or through its officers on its website for the information of stakeholders. The publishing of Quality of Service related information has also been forcing the service providers to improve the Quality of Service performance and to address deficiencies in meeting the benchmarks.

### **Unsolicited Commercial Communications (UCC)**

The Telecom Regulatory Authority of India (TRAI) has amended the Telecom Commercial Communications Customer Preference Regulations (TCCCCPR), 2018 to further strengthen consumer protection against Unsolicited Commercial Communication (UCC) on 12<sup>th</sup> February 2025.

### **Impact of direction dated 13<sup>th</sup> August 2024 & Amended Regulation dated 12<sup>th</sup> February 2025**

Consequent to release of TRAI directive dated 13<sup>th</sup> August, 2024 to disconnect all telecom resources (SIP/PRI/other telecom resources) of the Senders/Unregistered Telemarketers (UTMs) which are being used for making spam calls and to blacklist such Senders, the Access Providers have taken widespread actions which has led to a significant reduction in the complaints registered against the spam calls.

#### **Details of entities blacklisted, and Telecom Resources Disconnected**

Number of entities/individuals blacklisted after the issuance of 13 <sup>th</sup> August 2024 Direction	Number of /DID/landline numbers/ Mobile numbers disconnected
More than 1150	More than 18.8 Lakh

#### **UTM complaints registered by Access Providers**

Month	Complaints against Unregistered Telemarketers (UTMs)	Change
August 2024	1,89,419	
September 2024	1,63,167	13% less as compared to August-24
October 2024	1,51,497	20% less as compared to August-24
November 2024	1,31,300	30% less as compared to August-24
December 2024	1,41,294	25% less as compared to August-24
January 2025	1,34,821	29% less as compared to August-24
February 2025	1,05,102	44% less as compared to August-24
March 2025	1,16,221	38% less as compared to August-24

## 2.11.8 Digital Bharat Nidhi (erstwhile Universal Service Obligation)

As per the Telecommunications Act, 2023 (No.44 of 2023) and the subsequent Notification of Telecommunications (Administration of Digital Bharat Nidhi) Rules 2024 dated 30<sup>th</sup> August 2024, the Universal Service Obligation Fund (USOF) created under the Indian Telegraph Act, 1885, has been renamed as "Digital Bharat Nidhi" (DBN). The Universal Service Obligation Fund, formed by an Act of Parliament, was established w.e.f. 1<sup>st</sup> April 2002 under the Indian Telegraph (Amendment) Act, 2003, to provide financial support for the provision of telecom services in commercially unviable rural and remote areas of the country. Subsequently, the scope was widened to provide subsidy support for enabling access to all types of telecom services, including mobile services, broadband connectivity and creation of infrastructure like Optical Fiber Cable (OFC) in rural and remote areas.

Since then, the Government has launched many schemes using Universal Service Obligation Fund (USOF) for the proliferation of broadband and improving internet access to common people. The Authority has also been working towards the enhancement of telecom connectivity/ infrastructure in the remote and far-flung areas of the country. In this regard, TRAI, during the year 2023-24 issued recommendations on 24<sup>th</sup> April 2023 on "Improving Telecom Coverage and Backhaul Infrastructure in far-flung areas of Ladakh", recommendations on 22<sup>nd</sup> September 2023 on "Improving Telecom Infrastructure in Northeastern States of India" and recommendations on 29<sup>th</sup> September 2023 on "Improving Backhaul Telecom Infrastructure in far-flung areas of Himachal Pradesh". Action as per these recommendations in many cases have been considered by Department of Telecommunications during the year 2024-25.

## 2.12 Broadcasting Sector

### 2.12.1 Show Cause notices (SCN) to Service Providers

TRAI issued Show Cause Notices dated 15<sup>th</sup> May 2024 to the following 31 Distribution Platform Operators (DPOs) for non-compliance of provisions of regulation 15(1) of the Interconnection Regulation related to mandatory DAS audits for the year 2023:

S.No.	Name of DPOs
1.	M/s Bharti Telemedia Limited
2.	M/s Tamil Nadu ARASU Cable TV Corporation Ltd, Chennai
3.	M/s Andhra Pradesh State Fibernet Ltd, Hyderabad
4.	M/s Technobile Systems Network Pvt Ltd, Gurgaon
5.	M/s Axom Communication & Cable Pvt Ltd, Guwahati

S.No.	Name of DPOs
6.	M/s Barsha Vision Cable Network, Jajpur (Odisha)
7.	M/s Blue Chip Systems, Vijaywada
8.	M/s Andaman Cable Network, Port Blair
9.	M/s Altimeric Digital Pvt Ltd, Balasore
10.	M/s Air Media Network Pvt Ltd, Chennai
11.	M/s Akash Tori Infocom Services Pvt Ltd, Durgapur
12.	M/s Bright Way Communication, Hyderabad
13.	M/s CCN Entertainment (India) Pvt Ltd, Bilaspur
14.	M/s Digital Cable TV Network, Haridwar
15.	M/s Haldwani Digital Services Pvt Ltd, Haldwani
16.	M/s U-Digital Network Pvt Ltd, Mysore
17.	M/s V4 Digital Infotech, Mangalore
18.	M/s Victory Digital Network Pvt Ltd, Davanagere (Karnataka)
19.	M/s Subhodaya Digital Entertainment Pvt Ltd, Hyderabad
20.	M/s Sree Cable TV Network, Kurnool
21.	M/s Skynet Digital Services Pvt Ltd, Allahabad

S.No.	Name of DPOs
22.	M/s Signet Digital Pvt Ltd, Vasai (West), Palghar
23.	M/s Sattyam Tori Pvt Ltd, Murshidabad (W.B.)
24.	M/s Sahoo Cable TV, Dhenkanal
25.	M/s Reachnet Cable Services Pvt Ltd, New Delhi
26.	M/s Rajasthan Infotech Media Services Pvt Ltd, Jaipur
27.	M/s Kothapeta Communication Network, East Godavari (A.P.)
28.	M/s Kodada Communication Networks, Nalgonda
29.	M/s In Islampur Cable Network, Sangli
30.	M/s Novabase Digital Entertainment Pvt Ltd, New Delhi
31.	M/s Vaadi Television, Srinagar (J&K)

#### 2.12.2 Orders issue to Service Providers

- (i) TRAI issued orders of financial disincentive dated 22<sup>nd</sup> April 2024 to the following three multi system operators (MSOs) for non-compliance of provisions of regulation 15(1) of the Interconnection Regulation 2017, as amended, related to mandatory annual audit of their Digital Addressable Systems for the calendar years 2020, 2021 & 2022:
  - a. M/s Sahoo Cable TV, Dhenkanal, Odisha
  - b. M/s Cablecast New Media Pvt Ltd, Chennai
  - c. M/s Novabase Digital Entertainment Pvt Ltd. Delhi
- (ii) TRAI issued orders of financial disincentive dated 22<sup>nd</sup> April 2024 to M/s Subhodaya Digital Entertainment Pvt Ltd, Hyderabad for non-compliance of provisions of regulation 15(1) of the Interconnection Regulation 2017, as amended, related to mandatory annual audit of their Digital Addressable Systems for the calendar years 2021 & 2022.

(iii) TRAI issued orders of financial disincentive dated 22<sup>nd</sup> April 2024 to the following three multi system operators (MSOs) for non-compliance of provisions of regulation 15(1) of the Interconnection Regulation 2017, as amended, related to mandatory annual audit of their Digital Addressable Systems for the calendar year 2022:

- a. M/s Rajasthan Infotech Media Service Pvt Ltd. Jaipur
- b. M/s Reachnet Cable Service Pvt Ltd. Kolkata
- c. M/s Sattyam Tori Pvt Ltd. Murshidabad

**2.12.3** TRAI on 21<sup>st</sup> August 2024 issued a letter to all the DPOs to get the audit done to comply with the provision of sub-regulation (1) of regulation 15 of the Interconnection Regulations and the audit process, including issue of final report by the auditor, should be completed latest by 31<sup>st</sup> December 2024 positively to avoid imposition of financial disincentive as per provisions of sub-regulation IA of regulation 15 of the Interconnection Regulation.

#### **2.12.4 Certification and deployment of CAS and SMS by all DPOs**

TRAI amended The Telecommunication (B&C) Services Interconnection (Addressable Systems) Regulations, 2017 ("Interconnection Regulation, 2017") by the third Amendment Regulations, 2021 with effect from 11<sup>th</sup> June 2021 and Regulation 4A was inserted, which reads as follows:

*Regulation 4A -- Compliance to requirements of Addressable System by distributors of television channels, wherein the regulation mandates that the distributor of television channel shall, from such date and after such testing and certification, as may be specified by the Authority by order, deploy such conditional access system and subscriber management system which conform to the requirements as specified in the Schedule IX:*

*Provided that for the conditional access systems and subscriber management systems already deployed before the date of issue of the order referred to in this sub-regulation, the Authority shall specify a separate timeline within which such systems shall get tested and certified to meet the requirements as specified in the Schedule IX.*

Accordingly, TRAI issued order dated 20<sup>th</sup> September 2021 regarding designation of Testing and Certification Agency. TRAI designated TEC as a Testing and Certification Agency. Further, TRAI on dated 9<sup>th</sup> August 2023 issued an order regarding certification and deployment of Conditional Access System (CAS) and Subscriber Management Systems (SMS) by all Distribution Platform Operators (DPOs). As per the order, all DPOs were directed to ensure the following:

- a. deploying of new CAS and SMS systems that have been tested by duly accredited testing labs and certified by TEC, or any other designated agency from 1<sup>st</sup> March 2024 onwards.
- b. upgrade and certify all existing CAS and SMS systems through testing by duly accredited testing labs and certification by TEC, or any other designated agency by 1<sup>st</sup> March 2025.

Further, TRAI headquarter on 29<sup>th</sup> January 2025 issued a letter to all the DPOs (namely, DTH Operators, major MSOs, HITs Operator, IPTV Operators) to submit the requisite details by 4<sup>th</sup> February 2025.

In this regard, the DPOs through their Associations as well as Regional Offices of TRAI based on the inputs received from the MSOs under their jurisdiction submitted request for extension of the prescribed timeline for upgrading and certifying all existing CAS and SMS systems.

Based on the requests of DPOs (through their Associations and Regional Offices), the deadline for compliance of TRAI order dated 9<sup>th</sup> August 2023 on CAS and SMS have been extended till 1<sup>st</sup> October 2025.



## 2.13 Other Activities

### 2.13.1 Open House Discussion (OHD)

Open House Discussions (OHD) held during 2024-25 (All OHDs held through Video Conferencing)

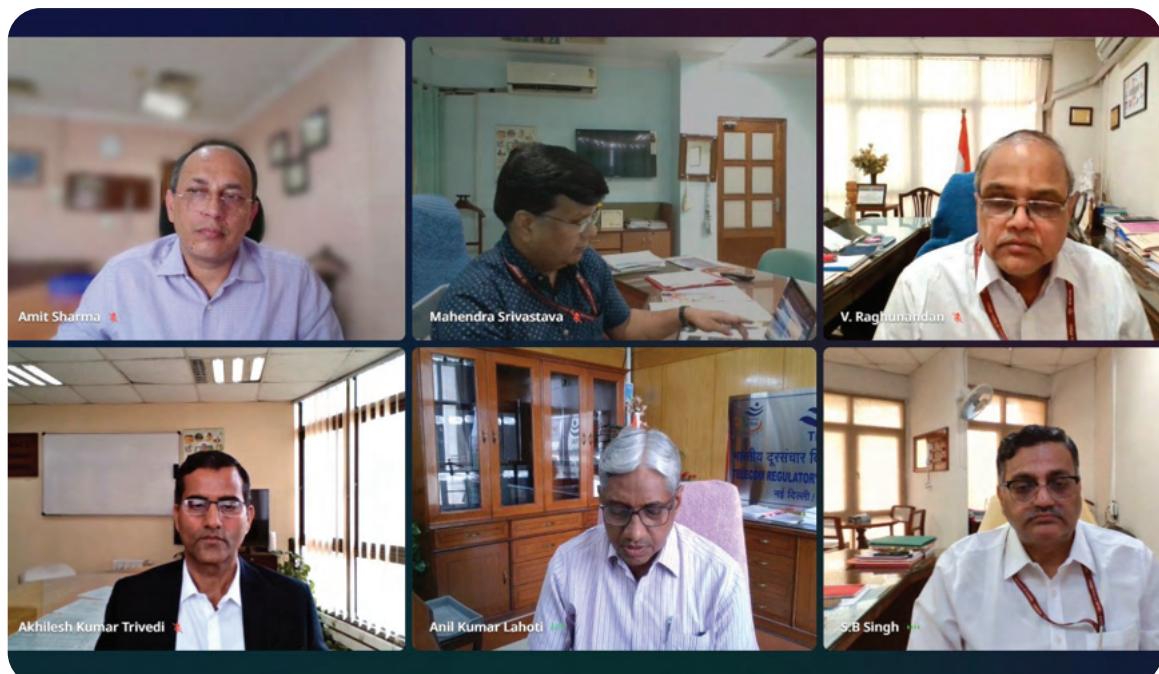
S.No.	Subject	Date of OHD
1.	OHD on Consultation Paper on "Review of Quality-of-Service Standards for Access Services (Wireless and Wireline) and Broadband (Wireless and Wireline) Services".	09.04.2024
2.	OHD on Consultation Paper on "Assignment of additional spectrum to Indian Railways for its safety and security applications".	03.05.2024
3.	OHD on Consultation Paper on "Connectivity to Access Service VNOs From More Than one NSO".	08.05.2024
4.	OHD on Consultation Paper on "Inputs for formulation of National Broadcasting Policy-2024".	15.05.2024
5.	OHD on Consultation Paper on "Regulation on Rating Framework for Digital Connectivity in Buildings or Areas".	18.06.2024
6.	OHD on Consultation Paper on "Auction of Frequency Spectrum in 37-37.5 GHz, 37.5-40 GHz, and 42.5-43.5 GHz bands Identified for IMT".	10.07.2024
7.	OHD on Consultation Paper on "the Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023".	21.08.2024
8.	OHD on Consultation Paper on the "Revision of National Numbering Plan".	08.10.2024
9.	OHD on Consultation Paper on "Reserve Prices for auction of FM Radio channels".	10.10.2024
10.	OHD on Consultation Paper on "Review of Telecom Consumer Protection Regulation (TCPR), 2012".	21.10.2024

S.No.	Subject	Date of OHD
11.	OHD on Consultation Paper on "the Issues Related to Critical Services in the M2M Sector, and Transfer of Ownership of M2M SIMs".	24.10.2024
12.	OHD on Consultation Paper on the "Terms and Conditions for the Assignment of Spectrum for Certain Satellite-Based Commercial Communication Services".	08.11.2024
13.	OHD on Consultation Paper on "Amendment to the audit related provisions of Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 and the Telecommunication (Broadcasting and Cable) Services Digital Addressable Systems Audit Manual 2019".	05.12.2024
14.	OHD on Consultation Paper on "Review of Telecom Commercial Communications Customer Preference Regulations, 2018".	11.12.2024
15.	OHD on Consultation Paper on the "Terms and Conditions of Network Authorisations to be Granted Under the Telecommunications Act, 2023".	17.12.2024
16.	OHD on Consultation Paper on the "Framework for Service Authorisations for provision of Broadcasting Services under the Telecommunications Act, 2023".	18.12.2024
17.	OHD on Consultation Paper on the "Regulatory Framework for Ground Based Broadcasters".	20.12.2024
18.	OHD on Consultation paper on the "Formulating a Digital Radio Broadcast Policy for private Radio broadcasters".	08.01.2025

- Open House Discussion (OHD) on Consultation Paper on "Review of Quality-of-Service Standards for Access Services (Wireless and Wireline) and Broadband (Wireless and Wireline) Services" held on 9<sup>th</sup> April 2024.



- Open House Discussion (OHD) on Consultation Paper on "Assignment of additional spectrum to Indian Railways for its safety and security applications" held on 3<sup>rd</sup> May 2024.



- Open House Discussion (OHD) on Consultation Paper on “the Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023” held on 21<sup>st</sup> August 2024.



- Open House Discussions (OHDs) on Consultation Paper on “The Issues Related to Critical Services in the M2M Sector, and Transfer of Ownership of M2M SIMs” held on 24<sup>th</sup> October 2024.



- Open House Discussions (OHD) on Consultation Paper on “the Terms and Conditions of Network Authorisations to be Granted Under the Telecommunications Act, 2023” held on 17<sup>th</sup> December 2024.



### 2.13.2 Consumer Outreach Programme (COP)

TRAI has been reaching out to the consumers of telecom and broadcasting services all over the country through its various Public Interfaces like website, Social Media Platforms such as Twitter (X), Facebook, YouTube Channel and through FM Radio, Newspapers, Television, and Consumer Outreach Programmes conducted across the country. To further engage with consumers, TRAI has also instituted a system for registration Consumer Organizations (COs). The registered COs act as an interconnect between consumers, Telecom Service Providers & TRAI and assist TRAI in Consumer Education. TRAI is also constantly working to enhance Consumer Awareness about their rights and service-related issues by bringing out Educational/Publicity material and undertaking Media Campaigns in the Print and Electronic Media.

To enhance consumer education and awareness, TRAI organizes Consumer Outreach Programmes (COPs) across the length and breadth of the country. These COPs also provide a platform for the consumers to raise their local issues with TRAI and Telecom Service Providers. During the above period, TRAI organized 46 Consumer Outreach Programmes (COPs) through offline/online platform catering to different places all over the country. List of COPs organized during the year is at **Annexure-III** of this part of the report.

With regards to Regional Workshops for the Capacity Building of Consumer Organisations, total Six Workshops were conducted during financial year 2024-25, one each at Bhopal (Madhya Pradesh), Chandigarh (UT), Jaipur (Rajasthan), Kolkata (West Bengal) & two at Saifabad (Hyderabad).

### 2.13.3 Registration of Consumer Organizations (COs)

Consumer Organizations (COs) registered with TRAI coordinate and assist TRAI in dissemination of information about TRAI's activities to consumers through consumers awareness programs in their areas. They also participate in consumer outreach programs conducted by TRAI. These COs are also members of the Advisory Committee to the Appellate Authorities of TSPs.

During the financial year 2024-25, a total of 377 Consumer Awareness Programmes (CAPs) were approved to be conducted by the COs registered with TRAI along with financial support from TRAI out of which 329 Programmes have been conducted by COs.

During the period of Financial Year 2024-25 the following Programs were conducted for awareness of Consumers: -

S.No.	Programs	No. of Programs
1.	Consumer Outreach Programs conducted by Regional Offices of TRAI	46
2.	Seminars conducted by Regional Offices of TRAI	06
3.	Workshops conducted by Regional Offices of TRAI	06
4.	Consumer Awareness Programs conducted by Consumer Organisations registered with TRAI	329
	<b>Total</b>	387

### 2.13.4 Consumer Education Literature and Media Campaigns

- **Newsletter to registered Consumer Organizations (COs):**

During the Financial Year 2024-25, a total of eight monthly Newsletters were published on TRAI Website.

- **Videos on Digital Inclusion: A New Dawn of Empowerment**

During the Financial Year 2024-25, TRAI undertook production of a short video on TRAI's efforts on Digital Inclusion of the underprivileged sections of the society in Hindi which was also dubbed in 11 other Regional Languages (Assamese, Bengali, English, Gujarati, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil, Telugu). The video has been uploaded on TRAI's Website as well as shown during Consumer Awareness Programs/Consumer Outreach Programs.

- **Videos on Unsolicited Commercial Communications (UCC)**

The Authority also undertook dubbing of two existing short videos on Unsolicited Commercial Communications (UCC) in 10 Regional Languages. These videos are also available on TRAI's website for download by the stakeholders for their information and playing in various Consumer Awareness Programs.

- **Meeting of the Committee for Utilization of Telecommunication Consumer Education and Protection Fund (CUTCEF):**

1. On 20<sup>th</sup> December 2024, a meeting of CUTCEF was held to consider and approve the Audited Accounts of Telecommunication Consumers Education and Protection Fund (TCEPF) for the Financial Year 2023-24 and to review the progress of Consumer Awareness Activities for the Financial Year 2024-25.
2. Another CUTCEF Meeting was held on 19<sup>th</sup> March 2025 to review the activities undertaken during FY 2024-25 & to finalize the Consumer Awareness Activities along with Budget estimate to be carried out during FY 2025-26. Approved Minutes of the Meeting have been circulated to CUTCEF Members and ROs.

#### 2.13.5 Seminars on Consumer Interests and Protection

One of the important objectives of TRAI is to spread awareness and safeguard against various threats to telecom consumers. To achieve this objective, TRAI organizes Seminars on contemporary, technological and consumer related issues. These Seminars provide consumers with the opportunity to update themselves on the developments in Telecom and Broadcasting space. A total of six Seminars were organized by TRAI during the Financial Year 2024-25. The details of the same is as under:

S.No.	Topics	Place	Date
1.	5G Use Cases in the Health Care Sector	Tirupati	20.05.2024
2.	Digital Innovation for sustainable Development	Sonipat (Haryana)	20.06.2024
3.	Telecom Networks Quality of Service: Understanding connectivity experience & In building Solution	Meerut (UP)	24.09.2024
4.	Digital Connectivity Infrastructure for QoS Improvement in Buildings and Housing Complexes	Ranchi (Jharkhand)	26.09.2024
5.	Technology Trends - 5G Use cases in Education, Manufacturing, Smart Infrastructure, Life science & Healthcare, Agriculture	Surat (Gujarat)	01.10.2024

S. No.	Topics	Place	Date
6.	Balancing Innovation and Consumer Protection: The Dual Challenge of Unsolicited Commercial Communication and Spam Calls in the Modern Telecom Landscape	Indore (MP)	24.03.2025

- Telecom Regulatory Authority of India (TRAI) conducted a seminar on 20<sup>th</sup> May 2024 on “5G Use Cases in the Health Care Sector” at Tirupati, with the objective of providing a platform for deliberation, discussion, and exchange of views on key issues such as 5G technology, standards, and devices for healthcare applications etc.



### 2.13.6 Redressal of Consumer Grievances

The TRAI Act, 1997, does not envisage the handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service providers for taking appropriate action. During the period from 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025, TRAI received 58680 complaints related to Telecom services and 4974 complaints related to Broadcasting and Cable TV services. All these complaints were forwarded to concerned service providers for appropriate action.

### 2.13.7 Conference/ Seminar / Workshop

- Workshop on AI Framework, Governance and Applications on 28<sup>th</sup> August 2024

The TRAI Centre of Studies and Research in association with M/s Ericsson organized a workshop on 28<sup>th</sup> August 2024 on “AI Framework, Governance and Applications”. Presentation included the key research focus areas in India on Radio and Networks, Artificial Intelligence, Cloud Systems and Platforms, Machine Learning, Sustainable and Energy Efficient AI, AI-driven Intent-based Network Optimization, Implementation of AI in Telecom, AI Regulations and Trustworthiness etc.

- **Workshop on Demystifying Cybersecurity in Telecom on 9<sup>th</sup> October 2024**

A workshop on "Demystifying Cybersecurity in Telecom" conducted by TRAI Centre of Studies and Research division in association with M/s Cisco on 9<sup>th</sup> October 2024. A presentation was addressed during the workshop by M/s Cisco including the topics Evolution in SP Network, Threats in Service Provider Network, Global Security Regulatory Orgs, Telco Security Architecture, Quantum and AI in Telco, Case Studies, Cybersecurity safeguards, challenges, Zero Trust Approach, Cyber Range Capabilities, Unique Security Requirements etc.

- **Meeting with Centre for Development of Telematics (C-DOT) on 18<sup>th</sup> December 2024**

An online meeting was held on 18<sup>th</sup> December 2024 between Centre for Development of Telematics (C-DOT) and TRAI's TCSR Division. Dr. Brajesh Mishra, Scientist 'G' & Head C-DOT Collaborative Programs and Ms. Anjali Khanna, Program Coordinator were the main members of the meeting from C-DOT and Ms. Archana Ahlawat, Advisor (IT), Shri SK Choudhary, Joint Advisor (TCSR) from TRAI. The MoU between C-DOT & TRAI was signed on 25<sup>th</sup> July 2023 for cooperation in the areas of telecom and broadcasting technologies. Discussions were held during the meeting as per MoU on topics including quantum-secure blockchain, secure quantum computing blockchain, and enhancing cybersecurity within the telecom sector including projects like CMS, TSOC, Chakshu API integration with TRAI's App. Further, it was decided to start interactions to explore more areas of Reg Tech solutions. Furthermore, C-DOT mutually agreed to facilitate TRAI officials to visit organizing field visits to C-DOT laboratories and facilities as part of the orientation program for newly posted TRAI officials.

- **Webinar on Rating of Properties on 30<sup>th</sup> January 2025**

Telecom Regulatory Authority of India (TRAI) conducted a webinar on the need of good digital connectivity inside buildings and TRAI's regulation on "Rating of Properties for Digital Connectivity Regulations, 2024 dated 25<sup>th</sup> October 2024" with representatives of Real Estate Regulatory Authorities (RERA) of States and UTs on 30<sup>th</sup> January 2025. The webinar was chaired by Shri Anil Kumar Lahoti, Chairman TRAI.

- **Workshop on The Digital Personal Data Protection Act, 2023 (DPDP Act) on 12<sup>th</sup> March 2025**

An online workshop was held on 12<sup>th</sup> March 2025 wherein a lecture was delivered by Dr. Karnnika A Seth, cyber law expert and founder, on the topic "The Digital Personal Data Protection Act, 2023 (DPDP Act)" which was enacted on 11<sup>th</sup> August 2023 as India's first privacy law. The presentation was focused for protection and awareness on Law on digital personal data protection including the most of the relevant Sections & Rules of DPDP Act 2023 such as right of data principal to access information about personal data, right of data principal to correction & erasure of personal data, right of data principal to nominate, duties of data principals, transfer of personal data, exemptions, penalty provisions, governance framework, appeals to appellate tribunal etc.

- **ITU study group (SG-13) meeting from 3<sup>rd</sup> March to 15<sup>th</sup> March 2025**

ITU study group (SG-13) meeting had been organised by International Telecommunications Union (ITU) – Telecommunication Standardization Bureau (ITU-T) from 3rd to 15th March 2025 in Geneva, Switzerland and TRAI officer had participated in said important meeting 'remotely' to collaborate with experts from

Telecommunication Engineering Centre, TSDSI, IIT Bombay and other industry stakeholders and extended help in jointly developing following four contributions for submission to ITU-T SG-13 on following:

- a. Mobility management and control framework in NGN evolution control plane.
- b. Network attachment control framework in NGN evolution control plane.
- c. Secure Portal for onboarding connected devices.
- d. Standard Gen AI Benchmarks for verticals in telecommunication networks.

## 2.14 International Relations

TRAI is a Sector Member of International Telecommunications Union (ITU) and has been actively involved in ITU related activities. TRAI participates in the activities of many international organizations such as APT, SATRC, ASEAN, GSMA, BRICS etc., thus getting opportunities to engage with other international regulators. The following paragraphs provide a brief on various international relations activities during 2024-25.

### 2.14.1 Bi-lateral Agreements signed by TRAI

For further strengthening the existing friendly relations and to boost cooperation between TRAI and other International Regulators, TRAI signed several bi-lateral agreements in the forms of Letter of Intent (LoI) and Memorandum of Understanding (MoU). These agreements provide a platform for bi-lateral engagements in the areas of mutual interest through the exchange of ideas, information, and experience sharing, which are mutually beneficial.

During this year, TRAI signed a Memorandum of Understanding (MoU) with the Communication, Space & Technology Commission (CST) of the Kingdom of Saudi Arabia. The MoU was signed by Mr. Anil Kumar Lahoti, Chairman TRAI and Dr. Mohammed Saud Al-Tamimi, CST on 16<sup>th</sup> October 2024 on the sidelines of India Mobile Congress-2024 at New Delhi, India for intending to contribute to the implementation of joint programs and projects, the development in the field of communication and information technologies.



**Signing of LoI by Mr. Anil Kumar Lahoti, Chairman TRAI and Dr. Mohammed Saud Al-Tamimi, CST in the presence of the Hon'ble Minister of State for Communication and officers of TRAI & CST.**

## 2.14.2 Events hosted by TRAI

### A. Telecom Regulatory Authority of India hosted a one-day International Conference of Telecom Regulators on 'Emerging Trends in Regulation' on 16<sup>th</sup> October 2024.

Telecom Regulatory Authority of India on 16<sup>th</sup> October 2024 hosted a one-day International Conference of Telecom Regulators on 'Emerging Trends in Regulation' on the sidelines of ITU-World Telecom Standardization Assembly (WTSA-24) and India Mobile Congress (IMC-24) at Bharat Mandapam, New Delhi. The conference focused on important topics such as Regulatory Perspective in Standardization, Framework for Non-Terrestrial Networks, and Regulatory Outlook for OTT Communication services, amongst others.

Altogether, 143 international and domestic participants attended the Conference. Out of 143, around 88 participants were international delegates from countries like Afghanistan, Argentina, Belgium, Botswana, Burundi, Cambodia, Canada, Colombia, Cote d'Ivoire, Ghana, Hungary, Lesotho, Malawi, Myanmar, Indonesia, Philippines, Malaysia, Mauritius, Nigeria, Paraguay, Poland, Portugal, Tanzania, Turkey, Uganda, United States of America and Zimbabwe and 55 were domestic participants from TRAI and Department of Telecommunications attended the conference.



**Inaugural session of International Conference of Telecom Regulators on 'Emerging Trends in Regulation'**

### B. TRAI organized a symposium on 'Emerging Trends and Technologies in the Broadcasting Sector' on 17<sup>th</sup> October 2024 at Pragati Maidan, New Delhi.

TRAI on 17<sup>th</sup> October 2024 organized a symposium on 'Emerging Trends and Technologies in the Broadcasting Sector' at Pragati Maidan, New Delhi on the sidelines of the India Mobile Congress (IMC-2024). The symposium explored the transformative potential and practical applications of emerging technologies within the broadcasting industry, with a particular focus on immersive technologies, D2M and 5G broadcasting and digital radio. The symposium was structured in three back-to-back sessions designed to cover significant topics shaping the broadcasting landscape.

The first session, titled 'Use of Immersive Technologies in the Broadcasting Landscape' delved into how technologies like augmented reality (AR), virtual reality (VR) and mixed reality (MR) can revolutionize content creation and consumption in broadcasting.

The second session, 'D2M and 5G Broadcasting: Opportunities and Challenges' discussed the two major technological standards namely ATSC 3.0 and 5G broadcasting (based on 3GPP standard) to facilitate the seamless direct reception of content to mobile handsets, potentially transforming how users access and consume media.

The final session, 'Digital Radio Technology: Deployment Strategies in India' examined the strategies for deploying digital radio for the Indian market. Experts discussed the advantages digital radio offers, including superior sound quality, spectrum efficiency and the ability to deliver multimedia services; along with the challenges and solutions for interoperability with existing analogue networks, enabling a smoother transition to digital broadcasting

**C. 25<sup>th</sup> Meeting of the South Asian Telecommunication Regulators' Council (SATRC-25) from 11<sup>th</sup> - 13<sup>th</sup> November 2024.**

Telecom Regulatory Authority of India hosted 25<sup>th</sup> Meeting of the South Asian Telecommunication Regulators' Council in collaboration with the Asia-Pacific Telecommunity (APT) from 11<sup>th</sup> to 13<sup>th</sup> November 2024 at Hotel Le-Meridian, New Delhi. Around 83-90 International/domestic participants attended the meeting. The meeting was addressed by Mr. Jyotiraditya M. Scindia, Hon'ble Minister of Communications & Minister of Development of North-Eastern Region, Dr. Pemmasani Chandra Sekhar, Hon'ble Minister of State for Communications & Minister of State for Rural Development, Mr. Masanori Kondo, Secretary General, Asia Pacific Telecommunity (APT), Major General (Retd.) Mohammad Emdad Ul Bari, Chair, SATRC-2024 and Chairman, Bangladesh Telecommunication Regulatory Commission (BTRC). During the meeting, Shri Anil Kumar Lahoti, Chairman, TRAI was elected as new Chair of SATRC for the year 2025.



**Inaugural session of 25<sup>th</sup> Meeting of the South Asian Telecommunication Regulators' Council (SATRC)**

**D. South Asian Telecommunication Regulators' Council (SATRC) Workshop on Spectrum from 21<sup>st</sup> to 23<sup>rd</sup> January 2025.**

Telecom Regulatory Authority of India hosted South Asian Telecommunication Regulators' Council (SATRC) Workshop on Spectrum in collaboration with the Asia-Pacific Telecommunity (APT) from 21<sup>st</sup> to 23<sup>rd</sup> January 2025 at Hotel Double Tree by Hilton, Goa. Altogether, 85 international and domestic participants attended the Conference. Out of 85, around 57 delegates from SATRC Member Countries and 28 domestic participants from TRAI and other ministries/departments attended the conference physically. The workshop was addressed by Mr. Masanori Kondo, Secretary General of Asia Pacific Telecommunity (APT), Mr. Anil Kumar Lahoti, Chairman, Telecom Regulatory Authority of India (TRAI) and Mr. Abdul Kayum, Chair of SATRC Working Group on Spectrum. This workshop had gathered regulators, industry leaders, and experts from across South Asia.



South Asian Telecommunication Regulators' Council Workshop on Spectrum

**2.14.3 Bi-lateral Visits by International Organizations/Regulators**

- i. A three Member delegation headed by Mr. Max Cuvellier Giacomelli, Head of Mobile for Development(M4D), GSMA visited TRAI and met Mr. Anil Kumar Lahoti, Chairman, TRAI on 10<sup>th</sup> April 2024. Discussion on various bi-lateral issues were held during the meeting.
- ii. Mr. Mats Granryd, Director General GSMA visited TRAI and met with Mr. Anil Kumar Lahoti, Chairman, TRAI on 9<sup>th</sup> May 2024. Various bi-lateral issues were discussed during the meeting.



Bilateral meetings between TRAI and GSMA

iii. GSMA delegation headed by Mr Julian Gorman, Head of Asia Pacific, GSMA visited TRAI for bilateral meeting with Mr Anil Kumar Lahoti, Chairman, TRAI on 23<sup>rd</sup> August 2024. Mr Atul Kumar Chaudhary, Secretary,TRAI and Ms Jeanette Whyte, Head of Public Policy- GSMA were also present in the meeting.



iv. Bilateral meeting held on 15<sup>th</sup> October 2024 with NCC (Nigerian Communications Commission) delegation, Nigeria headed by Dr. Aminu Maida, Executive Vice Chairman-NCC on the sidelines of 'ITUWTS24' at Bharat Mandapam, New Delhi.



**Bilateral meeting between TRAI and NCC, Nigeria**

v. Bilateral meeting with CST (Communications, Space & Technology Commission), Saudi Arabia delegation headed by H.E. Dr. Mohammad Al-Tamimi, Governor of CST, Saudi Arabia on the sidelines of 'ITUWTS24' at Bharat Mandapam, New Delhi on 15<sup>th</sup> October 2024.



**Bilateral meeting between TRAI and CST, Saudi Arabia**

vi. Bilateral meeting held on 17<sup>th</sup> October 2024 with Federal Telecommunications Institute (FTI) – Mexico delegation, headed by Mr. Javier Juárez - Acting President, FTI on the sidelines of 'ITUWTS24' at Bharat Mandapam, New Delhi.



**Bilateral meeting between TRAI and FTI, Mexico**

vii. Bilateral meeting held on 17<sup>th</sup> October 2024 with Independent Communications Authority of South Africa (ICASA), South Africa delegation, headed by Mr. Mothibi Ramusi, Chairperson – ICASA, South Africa on the side-lines of 'ITUWTS24' at Bharat Mandapam, New Delhi.



**Bilateral meeting between TRAI and ICASA, South Africa**

viii. Bilateral meeting held on 17<sup>th</sup> October 2024 with NTRA (National Telecom Regulatory Authority) delegation, Egypt headed by Eng. Mohamed Shamroukh, Executive President-NTRA, Egypt on the sidelines of 'ITUWTSA24' at Bharat Mandapam, New Delhi.



#### Bilateral meeting between TRAI and NTRA, Egypt

ix. A three-member delegation headed by Councillor Ms. Cathrine Mushi-Board Member, Independent Communications Authority of South Africa (ICASA) visited TRAI for Benchmark Study. Based on the areas of interest highlighted by ICASA, TRAI designed a comprehensive two-day programme from 10<sup>th</sup> to 11<sup>th</sup> March 2025.



#### Bilateral meeting between TRAI and ICASA, South Africa

#### 2.14.4 Participation of Authority in International Events

##### I. World Summit on Information Society (WSIS-24), Geneva, Switzerland on 27<sup>th</sup> – 31<sup>st</sup> May 2024.

Shri Anil Kumar Lahoti, Chairman, TRAI participated in the high-level roundtable discussion on the AI Governance Day and delivered an address in the 'Leaders TalkX: ICT applications unlocking the full potential of digital' at WSIS+20 Forum, High Level Event 2024 in Geneva.



Chairman TRAI participating in WSIS+20 Forum 2024 in Geneva

##### II. Regulators Roundtable, 24<sup>th</sup> APT Policy and Regulatory Forum, Thailand

Mr. Anil Kumar Lahoti, Chairman, TRAI spoke online at the Regulators Roundtable, 24<sup>th</sup> APT Policy and Regulatory Forum held in Thailand from 16<sup>th</sup> July to 18<sup>th</sup> July 2024. He shared his thoughts on 'Conducive ICT Policies and regulations for inclusive and Universal Digital Landscape'.



Chairman TRAI virtually participating in 24<sup>th</sup> APT PRF, Thailand

**III. GSMA Mobile 360 APAC and Policy Leaders Forum 2024 held from 1<sup>st</sup> to 2<sup>nd</sup> October 2024 at Seoul, Republic of Korea.**

Chairman, TRAI participated as a Speaker in Policy Leaders' Forum's Panel on Strategies for incentivizing investment in digital infrastructure at GSMA M360 conference in Seoul. During the event, Chairman, TRAI visited Seoul Metropolitan Government (SMG)'s Transport Operation and Information Service (TOPIS) Control Centre and Samsung Innovation Museum.



Chairman TRAI participating in GSMA M360 APAC & PLF, Seoul, Republic of Korea

**IV. ITU-CST International Forum 2024 'Connecting the World from the Skies' held from 25<sup>th</sup> to 26<sup>th</sup> November 2024 at Riyadh, Saudi Arabia.**



Chairman, TRAI delivering the Keynote address on "Towards Seamless Connectivity Ecosystem"

**V. The European 5G Conference 2025 held from 28<sup>th</sup> to 29<sup>th</sup> January 2025 at Brussels Bloom.**

Shri Anil Kumar Lahoti, Chairman, TRAI delivered keynote address virtually during European 5G Conference on 5G Rollout and strategies in India. The 2025 edition of the European 5G Conference was held at the Hotel nhow Brussels Bloom in Hybrid mode from 28<sup>th</sup> to 29<sup>th</sup> January 2025.

**VI. GSMA Ministerial Programme, Mobile World Congress 2024 held from 3<sup>rd</sup> to 5<sup>th</sup> March 2025 at Barcelona, Spain.**



Chairman, TRAI participating in GSMA Ministerial Programme MWC-2025

**2.14.5 Participation of Officers in Important International Platforms**

Officers of TRAI participated in several international events such as –

- a. Digital Week-2024 at London, UK from 21<sup>st</sup> – 23<sup>rd</sup> May 2024.
- b. WSIS Forum at Geneva from 27<sup>th</sup> – 31<sup>st</sup> May 2024.
- c. ITU Global Symposium for Regulators at Kampala, Uganda from 1<sup>st</sup> – 4<sup>th</sup> July 2024.
- d. PRF-24 at Chiang Mai, Thailand from 16<sup>th</sup> -18<sup>th</sup> July 2024.
- e. GSMA Mobile APAC at Seoul, Korea from 30th September to 4<sup>th</sup> October 2024.
- f. ITU-CST International Forum at Riyadh, Saudi Arabia from 25<sup>th</sup> – 26<sup>th</sup> November 2024.
- g. GSMA MWC at Barcelona, Spain from 3<sup>rd</sup> – 5<sup>th</sup> March 2025.
- h. various ITU-Study Group Meetings and International Regulatory Conferences.
- i. SATRC Working Group Meetings.

#### 2.14.6 Bi-lateral Meetings held during International Visits of Authority

**A. Several Bilateral meetings were held by Authority-TRAI on the sidelines of 'WSIS-2024 at Geneva from 27<sup>th</sup> to 31<sup>st</sup> May 2024.**

- I. Bilateral meeting held with Mr. Javier Juarez, Acting President, Federal Telecommunication Institute, Mexico.



**Bilateral meeting between TRAI and FTI, Mexico**

- II. Bilateral meeting held with CST (Communications, Space and Technology Commission) delegation, Saudi Arabia led by H.E. Dr. Mohammed Al Tamimi, Governor-CST.



**Bilateral meeting between TRAI and CST, Saudi Arabia**

III. Bilateral meeting with Ms. Doreen Bogdan, Secretary General - ITU.



**B. Several Bilateral meetings were held by Authority-TRAI on the sidelines of ITU-CST International Forum from 25<sup>th</sup> to 26<sup>th</sup> November 2024 at Riyadh, Saudi Arabia.**

I. Bilateral meeting held with Mr. Carlos Baigorri, President of ANATEL, Brazilian regulator.



Bilateral meeting between TRAI and ANATEL, Brazil

II. Bilateral meeting held with H.E Dr. Mohammad Al-Tamimi, Governor of CST Commission, Kingdom of Saudi Arabia.



**Bilateral meeting between TRAI and CST, Saudi Arabia**

C. Several Bilateral meetings were held from 3<sup>rd</sup> to 5<sup>th</sup> March 2025 by Authority-TRAI on the sidelines of GSMA Mobile World Congress-2025 at Barcelona, Spain.

I. Bilateral meeting held with Mr. Xavier Merline, Member ARCEP, the French Regulator.



**Bilateral meeting between TRAI and ARCEP, France**

II. Bilateral meeting held with Mr. Brendan Carr, Chairman, FCC



**Bilateral meeting between TRAI and FCC, USA**

III. Bilateral meeting held with GSMA delegation headed by Mr. Julian Gorman, Head of Asia Pacific.



**Bilateral meeting between TRAI and GSMA**

IV. Bilateral meeting delegation of BEREC (Body of European Regulators for Electronic Communications) led by Mr. Robert Mourik, Chair, BEREC



**Bilateral meeting between TRAI and BEREC, EU**

## **2.15 Administrative and Legal issues under consideration of DoT**

In addition to the various matters discussed in the report, there are certain important Administrative and Legal issues which are under consideration of DoT:

### **I. Proposal for Amendment of TRAI Act 1997**

TRAI has been established under TRAI Act 1997, *inter alia*, to regulate the telecommunication services and to protect the interest of service providers and consumers of telecom sector. In order to ensure effective discharge of its functions under TRAI Act, 1997, the Authority has, sent various proposals for amendment in the TRAI Act, 1997 to DoT. The last such proposal was sent on 5<sup>th</sup> July 2023.

The proposal for amendment to TRAI Act, 1997 is under consideration of DoT.

### **II. Restructuring of TRAI and its Regional Offices**

In view of the expanding scope of work assigned to the Telecom Regulatory Authority of India, due to changing technology landscape and challenges posed by technological disruptions in Telecom & Broadcasting Sectors, restructuring of TRAI has been proposed and a proposal in this regard has been sent to the Department of Telecommunications vide letter dated 10<sup>th</sup> March, 2023 for seeking approval of MoF/Cabinet in respect of creation of additional posts for TRAI HQ and TRAI Regional Offices as part of restructuring. The matter has been taken up with MoF by DoT.

## Annexure - I

 Status of the TRAI Recommendations/Sub-recommendations issued  
 since FY 2019-20 (Excluding the FY 2024-25)

## Telecom Sector

S. No.	Recommendations	Date of Issue	Status
1.	Recommendations on Usage of Embedded SIM for Machine-to-Machine (M2M) Communications	21/03/2024	Partially Accepted
2.	Recommendations on Introduction of Calling Name Presentation (CNAP) Service in Indian Telecommunication Network	23/02/2024	Under consideration of Government
3.	Recommendations on Improving Backhaul Telecom Infrastructure in far-flung areas of Himachal Pradesh	29/09/2023	Accepted
4.	Recommendations on Promoting Networking and Telecom Equipment Manufacturing (NATEM) in India	22/09/2023	Partially Accepted
5.	Recommendations on Improving Telecom Infrastructure in Northeastern States of India	22/09/2023	Partially Accepted
6.	Recommendations on Rationalization of Entry Fee and Bank Guarantees	19/09/2023	Closed (Being part of Recommendations on Service Authorisations issued on 18th September 2024)
7.	Recommendations on Introduction of Digital Connectivity Infrastructure Provider (DCIP) Authorization under Unified License (UL)	08/08/2023	Closed (Being part of Recommendations on Service Authorisations issued on 18th September 2024)

S. No.	Recommendations	Date of Issue	Status
8.	Recommendations on Leveraging Artificial Intelligence and Big Data in Telecommunication Sector	20/07/2023	Partially Accepted
9.	Recommendations on Licensing Framework and Regulatory Mechanism for Submarine Cable Landing in India	19/06/2023	Partially Accepted
10.	Recommendations on Ease of Doing Business in Telecom and Broadcasting Sector	02/05/2023	Partially Accepted
11.	Recommendations on Improving Telecom Coverage and Backhaul Infrastructure in far-flung areas of Ladakh	24/04/2023	Accepted
12.	Recommendations on Rating of Buildings or Areas for Digital Connectivity	20/02/2023	Under consideration of Government
13.	Recommendations on Spectrum Requirements of National Capital Region Transport Corporation (NCRTC) for Train Control System for RRTS Corridors	28/12/2022	Accepted
14.	Recommendations on Improving Telecom Connectivity Infrastructure in far-flung areas of Himachal Pradesh	12/12/2022	Accepted
15.	Recommendations on use of street furniture for small cell and aerial fibre deployment	29/11/2022	Partially Accepted
16.	Recommendations on Licensing framework for establishing and operating Satellite Earth Station Gateway (SESG)	29/11/2022	Under consideration of Government
17.	Recommendations on Regulatory Framework for Promoting Data Economy Through Establishment of Data Centres, Content Delivery Networks, and Interconnect Exchanges in India	18/11/2022	Partially Accepted

S. No.	Recommendations	Date of Issue	Status
18.	Recommendations on Auction of Spectrum in frequency bands identified for IMT-5G	11/04/2022	Partially Accepted
19.	Recommendations on Roadmap to Promote Broadband Connectivity and Enhanced Broadband Speed	31/08/2021	Partially Accepted
20.	Recommendations on Licensing Framework for Satellite-based connectivity for Low Bit Rate Applications	26/08/2021	Partially Accepted
21.	Recommendations on "Enabling Unbundling of Different Layers Through Differential Licensing"	19/08/2021	Not Accepted
22.	Traffic Management Practices and Multi Stakeholder bodies for Net Neutrality	22/09/2020	Not Accepted
23.	Recommendations on Over the Top (OTT) Communication Service	14/09/2020	Closed (Fresh consultation to be done)
24.	Additional Recommendations on 'Cloud Services	14/09/2020	Closed (Issue sent by DoT to MeITY)
25.	Methodology of applying incremental Spectrum Usage Charges in cases of Spectrum Sharing	17/08/2020	Partially Accepted
26.	Provision of Cellular Backhaul Connectivity via Satellite Through VSAT terminals	28/07/2020	Partially Accepted
27.	Recommendations on Ensuring Adequate Numbering Resources for Fixed Line and Mobile Services	29/05/2020	Accepted
28.	Recommendations on Network Testing Before Commercial Launch of Services for Wireline Access Services	22/04/2020	Accepted

S. No.	Recommendations	Date of Issue	Status
29.	Recommendations on Enhancement of Scope of Infrastructure Providers Category-I (IP-I) Registration	13/03/2020	Not Accepted
30.	Reforming the guidelines for Transfer-Merger of Telecom Licenses	21/02/2020	Under consideration of Government
31.	Recommendations on Allotment of spectrum to Indian Railways for Public Safety and Security services	25/10/2019	Accepted
32.	Recommendations on Review of Terms and Conditions for registration of Other Service Providers (OSPs)	21/10/2019	Accepted

## Annexure-II

## Status of the TRAI Recommendations/Sub-recommendations issued since FY 2019-20 (Excluding the FY 2024-25)

## Broadcasting Sector

S. No.	Recommendations	Date of Issue	Status
1.	Recommendations on Issues related to Low Power Small Range FM Radio Broadcasting	21/09/2023	Under consideration of Government
2.	Recommendations on Issues related to FM Radio Broadcasting	05/09/2023	Partially Accepted
3.	Recommendations on License Fee and Policy Matters of DTH Services	21/08/2023	Under consideration of Government
4.	Recommendations on Ease of Doing Business in Telecom and Broadcasting Sector	02/05/2023	Under consideration of Government
5.	Recommendations on Promoting Local Manufacturing in the Television Broadcasting Sector	31/03/2023	Under consideration of Government
6.	Recommendations on Issues related to Community Radio Stations	22/03/2023	Accepted
7.	Recommendations on Renewal of Multi-System Operators (MSOs) Registration	29/12/2022	Accepted
8.	Recommendations on Market Structure Competition in cable TV services	07/09/2022	Under consideration of Government
9.	Recommendations on Review of Television Audience Measurement and Rating System in India	28/04/2020	Under consideration of Government

S. No.	Recommendations	Date of Issue	Status
10.	Recommendations on Reserve Price for auction of FM Radio Channels	10/04/2020	Accepted
11.	Recommendations on Interoperability of Set-Top Box	10/04/2020	Under consideration of Government
12.	Recommendations on Platform Services offered by DTH Operators	13/11/2019	Partially Accepted
13.	Recommendations on KYC of DTH Set Top Boxes	24/10/2019	Accepted
14.	Recommendations on Entry Level Net worth requirement of Multi-system Operators in Cable TV services.	22/07/2019	Accepted

## Annexure - III

**List of COPs (Offline/Online) during the period  
1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025**

S.No.	PLACE OF COPs	Date
1	Sitamarhi (Bihar)	18/04/2024
2	Chikkaballapur (Karnataka)	02/05/2024
3	Kalaburagi (Karnataka)	14/05/2024
4	Dima Hasao (Assam)	16/05/2024
5	Gandhinagar (Gujarat)	22/05/2024
6	Sawai Madhopur (Rajasthan)	31/05/2024
7	Dehradun (Uttarakhand)	05/06/2024
8	Dharmanagar, North Tripura District (Tripura)	06/06/2024
9	Jhajjar (Haryana)	07/06/2024
10	Narsinghpur (Madhya Pradesh)	12/06/2024
11	Kolhapur (Maharashtra)	13/06/2024
12	Nongtalang West Jaintia Hills (Meghalaya)	27/06/2024
13	Mancherial (Telangana)	27/06/2024
14	Mahasamund (Chhattisgarh)	28/06/2024
15	Narsapur (Andhra Pradesh)	05/07/2024
16	Paloncha (Telangana)	11/07/2024
17	Rajsamand (Rajasthan)	19/07/2024
18	Hazaribagh (Jharkhand)	25/07/2024
19	Thiruchirapalli (Trichy) (Tamil Nadu)	25/07/2024
20	Dombivili (Maharashtra)	25/07/2024

S.No.	PLACE OF COPs	Date
21	Nellore (Andhra Pradesh)	01/08/2024
22	Satna (MP)	01/08/2024
23	Rohtas (Bihar)	08/08/2024
24	Pune (Maharashtra)	16/08/2024
25	Pathankot (Punjab)	22/08/2024
26	Murshidabad (West Bengal)	29/08/2024
27	Shivamogga (Karnataka)	30/08/2024
28	Kanpur (UP)	11/09/2024
29	Gautam Budh Nagar (UP)	13/09/2024
30	Berhampur (Odisha)	19/09/2024
31	Devbhumi Dwarka (Gujarat)	20/09/2024
32	Kannur (Kerala)	25/09/2024
33	Medak (Telangana)	27/09/2024
34	Rewa (Madhya Pradesh)	23/01/2025
35	Dholpur (Rajasthan)	24/01/2025
36	Cooch Behar (West Bengal)	06/02/2025
37	Ambikapur (Chhattisgarh)	19/02/2025
38	Rajkot (Gujarat)	20/02/2025
39	Anakapalle (Andhra Pradesh)	28/02/2025
40	West Singhbhum (Jharkhand)	06/03/2025
41	Idukki (Kerala)	06/03/2025

S.No.	PLACE OF COPs	Date
42	Vembakkam (Tamil Nadu)	06/03/2025
43	Dharwad (Karnataka)	12/03/2025
44	Kolasib (Mizoram)	19/03/2025
45	Gorakhpur (Uttar Pradesh)	21/03/2025
46	Solapur (Maharashtra)	26/03/2025



# PART III

## **Functions of the Telecom Regulatory Authority of India in Respect of Matters Specified in Section 11 of the TRAI Act**



## Functions of the Telecom Regulatory Authority of India in Respect of Matters Specified in Section 11 of the TRAI Act

Section 11 of the Telecom Regulatory Authority of India Act, 1997, as amended, provides that -

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

**(a)** **Make recommendations, either suo moto or on a request from the licensor, on the following matters, namely:**

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

**(b)** **Discharge the following functions, namely:**

- i. ensure compliance of terms and conditions of licence.
- ii. notwithstanding anything contained in the terms and conditions of the licence granted before the commencement of the Telecom Regulatory Authority of India (Amendment) Act, 2000, fix the terms and conditions of inter-connectivity between the service providers.
- iii. ensure technical compatibility and effective interconnection between different service providers.
- iv. regulate arrangement amongst service providers of sharing their revenue derived from providing telecommunication services.
- v. lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect interest of the consumers of telecommunications service.
- vi. lay-down and ensure the time period for providing local and long-distance circuits of telecommunication between different service providers.
- vii. Maintain a register of interconnect agreements and of all such other matters as may be provided in the Regulations.

- viii. keep the register maintained under clause (vii) open for inspection to any member of public on payment of such fee and compliance of such other requirement as may be provided in the regulations.
- ix. ensure effective compliance of universal service obligations (renamed as "Digital Bharat Nidhi").

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

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

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

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

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

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

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

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

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

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

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

3. The Authority, in pursuance of achieving the objectives of ensuring growth of industry and protecting interest of consumers has made several Recommendations either *Suo moto* or on matters referred to it by the Government; notified various Regulations to carry out purposes of the Act; taken action to enforce licence terms and conditions; and initiated work on several other issues. By discharging various *recommendatory & regulatory* functions, TRAI has contributed to the growth of telecom services including the broadcasting and cable TV services in terms of increased number of consumers and a vast network providing telecom services across the length and breadth of the country. These continued measures have also resulted in overall benefits to the consumer in terms of choice of services, reduced tariff of telecom service, better quality of service etc. Some of the specific functions carried out by TRAI in respect of various matters specified in Section 11 of the TRAI Act are as follows:

**3.1 Telecommunication rates both within India and outside India including the rates at which message shall be transmitted to any country outside India**

Section 11 (2) of the Telecom Regulatory Authority of India Act, 1997 as amended by TRAI (Amendment) Act, 2000, empowers the Authority to notify in the Official Gazette the rates at which telecommunication services within India and outside India shall be provided, including the rates at which the messages shall be transmitted to any country outside India. It also provides that the Authority may notify different rates for different persons or class of persons for similar telecommunication services. Besides specifying the tariff regime applicable to various services, TRAI is also required to ensure that tariffs prevailing in the market are consistent with the specified tariff regime. For this purpose, the Authority monitors the rates at which the service providers provide the various telecom services. Further, the function of specifying norms for fixation of rates for Pay Channels as well as fixation of rates for Cable Services is also assigned to TRAI. Details of action taken by TRAI in Telecom Sector and Broadcasting & Cable Sector during 2024-25 are discussed in the following paragraphs.

**3.1.1** As per the existing tariff framework, the tariff for mobile services and data services is under forbearance. The service providers have the flexibility to decide the rates for various types of calls, SMS or internet data offers with multiple combinations for different service areas of their operation. However, the tariff offers are to be in accordance with the Telecommunication Tariff Orders and Telecom Consumer Protection Regulation.

TRAI looks after consumer interests through tariff regulation. Tariff regulation takes the form of ensuring clarity and transparency in tariff offers to consumers and fixing tariff charges where the market is not delivering optimal rates.

**3.2 Recommendations on (i) the need and timing of the new service providers; (ii) the terms and conditions of license to a new service provider; and (iii) revocation of licence for non-compliance of terms and conditions of licence**

Under Section 11 (1) (a) of the TRAI Act 1997, the Authority is required to make recommendations either *suo moto* or on a request from the licensor, i.e., Department of Telecommunications (DoT) or Ministry of Information & Broadcasting (MIB) in the case of Broadcasting and Cable Services. Recommendations forwarded by TRAI to Government during 2023-24 are given below: -

- i. Recommendations on "Encouraging Innovative Technologies, Services, Use Cases and Business Models through Regulatory Sandbox in Digital Communication Sector" dated 12<sup>th</sup> April 2024.
- ii. Recommendations on "Inputs for formulation of National Broadcasting Policy-2024" dated 20th June 2024.
- iii. Recommendations on "Listing of television channels in Electronic Programme Guide and Upgradation of DD Free Dish platform to an Addressable System" dated 8<sup>th</sup> July 2024.
- iv. Recommendations on "Regulatory Framework for Ground-based Broadcasters" dated 15<sup>th</sup> January 2025.
- v. Recommendations on "Revision of National Numbering Plan" dated 6<sup>th</sup> February 2025.
- vi. Recommendations on "Framework for Service Authorisations for provision of Broadcasting Services under the Telecommunications Act, 2023" dated 21<sup>st</sup> February 2025.

The details of these Recommendations have already been discussed in Part-II of this Report.

### **3.3 Ensure technical compatibility and effective interconnection**

Interconnection constitutes a critical component of telecommunication infrastructure, enabling interoperability between networks and service providers. In the absence of appropriate interconnection frameworks, subscribers cannot establish communication or access essential services across different networks. The availability of efficient, reliable, and timely interconnection is fundamental to ensuring seamless service delivery and is a key driver in the sustained expansion and performance of the telecommunication sector.

TRAI notified "The Telecommunication Interconnection Regulations, 2018", dated 1<sup>st</sup> January 2018. These regulations have been amended twice, the latest amendment regulations have been notified on 10<sup>th</sup> July 2020, which makes the interconnection among networks of Telecom Service Providers easier. To ensure that interconnections are provided in a timely manner, there is a provision of imposing financial disincentives on defaulting Service providers.

### **3.4 Regulating arrangement amongst service providers of sharing their revenue derived from providing telecommunication service**

Interconnection Usage Charges (IUC) regime is an essential requirement to enable subscribers of one service provider to communicate with subscribers of another service provider. Providing interconnection entails costs for which service providers need to be fairly compensated. The IUC regime not only determines the revenue accruable to the service providers but also how this revenue is to be distributed among them. An efficient interconnection and charging regime are central to efficient and seamless connectivity between various networks.

### **3.5 Time period for providing local and long-distance circuits of telecommunication between different service providers**

The timeframe for provisioning of ports for initial interconnection and augmentation of ports at POIs has been increased to 42 days with the notification of "The Telecommunication Interconnection (Amendment) Regulations, 2018" dated 5<sup>th</sup> July 2018. This is in addition to the time period of 30 days provided to the service providers for entering into interconnection agreement.

### **3.6 Ensuring compliance of the Terms and Conditions of License**

This function is discharged by TRAI from time to time through a multi-pronged approach. One of these approaches is through analysing reports received from the Service Providers and the other approach is through feedback/representations received from consumers/consumer organizations, experts etc.

### **3.7 Steps taken to protect the Interest of the Consumers of Telecommunications Services**

TRAI, with a view to enhance consumer education and awareness organizes Consumer Outreach Programmes, Seminars, Workshops on Capacity Building of TRAI registered consumer organization and brings out consumer education material and undertake media campaigns. Programmes organized and campaigns undertaken during 2024-25 have been detailed in the Part-II of the report. Additionally, other steps taken to protect the interests of the consumers of Telecommunications Services are given in the following paragraphs.

#### **3.7.1 Audit of Performance Monitoring Report (PMR) of Quality of Service**

The Telecom Regulatory Authority of India has been entrusted, under Telecom Regulatory Authority of India Act 1997 (24 of 1997), to lay down the standards of quality of service to be provided by the service providers and to ensure the quality of service and conduct a periodical assessment of the quality of services provided by the service providers so as to protect the interest of the consumers of telecommunication services.

In order to ensure good quality of service, TRAI has published standards on quality of service (QoS) in respect of telecommunication services i.e. Access (Wireline and Wireless) and Broadband (Wireline and Wireless) services through various regulations which are amended time to time. The present quality of service regulation "The Standards of Quality of Service of Access (Wirelines and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024" is in force with effect from 1<sup>st</sup> October 2024.

These regulations provide benchmarks for objective assessment of the quality of services parameters for compliance for Access (Wireline and Wireless) and Broadband (Wireline and Wireless) services. The Quality-of-Service performance of service providers against the benchmarks are assessed through compliance reports periodically submitted by service providers. These Compliance reports are called Performance Monitoring Report (PMR) of Quality of Service.

To verify the Performance Monitoring Report (PMR) of Quality of Service submitted by various Service Providers, TRAI conducts audit by its own officers or employees or through an agency appointed by it.

In order to protect the interest of consumers, TRAI has engaged two Agencies for a period of quarter ending June 2024 to March 2025 to conduct Audit and assessment of Performance Monitoring Report (PMR) of Quality of Service submitted by various Service Providers in all 22 LSAs.

#### **3.7.2 Independent Drive Test (IDT) for assessment of Quality of Service of Access (wireless) service and Broadband (Wireless) service**

The Authority may, through drive tests of the Access (wireless) service, conducted either by its own officers or employees or through an agency appointed by it or through joint drive tests with the service provider, assess the quality of the service in

the coverage area. The service provider takes remedial action to rectify shortcomings or deficiencies, if any, detected during the drive tests.

In order to protect the interest of consumers, TRAI has engaged an Agency for a period of three years w.e.f August 2024 to conduct Independent Drive Test (IDT) for assessment of actual user experience in respect of Access (wireless) service in all 22 LSAs and TRAI ensures action to resolve the issues observed in the Drive Test. LSA-wise IDT is being conducted by the IDT Agency under the supervision of respective Regional Offices of TRAI.

TRAI releases reports to electronic and print media on Independent Drive Tests (IDT) conducted in various LSAs covering City/ Highways/ Railway routes/ Coastal areas on monthly basis.

### 3.7.3 Spam Control

To curb the problem of Unsolicited Commercial Communication (UCC) through Telecom networks, TRAI has reviewed the framework and notified Telecom Commercial Communication Customer Preference Regulation, 2018 dated 19<sup>th</sup> July 2018 which mandated the adoption of new technological platform i.e., Distributed Ledger Technology (DLT). Subsequently Telecom Commercial Communication Customer Preference Regulation, 2025 (2<sup>nd</sup> Amendment) were issued on 12<sup>th</sup> February 2025. The regulations provide for registration of senders (businesses and telemarketers), headers, subscribers' consents, message template etc. and fine-grained control over preferences. It is a co-regulation where Telecom Service Providers/Access Providers establish and arrange the framework, which is legally backed by regulation.

The performance of the service providers is evaluated on monthly basis based on the compliance reports submitted by service providers.

Financial Disincentives for wrong closure of customer complaints and failure to take action on telecom resources of UCC Senders (RTMs) in accordance with TCCPR 2018 by the access provider in each License Service Area for one calendar month is as given below:

<b>Value of "Counts of UCC for RTMs for one calendar month"</b>	<b>Amount of Financial disincentives (in ₹)</b>
More than zero but not exceeding hundred	Rupees one thousand per count
More than hundred but not exceeding one thousand	Maximum financial disincentives at (a) plus Rupees five thousand per count exceeding one hundred
More than one thousand	Maximum financial disincentives at (b) plus Rupees ten thousand per count exceeding one thousand

The total amount payable as financial disincentives under the regulation shall not exceed ₹ 50 lakh per calendar month per LSA.

As per TCCCP 2025 Regulation (2<sup>nd</sup> Amendment), following amendments in provisions have been made regarding financial disincentives:

- i. In case of non-compliance with the provisions of the Code(s) of Practice, the Access Provider shall be liable to pay a financial disincentive of up to ₹ 5,000 per day for delays up to 30 days, and up to ₹ 20,000 per day for delays beyond 30 days, subject to a maximum of ₹ 10 lakh;(Regulation 21)
- ii. If an Access Provider fails to control Unsolicited Commercial Communications (UCC) from registered Senders or Registered Telemarketers (RTMs), the Authority may impose financial disincentives against OAP (originating Access provider) including:
  - ₹ 1,000 per valid UCC complaint wrongfully declared invalid,
  - ₹ 5,000 per non-compliant registration of headers or content templates,
  - ₹ 10,000 for incorrectly decided Sender representations,
  - an amount of ₹ 2 lakh for misreporting the count of UCC for RTMs,
  - an amount of ₹ 5 lakh for the second consecutive misreporting
  - up to ₹ 10 lakh for consecutive misreporting of UCC counts.

However, financial disincentives may be reassigned to the registering Access Provider in case UCC arising due to wrong registration of header/template, and Authority retains the discretion to waive or reduce the financial disincentives after providing the Access Provider a reasonable opportunity to present its case. (Regulation 27)

- iii. If an Access Provider fails to act against unregistered Senders or Unregistered Telemarketers (UTMs) as mandated by regulation 25, the Authority may impose financial disincentives, including:
  - ₹ 5,000 per instance of not taking any action on UTM,
  - ₹ 1,000 for each unjustifiably invalidated complaint,
  - ₹ 10,000 per repeated instance of incorrect decision on sender representation,
  - ₹ 2 lakh for misreporting UCC counts — with this escalating to ₹ 5 lakh for a second consecutive month, and
  - ₹ 10 lakh for each subsequent misreporting.

However, financial disincentives will only be imposed after the Access Provider is given a fair opportunity to respond, and the Authority may waive or reduce financial disincentives based on the justification provided. (Regulation 28)

To facilitate consumers following measures have been taken under these regulations:

#### **3.7.4 TRAI DND App**

This Mobile Application facilitates customers to register their Do-not-Disturb (DND) preference and complaints with any Service Provider through one common mode. It assists the subscribers in reporting their complaints and updates them about action taken on complaints.

#### **3.7.5 Complaint Handling**

In case a subscriber receives unsolicited communication, he/she may make a complaint with his/her Access Provider. Various modes of registration of the complaint such as sending SMS to short code 1909, calling on 1909 and through mobile app have been prescribed. Access Providers are required to make the Customer Complaint Registration Facility (CCRF) available on 24x7 basis throughout the year.

#### **3.7.6 Header Information portal**

The Header Information Portal facilitates customers to know about the sender of Commercial and Government awareness communications. This portal may also help other principal entities to check whether any look-alike header is registered by any other entity.

#### **3.7.7 Exemption for Government Organizations from SMS Termination Charges**

This portal enables Government entities to apply online for exemption from SMS termination charges (up to 5 paisa) for registered headers, as per Regulation 35 of the TCCPR, 2018. It also provides essential information such as renewal dates and other relevant updates related to the exemption process. The initiative supports the dissemination of public interest messages by Government organizations without incurring additional costs.

#### **3.7.8 Steps taken to protect the Interest of the Consumers of Broadcasting Services**

TRAI protects consumer interest through the Standards of Quality of Service and the Consumer Protection Regulations, 2017, as amended from time to time. These regulations provide various provisions to safeguard consumers' interests. These provisions aim to ensure transparency, timely service, ease of access, and grievance redressal, thereby strengthening consumer rights in the broadcasting sector.

### **3.8 Steps taken to facilitate competition and promote efficiency in the operation of telecommunication services to facilitate growth in such services**

TRAI has always endeavoured to establish policies that are contemporary, in tune with the current developments, simple and pragmatic. They have desired impact on competition, infrastructure, revenue and customer welfare. It has been conscious of the fact that regulatory certainty is important for formulation of appropriate business strategies, promoting competition and thereby giving customers the fruits of innovation. TRAI has carried out the job of increasing competition and easing the entry of competitive service providers in all seriousness. Measures in the form of recommendations/regulations/tariff orders/directions etc. have proved to be key for growth of the industry.

To facilitate competition and promote efficiency in the operation of telecommunications, TRAI on 17<sup>th</sup> April 2020 issued "The Telecommunication Interconnection Usage Charges (Sixteenth Amendment) Regulations, 2020". Through these Regulations, the regime of fixed International Termination charges (ITC) @ ₹ 0.30 per minute has been revised to forbearance regime within a prescribed range of ₹ 0.35 per minute to ₹ 0.65 per minute. Further, to ensure the level playing field between standalone and integrated International Long-Distance Operators (ILDOs), it is mandated that an Access Service Provider should offer the non-discriminatory rate of ITC to everyone i.e. to its own associated ILDO as well as to standalone ILDOs. These Regulations came into force from 1<sup>st</sup> May 2020.

### **3.9 Levy of fees and other charges at such rates and in respect of such services as may be determined by Regulations**

TRAI is mandated to decide the tariff policies for telecommunications and broadcasting services. TRAI looks after consumer interests through tariff regulation. Tariff regulation takes the form of ensuring clarity and transparency in tariff offers to consumers and fixing tariff charges where the market is not delivering optimal rates.

### **3.10 Steps taken to ensure effective compliance of Digital Bharat Nidhi (erstwhile Universal Service Obligation Fund)**

As per the Telecommunications Act, 2023 (No.44 of 2023) and the subsequent Notification of Telecommunications (Administration of Digital Bharat Nidhi) Rules 2024 dated 30<sup>th</sup> August 2024, the Universal Service Obligation Fund (USOF) created under the Indian Telegraph Act, 1885, has been renamed as "Digital Bharat Nidhi" (DBN). The Universal Service Obligation Fund, formed by an Act of Parliament, was established w.e.f. 1<sup>st</sup> April 2002 under the Indian Telegraph (Amendment) Act, 2003, to provide financial support for the provision of telecom services in commercially unviable rural and remote areas of the country. Subsequently, the scope was widened to provide subsidy support for enabling access to all types of telecom services, including mobile services, broadband connectivity and creation of infrastructure like Optical Fiber Cable (OFC) in rural and remote areas.

Since then, the Government has launched many schemes using Universal Service Obligation Fund (USOF) for the proliferation of broadband and improving internet access to common people. The Authority has also been working towards the enhancement of telecom connectivity/ infrastructure in the remote and far-flung areas of the country. In this regard, TRAI, during the year 2023-24 issued recommendations on "Improving Telecom Coverage and Backhaul Infrastructure in far-flung areas of Ladakh" on 24<sup>th</sup> April 2023, recommendations on "Improving Telecom Infrastructure in Northeastern States of India" on 22nd September 2023 and recommendations on "Improving Backhaul Telecom Infrastructure in far-flung areas of Himachal Pradesh" dated 29<sup>th</sup> September 2023. Action as per these recommendations in many cases have been considered by Department of Telecommunications during the year 2024-25.

### **3.11 Details of advice rendered to the Central Government in the matter relating to development of telecommunication technology and any other matter relatable in telecommunication industry in general**

Details of advice rendered by TRAI to the Central Government in the matters relating to development of telecommunication is given below:

- a. Recommendations on "Encouraging Innovative Technologies, Services, Use Cases and Business Models through Regulatory Sandbox in Digital Communication Sector" dated 12<sup>th</sup> April 2024.
- b. Recommendations on "Revision of National Numbering Plan" dated 6<sup>th</sup> February 2025.

Details of these recommendations have already been discussed in Part-II of the report.

### **3.12 Monitoring of the quality of service and details of promotional survey of such services by the service providers**

#### **3.12.1 Access Service (Wireline), Access Service (Wireless) and Broadband (Wireline) Service**

TRAI monitors the performance of Access Service (Wireline), Access Service (Wireless) and Broadband (Wireline) Service against the benchmarks prescribed by TRAI through quarterly performance monitoring report (PMR) received from service providers in accordance with the regulations. The compliance reports for Access Service (Wireless) will be submitted on monthly basis with effect from 1<sup>st</sup> April 2025 as per the revised QoS regulations.

In order to improve the quality of service provided by the service providers, TRAI has prescribed financial disincentive through the regulation "The Standards of Quality of Service of Access (Wirelines and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024".

The quarterly reports submitted by the service providers are analysed for assessing their performance with regard to the QoS benchmark. These regulations also provide for deterrent as financial disincentives against false reporting and failure to submit compliance report/ delay in submission of report of the Quality of Service benchmarks.

#### **3.12.2 TRAI MyCall App**

The "TRAI MyCall App" is intended to measure the call quality through crowd sourcing. TRAI MyCall is a mobile application for Crowd sourced Voice Call Quality Monitoring, available for android and iOS platforms. The application helps mobile phone users rate their experience about voice call quality in real time and help TRAI gather customer experience data along with network data.

#### **3.12.3 TRAI MySpeed App**

This application allows subscribers to measure wireless data speed experience and sends the results to TRAI. The application captures and sends coverage, data speed and other network information along with device and location of the tests. Myspeed portal displays a comparison of the wireless data speeds from such samples across the service providers in each License service area.

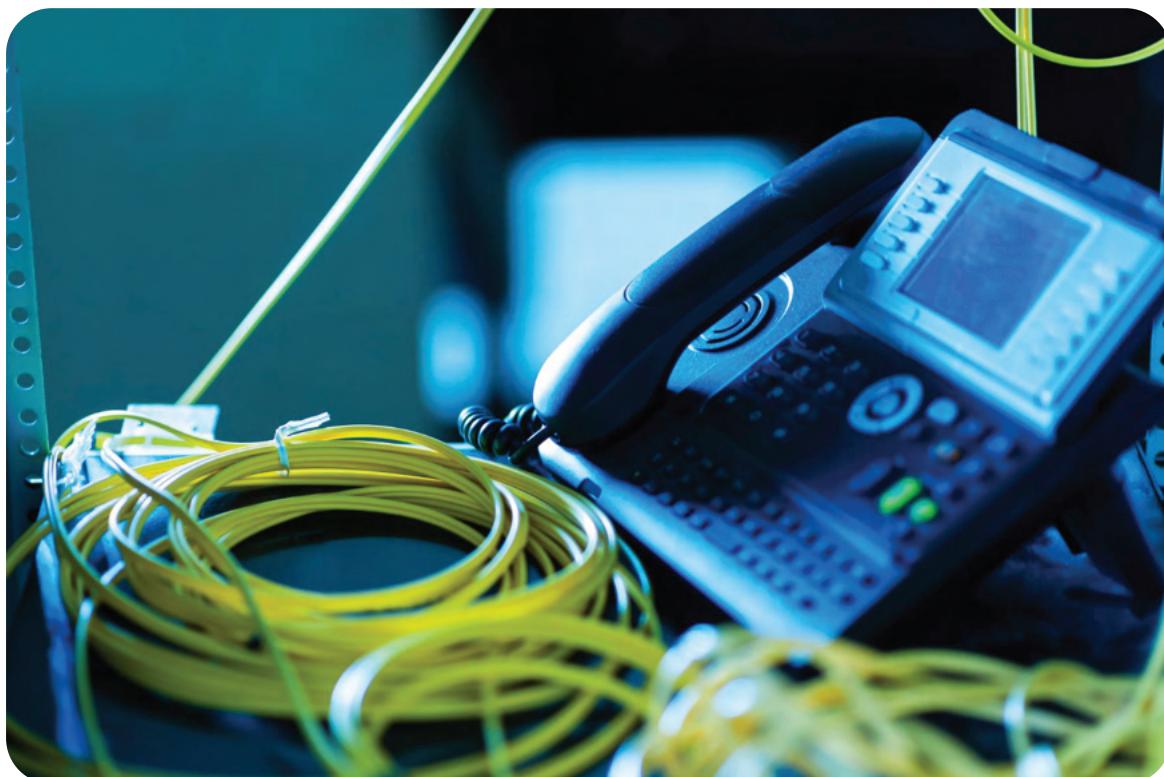
### **3.13 Inspection of equipment used in the network and recommendation made on the type of equipment to be used by the service providers**

The specific steps taken under this head are as under:

Recommendations dated 22<sup>nd</sup> April 2020 on “Network Testing Before Commercial Launch of Services for Wireline Access Services”.

The Authority after due consultation process finalized its Recommendations on “Network Testing Before Commercial Launch of Services for Wireline Access Services” and forwarded the same to DoT on 22<sup>nd</sup> April 2020 for its consideration.

In accordance with these recommendations, DoT vide its letter No. 20-577/2018 AS-I(Pt.) dated 10<sup>th</sup> March 2021 issued norms for network testing before commercial launch of Wireline Service to All UL and UAS Licensees.





# PART IV

## **Organizational Matters of Telecom Regulatory Authority of India and Financial Performance**

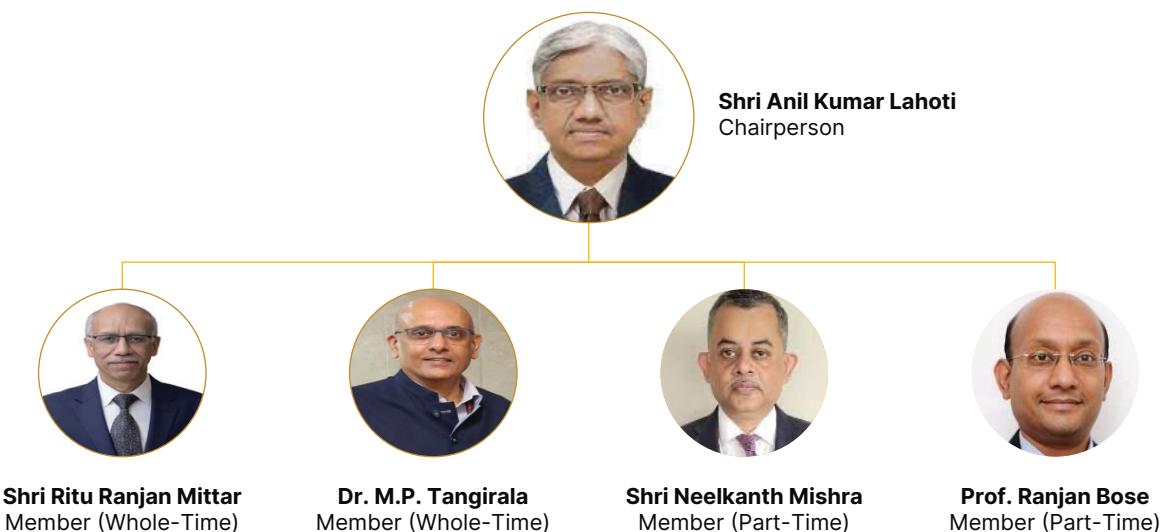


## (A) Organizational Matters of Telecom Regulatory Authority of India and Financial Performance

**4.1** This section provides information on organizational matters of TRAI relating particularly to organization structure, funding, human resources covering the areas of recruitment, capacity building and other general issues.

### 4.2 Organisation

The Telecom Regulatory Authority of India was established under the Telecom Regulatory Authority of India Act, 1997 enacted on 28<sup>th</sup> March 1997. The Telecom Regulatory Authority of India (Authority) is a body corporate by the name aforesaid, having perpetual succession and a common seal, with power, subject to the provisions of this Act, to acquire, hold and dispose of property, both movable and immovable, and to contract, and shall, by the said name, sue or be sued. The TRAI (Amendment) Act, 2000 led to the reconstitution of the Authority. The Authority consists of a Chairperson, not more than two whole-time Members and not more than two part-time Members that are appointed by the Central Government. The head office of the Authority is in New Delhi. The constitution of the Authority as on 31<sup>st</sup> March 2025 was as follows:



### 4.3 Secretariat of TRAI (HQ)

The Authority functions with a Secretariat headed by the Secretary and assisted by seven divisions which are as follows:

- i. Administration & International Relations (Admn. & IR);
- ii. Broadcasting & Cable Services & TRAI Centre of Studies and Research (B&CS & TCSR);
- iii. Consumer Affairs & Information Technology (CA & IT).
- iv. Financial & Economic Analysis (F&EA);
- v. Legal;
- vi. Networks, Spectrum and Licensing (NSL); and
- vii. Quality of Service (QoS).

#### 4.4 Administration & International Relations (Admn. & IR) Division

The Administration Division is responsible for all administrative and personnel functions which include planning and control of human resource development in TRAI as well as ensuring coordinated availability of information for the Authority's use. Administration Division has the responsibility of management and control of activities of Administration & Personnel Section (A&P), General Administration Section (GA), Coordination Section (Coord. Section), Communication & Public Relation (Comm. & PR) Section, Official Language (OL) Section, Management Representative and RTI (MR&RTI) Section, and the Finance Section. The Division also manages a well-equipped Library. The Division handles International Relations of TRAI which include coordination with International Organizations/bodies viz., ITU, APT, SATRC, ASEAN, GSMA, BRICS and Regulatory Bodies in other countries.

#### 4.5 Broadcasting & Cable Services & TRAI Centre of Studies and Research (B&CS & TCSR) Division

The Broadcasting and Cable Services (B&CS) Division is responsible for advising the Authority to lay down the overall regulatory framework; encompassing tariff, interconnection and quality of services aspects; for the broadcasting sector including broadcasting of satellite TV channels, Direct to Home (DTH) services, Cable TV services through Multi System Operators (MSOs) and Local Cable Operators (LCOs), Head-end in the Sky (HITS) services, Internet Protocol Television (IPTV) services, FM Radio broadcasting etc. The division is also responsible for examining the issues relating to modernization/ digitalization of the broadcasting sector and making recommendations on various policy issues and terms & conditions of licenses/ permissions issued by the Government to various service providers in broadcasting sector. The division advises the Authority regarding the measures required to protect the interests of all the stakeholders of the broadcasting sector, which include facilitation of consumer choice, availability of services of desirable quality at affordable prices and promoting competition.

One of the functions of TRAI Centre of Studies and Research (TCSR) is to recommend measures for the development of telecommunications technology. The installation/removal of mobile tower does not fall under the purview of TRAI and no permission is required by the service provider from TRAI for installation of mobile tower. In this connection, complaints, if any, received in TRAI regarding mobile towers related issues such as installation/removal/radiations hazard/monetary frauds, are forwarded by TRAI to DoT to take up the matter.

#### 4.6 Consumer Affairs & Information Technology (CA & IT) Division

The Consumer Affairs (CA) Division of TRAI is dedicated to raising awareness about the various initiatives undertaken by TRAI to safeguard consumer interests in the Telecommunication and Broadcasting sectors. Key responsibilities of the CA Division include:

- i. Consumer Awareness: Conducting outreach to educate consumers about their rights and the regulatory measures in place to protect them.
- ii. Engagement with Consumer Organizations: Facilitating the registration of Consumer Organizations and NGOs from across India and maintaining active dialogue with them on consumer-related issues.

- iii. Telecom Consumer Education and Protection Fund (TCEPF): Managing the fund to support consumer education and protection initiatives.
- iv. Educational and Outreach Programs: Organizing consumer awareness programs, seminars, and capacity-building workshops for registered Consumer Organizations.
- v. Media Campaigns: Running campaigns across print, audio, and visual media to disseminate consumer-related information.
- vi. Multilingual Educational Materials: Developing and publishing consumer education content in Hindi, English, and various regional languages to ensure wide accessibility.

Through these initiatives, the CA Division plays a vital role in empowering consumers in the telecom and broadcasting sectors.

The IT Division in TRAI is entrusted with two objectives i.e. IT Project Management (to promote transparency, to improve the subscriber's experience, to automate processes & interchange of information and to embrace open standards) and IT Infrastructure Management (to ensure uptime of network & hardware peripherals and third-party software licenses and upgradation). With these objectives IT division is catering various IT needs like analytics & visualization of data, implementation & maintenance of various portals & TRAI website, web applications, mobile app development, video conferencing, data storage, cloud management, SMS alerts, licenses, NICNET, internet lease lines, computer hardware assets, LAN setup of TRAI, etc.

#### **4.7 Financial & Economic Analysis (F&EA) Division**

F&EA Division is primarily responsible for ensuring compliance of the provisions contained in The Telecom Tariff Orders (TTO), certain provisions contained in the Telecom Consumer Protection Regulations, 2012 (TCPR) and Directions issued by the Authority on related aspects from time to time. Further, F&EA Division is also responsible for providing advice on various operational aspects of telecom sector viz., tariff regulation (including fixation of tariffs for telecom services wherever required, prescribing tariff principles to be followed by service providers, ensuring reporting of tariffs and examining those for consistency with regulatory framework etc.), fixation of cost-based interconnections charges, fixation per port transaction charges for mobile portability, cost methodologies and costing for telecom services etc. The Division is also responsible for undertaking a review of financial statements, Accounting Separation Reports (ASR), Adjusted Gross Revenue (AGR) Reports etc., for ensuring consistency of the same with the extant regulatory framework. F&EA Division also compiles "The Indian Telecom Services Performance Indicators Report" and publishes it on quarterly basis.

#### **4.8 Legal Division**

Legal Division is responsible for rendering legal advice to the Authority on all regulatory issues as well as drafting and vetting of all legal documents. The Division manages all litigation matters in which TRAI is a party.

As on 31<sup>st</sup> March 2025, there were 513 cases pending before various Courts. The details of cases for the year 2024-25 are as under: -

S. No.	Court	Cases pending as on 31.03.2024	Cases filed during 2024-25	Cases disposed of during 2024-25	No. of Cases pending as on 31.03.2025
1	Supreme Court	161	3	6	158
2	High Courts	204	78	75	207
3	TDSAT	15	45	1	59
4	Consumer Forums	32	10	5	37
5	District Courts	34	9	5	38
6	Other Tribunals	12	5	3	14
<b>Total No. of cases</b>		<b>458</b>	<b>150</b>	<b>95</b>	<b>513</b>

The details of the cases heard by various courts during the year 2024-25 are as under:

S. No.	Court	No. of Cases heard
1	Supreme Court	43
2	High Courts	162
3	TDSAT	52
4	Consumer Forums	38
5	District Courts	42
6	Other Tribunals	6
<b>Total number of cases heard during the year 2024-25</b>		<b>343</b>

The following are some important judgements pronounced by different Courts during the year 2024-25:

**(A) Hon'ble Supreme Court of India**

**(i) Order dated 4<sup>th</sup> September 2024 in the case of TRAI vs Aditya Thackeray [C.A. No. 8140 of 2012] and TRAI vs Telecom Watchdog & Anr. [SLP(C) 34882 of 2012]**

The petition against Telecom Watchdog was filed by the Telecom Regulatory Authority of India challenging the judgement dated 13<sup>th</sup> July 2012, passed by the Hon'ble High Court of Delhi in W.P. (C) No. 8529 of 2011, Telecom Watchdog vs. Union of India & Anr. and the civil appeal was filed by the Telecom Regulatory Authority of India challenging the final order dated 17<sup>th</sup> July 2012 passed by the Ld. TDSAT in Appeal No. 1 of 2012, Aditya Thackeray vs TRAI. In both the writ petition and the Telecom Appeal, the Telecom Commercial Communications Customer Preference (Sixth Amendment) Regulations, 2011 and the Telecom Commercial Communications Customer Preference (Eighth Amendment) Regulations, 2011, were challenged in so far as they impose limit on the number of SMS sent by a person in a day.

While the Hon'ble High Court, vide order dated 13<sup>th</sup> July 2012, upheld the provisions of Telecom Commercial Communications Customer Preference Regulations, 2010, restricting commercial calls/ SMSs, but set aside the provision in so far it covers non-UCC SMS, the Ld. TDSAT set aside the impugned amendments to the Telecom Commercial Communications Customer Preference Regulations, 2010.

The Hon'ble Supreme Court, vide order dated 4<sup>th</sup> September 2024, observed that TRAI issued fresh regulations in the year 2018 being the Telecom Commercial Communications Customer Preference Regulations, 2018 under which no cap of SMS has been prescribed, and dismissed the Appeals as infructuous, but left the questions of law open.

**(ii) Order dated 29<sup>th</sup> November 2024 in the case of Indian Broadcasting and Digital Foundation & Ors. vs TRAI & Ors. [SLP(C) 27269/2024]**

The petition was filed by Indian Broadcasting and Digital Foundation challenging the order dated 1<sup>st</sup> November 2024 passed by the Division Bench of the Hon'ble High Court of Kerala in W.A. No. 1649 of 2024, whereby the Hon'ble Court dismissed the Writ Appeal, *inter alia*, on the grounds that the challenge to regulation 6 of the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 has been examined and dismissed by the Hon'ble Supreme Court of India in Star India Pvt. Limited vs. DIPP & Ors. [(2019) 2 SCC 104], and only the Hon'ble Supreme Court has the authority to revisit its own declared law.

By an order dated 29<sup>th</sup> November 2024, the Apex Court dismissed the petition and held that the Hon'ble High Court did not commit any errors in arriving at its decision. It held that the petitioners were at liberty to challenge the 2017 Tariff Order before the Ld. TDSAT.

**(B) Hon'ble High Court of Kerala**

**(i) Order dated 7<sup>th</sup> October 2024 in the case of IBDF vs TRAI [WP(C) 29443/2024]**

The writ petition was filed by the Indian Broadcasting and Digital Foundation challenging –

(a) the third proviso to clause 3(2)(b) of the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017, which has been incorporated by the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff (Fourth Amendment) Order, 2024, dated 8<sup>th</sup> July 2024, which provides that a channel, which has been granted downlinking permission by the Central Government and is available without any subscription fee on the direct to home platform of the public service broadcaster, shall not be declared as pay channel for addressable distribution platforms;

(b) the fifth proviso to clause 3 (3) of the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order 2017, which provides that bouquets of the broadcasters containing pay channels shall not contain any free to air channel; and

(c) clause (a) of second proviso to regulation 6(1) of the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017, which provides that bouquet of pay channels, shall not contain any free to air channel.

The Hon'ble High Court dismissed the petition on grounds of maintainability and held that impugned provisions have to be viewed with the lens of the regulatory authority, which is to provide a level playing field between the broadcaster and subscriber as held by the Hon'ble Supreme Court in the matter of Star India Pvt. Limited vs. DIPP & Ors. [(2019) 2 SCC 104]. The Ld. Court further held that there was no violation of Article 14 of the Constitution since the impugned provision intended to bring about equality and that the challenges to the provisions of the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 would fail since the petitioners have to resort to their efficacious alternative remedy before the Hon'ble TDSAT.

**(ii) Order dated 1<sup>st</sup> November 2024 in the case of Indian Broadcasting and Digital Foundation & Ors. vs TRAI & Ors [W.A. 1649/2024]**

The Indian Broadcasting and Digital Foundation filed the writ appeal before the Division Bench of the Hon'ble High Court of Kerala challenging the order dated 7<sup>th</sup> October 2024 passed in WP(C) 29443/2024 [IBDF vs. TRAI] which was dismissed as not maintainable.

The Division Bench of the Hon'ble High Court of Kerala dismissed the writ appeal holding that the challenge to the regulation must fail in light of the binding judgment of the Apex Court passed in the matter of Star India Pvt. Limited vs. DIPP & Ors. [(2019) 2 SCC 104]. It was held that TDSAT is competent to address challenges based on the violation of fundamental rights, and that there is a fundamental distinction between enforcing fundamental rights and exercising judicial review concerning those rights. The HC refused to interfere with its judgment in the writ petition.

**(C) Hon'ble High Court of Delhi**

**(i) Order dated 07<sup>th</sup> January 2025 in the case of TRAI vs Akshay Kumar Malhotra [W.P. (C) 3026/2015]**

The writ petition was filed by TRAI challenging the order dated 6<sup>th</sup> June 2014 passed by the Central Information Commission, directing TRAI to obtain information from the service provider of the Respondent pertaining to the complaints made by him and provide the same to the Respondent under the provisions of the Right to Information Act, 2005 and further that any inaction on the part of the TRAI can be agitated before the appropriate forum i.e. the Consumer Disputes Redressal Forum.

The Hon'ble High Court of Delhi allowed the petition and set aside the impugned order of the Central Information Commission holding that TRAI's authority to request information from TSPs is confined to fulfilling its regulatory functions under the TRAI Act and the TCCCP 2010 and it does not extend to addressing individual grievances or accessing customer-specific information solely for dissemination under the RTI framework. The Hon'ble High Court further held that the CIC's observation requiring the Respondent to seek redressal before the Consumer Disputes Redressal Forum was misplaced and beyond its statutory mandate.

**4.9 Network, Spectrum and Licensing (NSL) Division**

The Network, Spectrum and Licensing (NSL) Division is responsible for fixing the terms and conditions of Interconnection, ensuring effective interconnection between various Telecom Service Providers, handling of all interconnection issues including determination of Interconnection Usage Charges (IUC) and regular review thereof.

The issues related to regulation of Access Facilitation and Co-Location Charges of Submarine Cable Landing Stations are also handled by the Division. NSL Division also regulates Mobile Number Portability (MNP) service.

NSL division is responsible for making recommendations on matters related to license conditions of Access Service (both wired and wireless), Internet Service, National Long Distance (NLD) Service, Global Mobile Personal Communication by Satellite (GMPCS) Service, International Long Distance (ILD) Service, Submarine cables landing in India, Mobile Radio Trunking Service, Very Small Aperture Terminal (VSAT) service, Public Mobile Radio Trunking Service (PMRTS), Data Centres, Internet Exchange Points (IXP), Content Delivery Network (CDN), Other Service Providers (OSPs), Virtual Network Providers (VNOs), Captive Non-Public Network (CNPN) and value-added services such as Audio Conferencing/ Audiotex/ Voice Mail etc.

The Division is also responsible for providing recommendations on matters related to the introduction of new and evolving technologies and services such as space-based communication, Machine to Machine (M2M) Communication, Over-The-Top (OTT) Communication etc.

NSL Division also provides recommendations on assignment of spectrum along with related conditions, efficient utilization and management of spectrum including its sharing, trading and re-farming. The matters related to cross-sector coordination such as Infrastructure Sharing, Sustainable Telecommunications, Radio Communications Systems for Public Protection & Disaster Relief (PPDR), need for infrastructure augmentation in identified areas are also handled by the Division.

It provides recommendations on issues related to Digital Bharat Nidhi (esrtwhile Universal Service Obligation Fund) and all related matters. Issues like Convergence, Right of Way and Policy for using Street Furniture and Regulatory Sandbox are also dealt. The NSL Division also deals with the issues related to National Numbering Plan, Intelligent Network (IN) Service, Calling Cards and Satcom Policy.

Apart from the above, the Division monitors compliance of license conditions by service providers for all types of services mentioned above and also monitors Wireline, Wireless, Internet and Broadband subscriptions in the country.

#### **4.10 Quality of Service (QoS) Division**

QoS Division is responsible for laying down regulations to ensure the standards of quality of service {Access Service (Wireline), Access Service (Wireless) and Broadband (Wireline) Service} to be provided by the service providers; to protect the interest of Telecom Consumers; to ensure accuracy of metering and billing; and laying down regulations {Telecom Commercial Communications Customer Preference Regulations, 2018} to protect customer from Unsolicited Commercial Communications (UCC) through telecom messages/calls.

The division monitors the Quality of Service through periodic performance reports submitted by the Service Providers on various Performance Indicators. Quality of service is also assessed through field measurements conducted across the country. It provides recommendations to the government on the references received before introduction of new technologies in telecom sector. The division is also responsible for maintaining a register of interconnect agreements and of all such other matters as may be provided in the regulations.

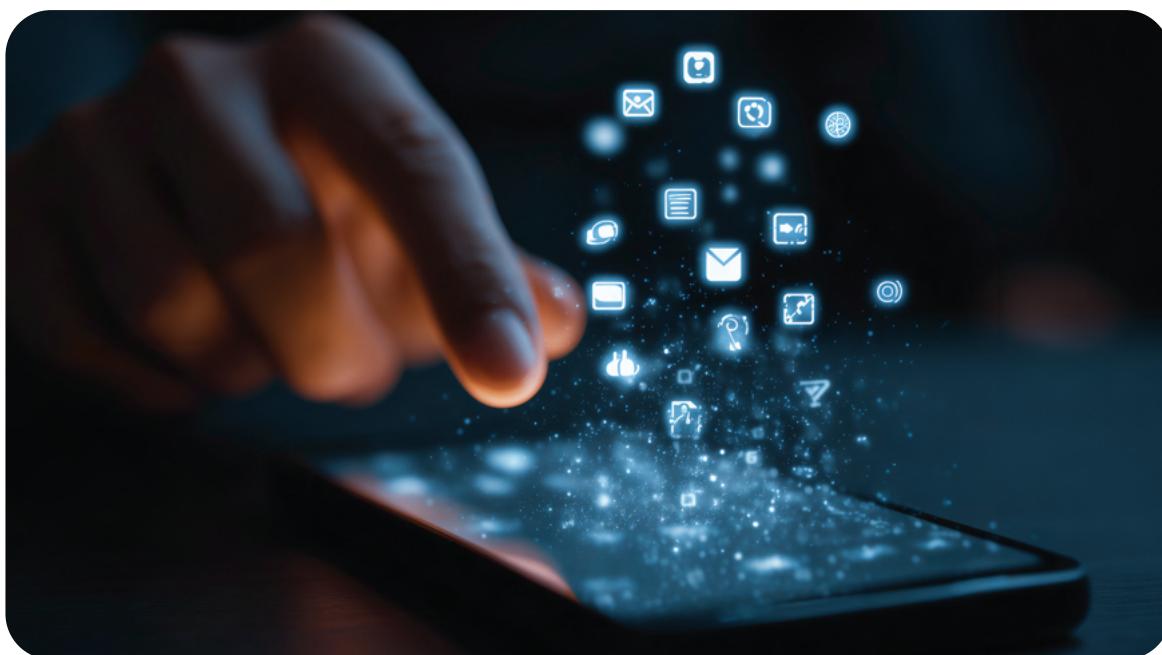
#### 4.11 TRAI Centre of Studies and Research (TRAI CSR)

TRAI CSR has been established with the following objectives:

- i. Study and carry out research and surveys on important sectoral issues including new technology, technological disruptions etc. and their impact on sectors, overall economy and society.
- ii. Publish the outcome of these studies/ research/surveys as expedient. Use such studies and reports in-house for policy recommendations and regulations.
- iii. Empower the stakeholders and different Ministries/Departments with regards to digital literacy and adoption of new technologies.
- iv. Collaborate with NITI Aayog, other Indian and International regulators, ITU and other international telecom organizations, departments and ministries of the Government of India, State Governments, Local self-government agencies and other organizations in India and abroad such as technology and management institutes, training institutes and centres, Standard Developing Organizations, etc.
- v. Enable relevant discourse through conferences, seminars, workshops and training programs so as to create awareness regarding new technology, trends and capacity building among officers of TRAI.
- vi. Deal with Environmental issues in telecom, infrastructure management, electromagnetic radiation and public safety and keeping abreast of latest trends in technology development.

The Centre conceptualizes, coordinates and enables technological studies in collaboration with industry, Academia and Policy making institutions. The Centre focuses on the need for sustained research to identify future trends and assess evolving policy/regulatory challenges, to enable a Cross-Industry approach in connecting various stakeholders and facilitating innovation.

The Centre will endeavour towards identifying policy/regulatory blind spots and sensitizing policy makers with the impending technological developments for advance planning and action. The Centre also aims to work in association with academic and research centres towards capacity building of user departments, thereby enabling an appropriate focus on technology-based solutions.



#### 4.12 Human Resources

A staff of 197 (as on 31<sup>st</sup> March 2025) is handling the work in the Secretariat of TRAI (HQ), which performs the tasks assigned to it by the Authority in the discharge of its functions. Wherever necessary, Consultants are engaged.

#### 4.13 Staff strength of TRAI HQ (as on 31<sup>st</sup> March 2025)

As on 31<sup>st</sup> March 2025, the Staff strength of the TRAI (Headquarter) was as under:

S. No.	Posts	Sanctioned	Actual
1	SECRETARY	01	01
2	PR. ADVISOR	14	16*
3	Advisor		
4	JT. ADVISOR	25	23
5	DY. ADVISOR	10	10
6	SR. PR. PRIVATE SECRETARY	03	03
7	SR. RESEARCH OFFICER	30#	29
8	PRINCIPAL PRIVATE SECRETARY	05	04
9	TECHNICAL OFFICER	22	16
10	SECTION OFFICER	20	16
11	PRIVATE SECRETARY	12	10
12	ASSISTANT	48	37
13	PERSONAL ASSISTANT	18	11
14	JR. HINDI TRANSLATOR	01	00
15	LDC	07	05
16	STAFF CAR DRIVER SPECIAL GRADE	01	01
17	STAFF CAR DRIVER GRADE-I	04	03
18	STAFF CAR DRIVER GRADE-II	04	04
19	STAFF CAR DRIVER ORDINARY GRADE	04	01
20	PCMO	02	02
21	DESPATCH RIDER	01	01
22	MULTI TASKING STAFF	05	04
<b>TOTAL</b>		<b>237</b>	<b>197</b>

\* Including two TRAI Cadre Advisors who are on deputation to other Govt. organisations.

# Five (05) posts of SRO are being temporarily operated as Technical Officer.

**4.14 Details of Secretary, Pr. Advisors / Advisors Level Officers in TRAI (HQ) as on 31<sup>st</sup> March 2025:**

S. No.	Name of the officer	Post held	Photograph
1	Shri Atul Kumar Chaudhary	Secretary	
2	Shri Abhay Shanker Verma	Principal Advisor (B&CS)	
3	Shri D. Manoj	Principal Advisor (F&EA)	
4	Shri Sheo Bhadra Singh	Principal Advisor (NSL)	
5	Shri Pushpendra Kumar Singh	Principal Advisor (QoS, CA & IT)	
6	Shri Yatinder Agrohi	Advisor (Admin. & IR)	
7	Shri Akhil Saxena	Advisor (Legal)	
8	Smt. Deepali Sharma	Advisor (B&CS)	

S. No.	Name of the officer	Post held	Photograph
9	Shri Abdul Kayum	Advisor (BB&PA)	
10	Shri Vivek Khare	Advisor (CA)	
11	Shri Vijay Kumar	Advisor (F&EA-I & II)	
12	Ms. Archna Ahlawat	Advisor (IT)	
13	Shri Sameer Gupta	Advisor (NSL-I)	
14	Shri Akhilesh Kumar Trivedi	Advisor (NSL-II)	
15	Shri Tejpal Singh	Advisor (QoS-I)	
16	Shri Deepak Sharma	Advisor (QoS-II)	

Note\*Two TRAI cadre Advisors are on deputation to other Govt organisation

**4.15** TRAI personnel were initially drawn on deputation from the Government Departments. These deputationists with relevant experience in the fields of telecommunication, economics, finance, administration, etc., are initially appointed for a period of two/three years and thereafter, if required, deputation period is extended. The Authority has constituted a cadre of officers and staff with specialized expertise and skills with the option of permanent absorption in TRAI. In the light of new regulatory challenges associated with the fast-changing technology landscape and increased workload, a proposal of restructuring and creation of additional posts has been initiated and sent to DoT for obtaining requisite approval from the Ministry of Finance.

#### **4.16 Recruitment**

The Authority has constituted its own cadre of offices and staff by way of absorbing the officials who are on deputation to TRAI from various Ministries/Departments/PSUs. The recruitment of personnel for its Secretariat by way of deputation from other Ministries/Departments/PSUs continues as one way of recruiting the personnel. TRAI has initiated the process of direct recruitment in the cadre of Technical Officer through open examination to be conducted by a govt. agency/institution. During the year 2024-25, a total of 11 Assistant positions have been successfully recruited through Staff Selection Commission and have been allocated to TRAI for appointment. Recruitment of 6 Personal Assistant by SSC for TRAI is under process. In the year 2025-26, 3 vacancies of Assistants have been reported to SSC for recruitment through CGLE-2025.

#### **4.17 Training**

TRAI accords utmost importance to developing expertise for its staff in the fields of Telecom and Broadcasting especially related to tariffs and quality of services standards, the conduct of surveys on Quality of Service and other consumer-related matters. A structured training policy has been put in place covering all the employees. The following types of trainings are being imparted to the employees of TRAI:

- i. Orientation / Entry Level Training
- ii. Short Term Thematic Training
- iii. Long Term Training – Mostly online courses
- iv. Mid-Career Training Program
- v. Others – International training and On Job training

In selecting and designing training programmes/ workshops, TRAI's endeavour is to impart diverse skills for macro-level policy and handling of techno-economic operating details relevant for implementation and monitoring of policies. Special programmes are to be identified/designed and run to meet the specific needs of TRAI.

A few TRAI officers were nominated during the year to attend International Training programmes conducted by various Institutions and International Telecommunications Union. The officers have received valuable inputs through these trainings, and the inputs have enriched their skills in their respective area of regulatory work. These trainings include key regulatory aspects of the Telecommunications, Media and Technology (TMT) industry, which covered essential topics such as Digital Connectivity, policy and regulatory best practices to support the digital transformation of the economy, advancements in Artificial Intelligence, 5G Network Technologies etc. TRAI personnel were also deputed for various domestic training programmes. A list of trainings is annexed at **Annexure-I of Part-IV** of this report.

#### 4.18 Seminar / Workshops

To keep pace with the developments taking place nationally and globally, the Authority nominated members of its staff to various international/ domestic seminars, meetings and workshops which helped them to gather valuable feedback/ inputs for its own policy formulation as well to keep abreast with the latest development in the fields of technology. It has also provided opportunities to showcase important regulatory initiatives on various domestic and international platforms contributed to the international efforts being focused on issues of major regulatory concerns in India and many other countries and enabled India to play a leading role in the emerging global information society. Several seminars were also organised by the Authority, details of which are available in Part – II of the report.

TRAI also has in place a system of in-house training and workshops, wherein distinguished national and international experts are invited for interaction with its officers on the latest developments in the telecom sector. TRAI officials actively participated in Webinar/Workshops organised and hosted by the Authority such as ITU Webinar on "5G Engagement and Experience Sharing," which provided valuable insights into global best practices and experiences in 5G technology implementation, and in "South Asian Telecommunication Regulators' Council (SATRC) Workshop on Spectrum," where discussions focused mainly on spectrum management and regulatory frameworks essential for the advancement of telecommunications. These engagements reflect TRAI's commitment to collaboration and knowledge sharing within the telecommunications sector, enhancing regulatory practices and fostering innovation.

#### 4.19 Office accommodation

Since its establishment in 1997, the Telecom Regulatory Authority of India (TRAI) had been functioning from rented premises. In November 2020, the Government of India, through the Department of Telecommunications (DoT), approved the acquisition of office space for TRAI at the NBCC Commercial Complex, now known as the World Trade Centre (WTC) in Nauroji Nagar, New Delhi.

Subsequently, in February 2021, NBCC (India) Limited allocated a total of 115,982 sq. ft. of super built-up area (including 85,545 sq. ft. of carpet area) in Tower-F of the WTC complex, covering the 4<sup>th</sup> to 7<sup>th</sup> floors for TRAI.

In November 2022, TRAI signed a Memorandum of Understanding (MoU)/Agreement with NBCC Services Ltd.—a wholly-owned subsidiary of the Navratna CPSE NBCC (India) Ltd.—to undertake the planning, design, and execution of interior fit-out, renovation, and furnishing works for its new office space.

These works have now been substantially completed, and the site was handed over to TRAI in May 2024. TRAI has since relocated to its new premises in Tower-F of the NBCC World Trade Centre, Nauroji Nagar, New Delhi. With this move, TRAI now operates from its own dedicated office accommodation w.e.f. 1<sup>st</sup> June 2024.

#### 4.20 Residential quarters for TRAI staff

As per the current policy of the Government of India, employees on deputation to the Authority are permitted to retain their General Pool Residential Accommodation (GPRA), subject to the payment of a Special License Fee by the Authority. The retention is allowed until the employee's superannuation or completion of their tenure with the Authority, whichever is earlier.

At present, eligibility for allotment of GPRA is restricted to officers posted in the Secretariat of the Telecom Regulatory Authority of India (TRAI) in Delhi. These officers were already eligible for GPRA prior to joining TRAI, with the Authority bearing the Special License Fee payable to the Directorate of Estates (DoE).

However, the Directorate of Estates does not currently allocate GPRA or permit continued retention of previously allotted accommodation for officers and staff who have been absorbed into TRAI. In response, TRAI has taken up the matter with the Directorate of Estates, Ministry of Housing and Urban Affairs, seeking an extension of the GPRA facility to all TRAI employees.

The proposal requests that the policy be revised to include all categories of TRAI employees—whether on deputation, recruited directly, or absorbed permanently—irrespective of their prior eligibility for GPRA.

As an interim solution to address housing needs, TRAI has entered into a Memorandum of Understanding (MoU) with MTNL/BSNL. Under this arrangement, MTNL/BSNL will provide a pool of residential quarters to TRAI on a lease basis, which the Authority may allot to its employees as required.

#### 4.21 Observance of various Days / Diwas in TRAI

- (i) On 17<sup>th</sup> May 2024, TRAI celebrated World Telecommunication and Information Society Day (WTISD) 2024. To mark the occasion, a technical session conducted on the theme "IMT 2030 Framework: Vision, Requirements, and Standards" was delivered by Dr. Kiran Kumar Kuchi, Professor at IIT Hyderabad.
- (ii) TRAI observed the 10<sup>th</sup> International Yoga Day on 21<sup>st</sup> June 2024. Officers and staff of the Authority participated with enthusiasm in yoga sessions conducted by experts from the Morarji Desai National Institute of Yoga, Delhi. The officers and staff of the Authority actively participated in yoga sessions conducted in physical as well as hybrid modes.



(iii) Vigilance Awareness Week is observed in TRAI every year, during the week in which the birthday of Sardar Vallabhbhai Patel (31<sup>st</sup> October) falls. This year Vigilance Awareness Week was observed from 28<sup>th</sup> October 2024 to 3<sup>rd</sup> November 2024 with the following theme:

### “सत्यनिष्ठा की संखृति से राष्ट्र की समृद्धि”

“Culture of Integrity for Nation’s Prosperity”

TRAI observed the Vigilance Awareness Week, 2024 with the taking of the integrity pledge by all the officers and staff of TRAI on 28<sup>th</sup> October 2024. The Integrity pledge was led by Shri Anil Kumar Lahoti, Chairperson, TRAI.

(iv) The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 was notified on 9<sup>th</sup> December 2013. TRAI observes the 'Sexual Harassment at Workplace Prevention Week' to commemorate this week by the means of conducting sensitization workshops to create awareness and sensitivity among TRAI employees.

This year an Awareness Session on Prevention of Sexual Harassment at Workplace (PoSH) was organized on 16<sup>th</sup> December 2024 by TRAI and Ms. Gita Nath (Mind Coach & Corporate trainer) of Nidhi Foundation was the speaker.



(v) Every year on 8<sup>th</sup> March, the world celebrates "International Women's Day" to honor the social, economic, cultural, and political achievements of women globally. In line with this objective, TRAI organized International Women's sessions with theme "Invest in women: Accelerate progress." This theme, aligned with the global focus, emphasizes the importance of investing in women to achieve gender equality and empower women in all aspects of life. Following these sessions, an interactive session was held with all the women officers and employees of the Authority to commemorate International Women's Day.



#### 4.22 Medical facility to employees of TRAI after retirement

Medical facility to employees of TRAI is governed by the Schedule II of TRAI (Salary, Allowance and Other Conditions of the Officers and Employees) Rules, 2002 as amended from time to time. The Officers and employees of the Authority, both serving and retired, are entitled to medical facilities.

#### 4.23 Funding

TRAI is a regulatory body set up by an Act of Parliament. It is wholly funded by the Government of India. According to Section 21 of the TRAI Act, 1997, the Central Government may, after due appropriation made by Parliament by law in this behalf, make to the Authority grants of such sums of money as are required to pay salaries and allowances to the Chairperson, the Members, the Officers and other employees of the Authority. Section 22(1) (a) & (b) of the Act states that there shall be constituted a fund to be called the Telecom Regulatory Authority of India general fund and all grants, fees and charges received by the Authority under this act; and all sums received by the Authority from such other sources as may be decided by the Central Government, shall be credited to this fund. The total expenditure incurred by TRAI in the year 2024-25 was ₹ 109.09 crore (including depreciation). The major heads of expenditure during the period were 'salaries', 'rent', 'professional fee' etc.

**4.24** If a minor portion of the license fees being recovered from the regulates is allowed to be utilized to meet TRAI's operational expenses, in the form of administrative charges, the need for governmental support in the form of grant-in-aid would totally cease. Such an arrangement would give TRAI the necessary flexibility and independence to perform effectively as an independent regulator. Regulators like IRDA, SEBI and RBI enjoy the freedom to recruit new talent at different levels from non-governmental sources also and determine their service conditions. There is an urgent need to emulate such healthy practices to enable TRAI to have the necessary skills to deal with the complex issues that arise in the telecom sector globally.

#### 4.25 TRAI Regional Offices

Authority had approved 11 (eleven) Regional Offices of TRAI at various locations across the country in the year 2012. The Authority reviewed the working of the Regional Offices and approved the closure of 5 Regional Offices located at Chandigarh, Patna, Mumbai, Guwahati and Lucknow and continuation of 6 (six) Regional Offices located at Hyderabad, Kolkata, Bengaluru, Bhopal, Jaipur and Delhi during 2014-15 with revised jurisdictions. These Regional Offices of TRAI are operating on Pilot Project basis as a part of the Capacity Building Project of TRAI. TRAI has decided to continue the 6 Regional Offices up to 31<sup>st</sup> March 2028 as a part of capacity building Project. The locations of Regional Office with the License –Service Areas covered (during 2024-25) are as follows:

S. No.	Location of TRAI Regional Offices	License Service Areas covered by each Regional Offices
1	Bengaluru	Karnataka, Kerala, Maharashtra, Mumbai
2	Bhopal	Madhya Pradesh, UP (East), UP (West)
3	Delhi	Delhi, Himachal Pradesh, Jammu & Kashmir
4	Hyderabad	Andhra Pradesh, Tamil Nadu including Chennai, Odisha

S. No.	Location of TRAI Regional Offices	License Service Areas covered by each Regional Offices
5	Jaipur	Rajasthan, Gujarat, Haryana, Punjab
6	Kolkata	West Bengal, Kolkata, North-East, Assam, Bihar

#### 4.26 Staff strength of TRAI Regional Offices (as on 31<sup>st</sup> March 2025)

As on 31<sup>st</sup> March 2025, the Staff strength of the TRAI (Regional Offices) was as under:

S. No.	Posts	Sanctioned	Actual
1	Advisors	06	05
2	Jt. Advisor /Dy. Advisor	12	12
3	Sr. Research Officer	12	10
4	Assistant	06	04
	<b>TOTAL</b>	<b>36</b>	<b>31</b>

#### 4.27 Details of Advisor level officers in TRAI Regional Offices (as on 31<sup>st</sup> March 2025)

S. No.	Location of Regional Office	Name of the officer	Post held	Photograph
1	Bengaluru	Shri Brajendra Kumar	Advisor	
2	Bhopal	Shri Sanjay Kumar Gupta	Advisor	
3	Delhi	Shri Vivek Khare	Advisor	
4	Hyderabad	Shri B. Praveen Kumar	Advisor	

S. No.	Location of Regional Office	Name of the officer	Post held	Photograph
5	Jaipur	Shri Sanjay Kumar Gupta -I/c	Advisor	
6	Kolkata	Dr. Swadesh Kumar Samanta	Advisor	

**4.28 The role and functions of the above Regional Offices (ROs) are:**

- i. Ensuring compliance of Tariff related Guidelines & effective monitoring of Retail Tariff of Telecommunications, Broadcasting & Cable Services;
- ii. Proper coordination with Service Providers with regard to Regulatory and marketing aspects;
- iii. Monitoring of Quality of Service and handling of consumer grievance;
- iv. Organizing Open House Discussions (OHD)/Consumer Advocacy Groups (CAG) meetings of TRAI;
- v. Coordination & monitoring of Audit and Survey by Independent Agencies appointed by TRAI;
- vi. Development of CAG up to District/Block level and close interaction with CAGs;
- vii. Organizing Consumer Education Workshops;
- viii. Close interaction with TERM Cell of DoT;
- ix. Monitoring of implementation of Mobile Number Portability (MNP) Regulations and Unsolicited Commercial Communications (UCC) Regulations;
- x. Monitoring of registration of MSOs/LCOs on the portal and validity of registration of LCOs;
- xi. Perform such other functions including such administrative and financial functions as may be entrusted to it by the Headquarters of TRAI or as may be necessary to carry out the provisions of TRAI Act;
- xii. Monitoring of information of MSOs and LCOs on Service Provider Portal (SPP). ROs will interact with MSOs to ensure that entry on Portal is done by all MSOs and their LCOs;

- xiii. Analysis and up-keeping of Agreement between MSO and LCO(MIA/SIA);
- xiv. Monitoring and Implementation of QoS Regulation for MSOs;
- xv. Logging of Consumer Complaints against DTH Operators and major MSOs received at Regional Offices in BCCMS portal;
- xvi. Uploading consumer complaints received by them in TCCMS portal and coordinating with the Service Provider for the proper conduct of consumer education programs; and
- xvii. Analysis of DCR matrix for each quarter and follow up with TSPs to improve upon the Quality of Services.

#### **4.29 Right to Information Act**

During the financial year 2024-25, total 610 number of RTI applications and 55 number of appeals were received for seeking various information under the RTI Act 2005. All these applications were promptly dealt with, and replies have been sent within the stipulated time period.

#### **4.30 IS/ISO 9001:2015 Certification to TRAI**

Telecom Regulatory Authority of India (TRAI) was awarded ISO 9001:2000 certificate in December 2004 by the Bureau of Indian Standards (BIS). The certificate was renewed in the year 2007 and 2010. While renewing the certificate in November 2010, BIS issued IS/ISO 9001:2008 and this was subsequently renewed in 2013 and 2016. Further, BIS while renewing in 2016, have issued the latest series of ISO Certification i.e., ISO 9001:2015 and this certification was renewed in September 2021 and January 2023.

As a part of the Management commitment, TRAI has defined Quality Policy, Quality Objectives and the Working Procedures. To evaluate the implementation and effectiveness of Quality Management System (QMS), BIS has been conducting Surveillance Audit once in every year. The last surveillance audit by BIS was done on 30<sup>th</sup> September 2024 and 1<sup>st</sup> October 2024. TRAI is required to conduct Internal Quality Audits twice a year as outlined in the Quality Manual. As a part of the audit process, TRAI regularly trains its officials to act as internal quality auditors. At present, the TRAI has 32 Internal Quality Auditors (IQA) personnel for conducting internal audits. Further, the Quality Management Review meetings are taken by Secretary on quarterly basis. In addition to the above meetings there is also an annual management review meeting taken by the top management to ensure that the requirements of ISO 9001:2015 are met.

#### **4.31 Implementation of Official Language Policy**

The Official Language Section of Telecom Regulatory Authority of India (TRAI) is working under the leadership of Secretary, TRAI to implement the provisions of Official Language Act, 1963, Official Languages Rules, 1976 and other instructions issued from time to time by the Department of Official Language, Ministry of Home Affairs. Official Language section makes every effort to ensure the compliance of the Official Language Policy of Government of India. Besides, the Section also caters to the needs of translation work pertaining to various Divisions/ departments such as regulations, press communiques, tender notices, gazette notifications, forms and other documents are issued in bilingual form as and when required.

The implementation of the Official Language Policy of Government by all the Divisions and Sections of TRAI is monitored by the Official Language Implementation Committee (OLIC) of TRAI, constituted under the Chairmanship of Secretary. Meetings of the OLIC are held regularly on quarterly basis. In these meetings, special emphasis is given to increase the usage of Official Language in official work. OLIC of TRAI reviews the status of implementation of the Official Language policy and a future action-plan is also discussed. The Committee invites valuable suggestions from the members to gear up the performance relating to Official Language and the same are implemented as per the need of the hour. In the financial year 2024-25, 4 meetings of OLIC were held on 29<sup>th</sup> April 2024, 31<sup>st</sup> July 2024, 29<sup>th</sup> October 2024 and 4<sup>th</sup> February 2025 respectively.

In compliance of the directives received from the Department of Official Language, Ministry of Home Affairs and Department of Telecommunications, "Hindi Pakhwada 2024" was observed from 14<sup>th</sup> to 28<sup>th</sup> September 2024, during which, various Official Language competitions such as Essay Writing, Noting/Drafting, Extempore, Song Singing/Poem Recitation, Hindi Typing, Story Writing, Question Paper based Official Language provisions and General Knowledge Quiz, and Hindi Dictation & Calligraphy Competition for Driver and MTS of TRAI Cadre were organized. On the occasion of Hindi Divas, i.e 14<sup>th</sup> September 2024, the message of the Minister of Home Affairs and Cooperation, Government of India was circulated. Prize distribution ceremony was held on 10<sup>th</sup> October 2024 under the chairmanship of Chairman, TRAI and the winners of various competitions were felicitated.

In order to increase the progressive use of Hindi in day-to-day official work, an annual incentive scheme viz. "Varshik Protsahan Yojna" has been introduced in TRAI from last 14 years for the officers/officials. Under this scheme, 10 cash prizes are awarded every year to the officers/officials for doing their maximum official work in Official Language. This scheme is very popular among the staff and it has encouraged the officials to do most of their official work in Official Language throughout the year. In order to facilitate officers/officials to do their maximum work in Official Language, during the period under report, 4 Hindi workshops were organized on 24<sup>th</sup> April 2024, 18<sup>th</sup> July 2024, 20<sup>th</sup> November 2024 and 10<sup>th</sup> January 2025 respectively.



**Hindi Pakhwada - 2024, prize distribution ceremony was organized on 10<sup>th</sup> October 2024**

#### 4.32 Implementation of Reservation Prescribed for Reserved Categories

TRAI has been adhering to the provisions of reservation for eligible categories while making promotions. A Liaison Officer of the rank of Director has been appointed to take care of implementation of instructions relating to special representation of reserved categories.

#### 4.33 Collaboration with Other Regulators

The regulation of ICT services is becoming more difficult as new ICT technologies emerge. New kind of services are being introduced by industry's innovation. All industries, including finance, healthcare, agriculture, education, and energy, will make considerable use of technologies like 5G, AI, M2M, AR/VR, etc. New technologies combined with ICT developments will aid in the efficient provision of services in various industries. These services will present overlapping regulatory challenges with cross-sectoral ramifications.

Recognising the value of cross-sectoral collaborative regulation, the ITU created and introduced a G5 benchmark index in 2020 to gauge how nations are implementing comprehensive digital collaborative regulation and policymaking in the digital economy. The International Telecommunication Union (ITU) uses the ITU G5 Benchmark as a tool to evaluate and compare the degree of digital development and regulation in different nations. Its goal is to assist nations in establishing a prosperous digital society by emphasising a cooperative, cross-sector approach to digital regulation.

India has been placed in the top category of leading nations on the G5 Benchmark of collaborative regulation because of its regulatory achievements. Some of the many steps' TRAI has made to encourage cross-sectoral cooperation in the digital sphere at the national level are listed in the paragraphs that follow.

##### 4.33.1 Forum of Indian Regulators

Economic markets are driven by competitive players aiming to outperform each other and attract consumers. However, market unpredictability and risks like dominance abuse and failures highlight the need for regulation. Regulatory bodies are established to protect consumer interests and ensure fair market practices. They set standards, enforce rules, maintain competition, and control prices across sectors. For example, the Reserve Bank of India (RBI) regulates money markets, while the Telecom Regulatory Authority of India (TRAI) oversees the telecom sector.

The Forum of Indian Regulators (FOIR) was established on 4<sup>th</sup> February 2000, to unite regulators across India. It includes 36 members, such as TRAI, AERA, CCI, IBBI, PNGRB, TAMP, WDRA, CERC, and 29 State Electricity Regulatory Commissions.

In August 2016, TRAI joined the Forum of Indian Regulators (FOIR), an association of Central Electricity Regulatory Commission (CERC) and State Electricity Regulatory Commissions (SERCs) as well as other sector regulators like the Competition Commission of India (CCI), Airport Economic Regulatory Authority (AERA), Petroleum and Natural Gas Regulatory Board (PNGRB), Tariff Authority for Major Ports (TAMP), and Insolvency and Bankruptcy Board of India (IBBI). AGM, GBM, and the colloquiums for FOIR members are a few of the important events in which TRAI usually participates.

TRAI attended the 24<sup>th</sup> Annual General Body Meeting with Forum of Indian Regulators FOIR, wherein, discussions were held on faster adoption of 5G and associated technologies in different vertical sectors represented in FOIR.

In that AGM, TRAI proposed formation of a working group to study and give recommendations on faster adoption of 5G and associated technologies in different vertical sectors represented in FOIR. In view of the immense potential and likely contribution of 5G, FOIR approved the set up of a group to study the opportunities and challenges associated with adoption of 5G and related technologies in different sectors represented in FOIR viz. Industries, ports, airports, power sector, petroleum & natural gas, Real Estate, Food industry etc for sector specific applications as well as common applications in Data analytics, office management, MIS etc. for the regulators.

During the year 2024-25, the 1<sup>st</sup> meeting of the FOIR Technical Working Group to "assess and facilitate adoption of 5G communication and information technologies across various industry verticals" was held on 16<sup>th</sup> May 2024. The 2<sup>nd</sup> meeting of the FOIR Technical Working Group formed to "assess and facilitate adoption of 5G communication and information technologies across various industry verticals" was held on 20<sup>th</sup> June 2024. The 3<sup>rd</sup> meeting of the working group was held on 18<sup>th</sup> February 2025.

#### **4.33.2 Joint Committee of Regulators (JCoR)**

The Joint Committee of Regulators (JCoR), an initiative of TRAI, was established to foster collaborative efforts among sectoral regulators from the telecommunication, IT, Consumer Affairs, and financial and insurance sectors to deliberate cross-sectoral regulatory issues in the digital world and work collaboratively on adopting appropriate regulatory measures. Members of the committee have since leveraged this platform to reinforce their regulatory framework and ensure its effective implementation. The JCoR has provided a very useful collaborative forum to address the issue of UCC & regulatory challenges in the digital era and enhance regulatory frameworks to control UCC through collective effort.

## Annexure - I

 List of Trainings (Offline / Online) held during the period  
 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025

S. No.	Organization	Topics of Training	Training Mode	Venue	Period	
1	TRAI, HQ	Orientation / Induction Training Programme	Online	New Delhi	14.05.2024	14.05.2024
2	NTIPRIT	Bridging the Standardization Gap (BSG)	Offline	Ghaziabad	15.05.2024	16.05.2024
3	DSCI	Financial Security (FINSEC) Conclave	Offline	Mumbai	04.06.2024	05.06.2024
4	ISTM	Organization Specific Training Programme	Offline	New Delhi	24.06.2024	05.07.2024
5	NPC, Gandhinagar	Managerial Leadership & Team Building	Offline	Dharamshala	15.07.2024	19.07.2024
6	MDI, Gurugram	Mastering Managerial Communication Competencies	Offline	Gurugram	22.07.2024	24.07.2024
7	IICA, Manesar	Navigating Procurement via Government e Marketplace (GeM), Strategic Contracts in Procurement-Drafting, Negotiation, Enforcement & Dispute Resolution	Offline	Pune	03.09.2024	05.09.2024
8	IIM, Indore	Finance for Non-Finance Executives	Offline	Indore	03.09.2024	06.09.2024

S. No.	Organization	Topics of Training	Training Mode	Venue	Period	
9	IICA, Manesar	11 <sup>th</sup> Batch of six months on-live Advanced Professional Course in Competition Law and Market Regulations	Online	Online	September 2024 (07.09.24)	February 2025
10	NPC, Delhi	Leadership & Team Building	Offline	Goa	09.09.2024	13.09.2024
11	NPC, Delhi	Good Governance & Transparency through RTI	Offline	Goa	23.09.2024	27.09.2024
12	BRBRAITT, Jabalpur	Technical Training for officials of TRAI	Offline	Jabalpur	30.09.2024	11.10.2024
13	IIM, Indore	Advanced Management Programme	Offline	Indore	03.10.2024	09.10.2024
14	NPC, Delhi	Effective Office Administration and Financial Management	Offline	Varanasi	14.10.2024	18.10.2024
15	FOIR-IICA, Manesar	Four Months Certificate Course: "Regulatory Governance"	Online	Manesar	26.10.2024	February 2025
16	NPC, Bhubaneswar	Public Procurement and Contracts Management	Offline	Puri	04.11.2024	08.11.2024
17	IIM, Lucknow	Leadership Effectiveness through Emotional Intelligence	Offline	Lucknow	07.11.2024	09.11.2024
18	IIM, Lucknow	Developing Digital Mindset: Thriving in the AI Era	Offline	Lucknow	13.11.2024	17.11.2024

S. No.	Organization	Topics of Training	Training Mode	Venue	Period	
19	NeGD, New Delhi	Data Protection, Cyber Security and Emerging Technology Issues (A Capacity Building Training programme under Digital India)	Online	Online	16.11.2024	18.01.2025
20	NPC, Gujarat	Personal & Organisational Cyber Security Essentials	Offline	Goa	18.11.2024	22.11.2024
21	NPC, Hyderabad	Digital Workplace: Essentials for non-IT Executives	Offline	Munnar	25.11.2024	29.11.2024
22	IIM, Indore	Finance for Non-Finance Executives	Offline	Indore	26.11.2024	29.11.2024
23	NPC, Gujarat	Digital Transformation through e-Governance & ICT	Offline	Goa	16.12.2024	20.12.2024
24	AJNIFM, Faridabad	Public Procurement (Basic)	Offline	Faridabad	06.01.2025	11.01.2025
25	NPC, New Delhi	Preventive Vigilance, E-Procurement and Key to Good Governance (Programme Code: T2425ITS10)	Offline	Port Blair	20.01.2025	24.01.2025
26	IICA, Manesar	Advanced Procurement (Policy & Procedures based on GFR, GeM and E-Procurement), Strategic Sourcing, Cost Reduction Techniques & Contract Management: Navigating Solutions to Present & Future Challenges	Offline	Gangtok	18.02.2025	21.02.2025

S. No.	Organization	Topics of Training	Training Mode	Venue	Period	
27	NPC, New Delhi	Procurement Management and Financial Management Programme Code: T2425ECO09	Offline	Port Blair	24.02.2025	28.02.2025
28	NPC, New Delhi	Right to Information & Office Management	Offline	Munnar	03.03.2025	07.03.2025
29	IIM, Indore	Learning to Read Behavioural Evidence - HR Analytics for Org. Excellence	Offline	Indore	10.03.2025	12.03.2025

## (B) AUDITED ACCOUNTS OF TRAI FOR THE YEAR 2024-25

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### Opinion of the Comptroller & Auditor General of India on the Accounts of Telecom Regulatory Authority of India (TRAI) for the year ended 31<sup>st</sup> March 2025

#### Opinion

We have audited the financial statements of Telecom Regulatory Authority of India (TRAI) which comprise the statement of financial position as at 31<sup>st</sup> March 2025 and the Income & Expenditure Account and Receipts & Payment Account for the year then ended 31<sup>st</sup> March 2025, and notes to the financial statements, including a summary of significant accounting policies under Section 19(2) of the Comptroller & Auditor General's (Duties, Powers & Conditions of Service) Act, 1971 read with Section 23 (2) of the Telecom Regulatory Authority of India Act, 1997 (as amended in January 2000).

This Audit Report contains the comments of the Comptroller & Auditor General of India (CAG) on the accounting treatment only with regard to classification, conformity with the best accounting practices, accounting standards, disclosure norms, etc. Audit observations on financial transactions regarding compliance with the Law, Rules and Regulations (Propriety & Regularity) and efficiency cum performance aspects, etc., if any, are reported through inspection reports/ CAG's audit reports separately.

In our opinion, the accompanying financial statements of TRAI, read together with the accounting policies and Notes thereon and matters mentioned in the Separate Audit Report, which follows, **give a true and fair view** of the financial position of the TRAI as at March 31, 2025, and of its performance and its cash flows for the year then ended in accordance with uniform format of accounts/format applicable to the Autonomous Body.

#### Basis for Opinion

We conducted our audit in accordance with the CAG's auditing regulations/ standards/ manuals/ guidelines/ guidance-notes/ orders/ circulars etc. Our responsibilities are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the autonomous body in accordance with ethical requirements that are relevant to our audit of the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Responsibilities of Management for the financial statements

The Governing Body of TRAI (Authority) is responsible for the preparation and fair presentation of the financial statements in accordance with format applicable to Autonomous Body and for internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### **Auditor's Responsibilities for the Audit of the Financial Statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion in accordance with CAG's auditing regulations/ standards/ manuals/ guidelines/ guidance-notes/ orders/ circulars etc.

**For and on behalf of the  
Comptroller and Auditor General of India**

Sd/-  
(Tanya Singh)  
Principal Director of Audit  
(Finance & Communication)

Place: Delhi  
Date: 14.11.2025

## Separate Audit Report on the Accounts of Telecom Regulatory Authority of India (TRAI) for the year ended 31<sup>st</sup> March 2025

### A. Balance Sheet

#### 1) Current Liabilities and Provisions (Schedule 7) - ₹ 50.79 crore

(i) The above does not include liability amounting to ₹ 3.50 crore towards amount payable to NBCC Services Limited on account of final bill received for interior work from them.

This has resulted into understatement of current liability as well as fixed assets by this amount. Contingent liability is also overstated due to it.

(ii) The above includes old provisions of expenses amounting to ₹ 2.74 crore which are no longer required. It has resulted into overstatement of Provisions for Expenses and understatement of Income (excess provisions written back) leading to overstatement of deficit by this amount.

### B. General Comment

(i) TRAI has recognized expenses amounting to ₹ 1.27 crore pertaining to prior periods in respective heads of expenses instead of showing under the subhead 'Prior period expenses'. This incorrect classification of expenses does not give correct picture of current year's surplus/deficit.

(ii) TRAI imposed financial disincentives amounting to ₹ 44.98 crore on various service providers during FY 2024-25 against which amount of ₹ 1.37 crore was recovered during the year. The Authority has accounted for the recovered amount in its financial statements for the year 2024-25 but has not disclosed the total disincentives imposed during the year and amount pending to be recovered from the service providers for earlier years. Notes to Accounts are deficient due to it.

### C. Management Letter

Deficiencies which have not been included in this Separate Audit Report will be brought to the notice of the Management through a Management Letter separately for remedial/corrective action.

### D. Assessment of Internal Controls

#### (i) Adequacy of Internal Control System:

Internal control system is designed to provide a reasonable assurance of fulfilling accountability obligations, complying with laws and rules, orderly conduct of operations in an economical, efficient and effective manner and safeguarding of assets against losses:

The internal audit control system is not found adequate as detailed below:

- 1) Public Financial Management System (PFMS) for effective budget monitoring, has not been adopted as yet.

- 2) It was observed that in majority of the accounting transactions, payments are made without creating the accounting ledger of vendors and payments are made directly through the bank vouchers by mentioning the name of vendor in narration. As a good accounting practice, first transaction should be recorded with a journal voucher in tally, thereafter payments entry should be posted through a separate voucher. This practice ensures that for all transactions made with a vendor, details are available in ledger of vendor.

**(ii) Adequacy of Internal Audit System:**

The Internal Audit of TRAI was conducted for FY 2024-2025 and got approved by the Secretary TRAI. Internal Audit of TRAI was constituted vide circular no.1-25/2012-A&P dated 12<sup>th</sup> July 2013 for strengthening the administrative setup for internal audit. It was decided that an independent Internal Audit Unit should function under the direct control of the Secretary, TRAI with Senior Research Officer (IA) being head of the unit. Following shortcomings were observed with regard to internal audit function:

- 1) Internal audit of regional offices was not being conducted.
- 2) The internal audit department was inadequately staffed, with the entire function being managed by only one officer

This indicates inadequate internal audit system which needs to be strengthened.

**(iii) System of Physical verification of fixed assets:**

There is a weakness in the system of physical verification of fixed assets. Fixed assets amounting ₹ 27.93 crore as reported in the financial statements have not been adequately supported by proper physical verification and reconciliation records. In the absence of complete and verifiable records of physical verification, the adequacy and reliability of the fixed asset verification process cannot be relied upon for the assets reported in the financial statements for FY 2024-25.

**(iv) System of Physical verification of inventory:**

There is no inventory as per financial statements; therefore, further reporting as required for system of physical verification of inventory is not applicable.

**(v) Regularity in payment of statutory dues:**

There is a reported TDS default, including short deduction and interest, aggregating to ₹ 51.52 lakh till Financial Year 2024-25.

## **E. Grants in aid**

### **a) Revenue Grants**

Out of the grants in aid of ₹ 118.40 crore (including the unspent balance of ₹ 21.40 crore of earlier year) received during the year, TRAI utilized a sum of ₹ 104.35 crore, leaving a balance of ₹ 14.05 crore as unutilized grant as on 31<sup>st</sup> March 2025.

### **b) Capital Grants**

Out of grants in aid of ₹ 106.99 crore (including unspent balance of ₹ 103.19 crore of the earlier year including flexi interest, and ₹ 3.80 crore received as interest on FDR of Building Account) received during the year, TRAI utilized a sum of ₹ 32.59 crore, leaving a balance of ₹ 74.40 crore, as unutilized grant as on 31<sup>st</sup> March 2025.

Place: Delhi  
Date: 14.11.2025

Sd/-  
(Tanya Singh)  
Principal Director of Audit  
(Finance & Communication)

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**
**TELECOM REGULATORY AUTHORITY OF INDIA**
**Income and Expenditure Account for the year**
**Ended as at 31<sup>st</sup> March 2025**
**(Amount in ₹)**

	Schedule	Revenue	
		Current Year 2024-25	Previous Year 2023-24
<b>Income</b>			
Income from Sales/Services	12	-	-
Grants/Subsidies	13	97,00,00,000	1,12,00,00,000
Fee/Subscriptions	14	-	-
(Income from Investments (Income on Investments from earmarked /endow. Funds transferred to Funds)	15	-	-
Income for Royalty, Publication etc.	16	-	-
Interest Earned	17	41,29,145	2,11,25,084
Other Income	18	47,371	6,13,219
Increase (decrease) in stock of Finished goods and works-in-progress	19	-	-
<b>TOTAL(A)</b>		<b>97,41,76,516</b>	<b>1,14,17,38,303</b>
<b>EXPENDITURE</b>			
Establishment Expenses	20	60,24,65,985	57,25,59,306
Other Administrative Expenses etc	21	47,57,14,910	52,51,51,989
Expenditure on Grants, Subsidies etc	22	-	-
Interest	23	-	-
Depreciation (Net Total at the year end-corresponding to Schedule 8)		1,26,97,481	1,82,66,144
<b>TOTAL (B)</b>		<b>1,09,08,78,375</b>	<b>1,11,59,77,439</b>
Balance being excess of Income over Expenditure (A-B)		(11,67,01,859)	2,57,60,864
Transfer to Special Reserve (Specify each)		-	-
Transfer to / from General Reserve		-	-
<b>BALANCE BEING SURPLUS/(DEFICIT) CARRIED TO CORPUS/CAPITAL FUND</b>		<b>(11,67,01,859)</b>	<b>2,57,60,864</b>
SIGNIFICANT ACCOUNTING POLICIES	24		
CONTINGENT LIABILITIES AND NOTES ON ACCOUNTS	25		

Sd/-

Pr. Advisor (F&amp;EA)

Sd/-

Secretary

Sd/-

Member (T)

Sd/-

Chairperson

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**TELECOM REGULATORY AUTHORITY OF INDIA**

**Balance Sheet as at 31<sup>st</sup> March 2025**

(Amount in ₹)

Fund and Liabilities	Schedule	Revenue	
		Current Year 2024-25	Previous Year 2023-24
CORPUS/CAPITAL FUND	1	(24,28,72,143)	(12,61,70,284)
RESERVES AND SURPLUS	2	-	-
EARMARKED/ENDOWMENT FUNDS	3	85,76,62,293	1,01,56,29,492
SECURED LOANS AND BORROWINGS	4	-	-
UNSECURED LOANS AND BORROWINGS	5	-	-
DEFERRED CREDIT LIABILITIES	6	-	-
CURRENT LIABILITIES AND PROVISIONS	7	50,79,46,643	47,40,80,878
<b>TOTAL</b>		<b>1,12,27,36,794</b>	<b>1,36,35,40,086</b>
<b>ASSETS</b>			
FIXED ASSETS	8	9,72,12,327	8,52,71,365
INVESTMENTS-FROM EARMARKED/ENDOWMENT FUNDS	9	-	-
INVESTMENTS-OTHERS	10	-	-
CURRENT ASSETS,LOANS,ADVANCES ETC	11	1,02,55,24,467	1,27,82,68,721
MISCELLANEOUS EXPENDITURE			
(to the extent not written off or adjusted)			
<b>TOTAL</b>		<b>1,12,27,36,794</b>	<b>1,36,35,40,086</b>
SIGNIFICANT ACCOUNTING POLICIES	24		
CONTINGENT LIABILITIES AND NOTES ON ACCOUNTS	25		

Sd/-

Pr. Advisor (F&EA)

Sd/-

Secretary

Sd/-

Member (T)

Sd/-

Chairperson

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**TELECOM REGULATORY AUTHORITY OF INDIA**

**Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025**

**Schedule 1 - Corpus/Capital Fund**

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
Balance as at the beginning of the year	(12,61,70,284)	(15,19,31,148)
Add:/Less Contributions towards Corpus/Capital Fund	-	-
Add/(Deduct): Balance of net income/(expenditure) transferred from the Income and Expenditure Account	(11,67,01,859)	2,57,60,864
<b>BALANCE AS AT THE YEAR-END</b>	<b>(24,28,72,143)</b>	<b>(12,61,70,284)</b>

**Schedule 2 - Reserves And Surplus**

(Amount in ₹)

	Revenue	
	Current Year 2024-2025	Previous Year 2023-2024
<b>1. Capital Reserve:</b>	-	-
As per last Account	-	-
Addition during the year	-	-
Less: Deductions during the year	-	-
<b>2. Revaluation Reserve:</b>	-	-
As per last Account	-	-
Addition during the year	-	-
Less: Deductions during the year	-	-
<b>3. Special Reserve:</b>	-	-
As per last Account	-	-
Addition during the year	-	-
Less: Deductions during the year	-	-
<b>4. General Reserve:</b>	-	-
As per last Account	-	-
Addition during the year	-	-
Less: Deductions during the year	-	-
<b>Total</b>	<b>-</b>	<b>-</b>

Sd/-

Dy. Adv. (F&EA)

## FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)

### TELECOM REGULATORY AUTHORITY OF INDIA

**Schedules Forming Part of Balance Sheet as at 31<sup>st</sup> March 2025**

#### Schedule 3 - Earmarked/Endowment Funds

(Amount in ₹)

	FUND-WISE BREAKUP				TOTALS	
	Building fund	Fund XX	Fund YY	Fund ZZ	REVENUE	
		Current Year 2024-25	Previous Year 2023-24			
<b>a) Opening balance of the funds</b>	1,01,56,29,492					
<b>b) Additions of the funds:</b>						
i. Donations/grants	-					
ii. Income from investments made on account of funds	3,98,32,052					
iii. Other additions (Misc income, receipt of advances previous year adjustments & capitalization of assets)	9,13,21,070					
iv. Funds Received from DOT for building	-					
<b>TOTAL (a+b)</b>	<b>1,14,67,82,614</b>					
<b>c) Utilisation/expenditure towards objectives of funds</b>						
<b>i. Capital Expenditure</b>						
- Fixed Assets	-					
- Others	-					
Building advance NBCC	25,47,64,250					
<b>ii. Revenue Expenditure</b>						
- Salaries, Wages and Allowances etc	-					
- Rent	-					
- Other Administrative Expenses	3,43,56,071					
<b>TOTAL (c)</b>	<b>28,91,20,321</b>					
<b>NET BALANCE AS AT THE YEAR-END (a+b-c)</b>	<b>85,76,62,293</b>					

**Notes**

1. Disclosures shall be made under relevant head based on conditions attaching to the grants.
2. The balance is lying in current Account of TRAI general fund shown in Bank balances at Schedule 11 of Current Assets loans and advances.

**Sd/-**

**Dy. Adv. (F&EA)**

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**TELECOM REGULATORY AUTHORITY OF INDIA**

**Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025**

**Schedule 4 - Secured Loans and Borrowings**

(Amount in ₹)

	<b>Revenue</b>	
	<b>Current Year 2024-25</b>	<b>Previous Year 2023-24</b>
1. Central Government	-	-
2. State Government (Specify)	-	-
3. Financial Institutions	-	-
4. Banks	-	-
a) Term Loans	-	-
- Interest accrued and due	-	-
b) Other-Loans (Specify)	-	-
- Interest accrued and due	-	-
5. Other Institutions and Agencies	-	-
6. Debentures and Bonds	-	-
7. Others(Specify)	-	-
<b>TOTAL</b>	-	-

**Note:** Amount due within one year

Sd/-

Dy. Adv. (F&EA)

## FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)

### TELECOM REGULATORY AUTHORITY OF INDIA

#### Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025

##### Schedule 5 - Unsecured Loans and Borrowings

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
1. Central Government	-	-
2. State Government (Specify)	-	-
3. Financial Institutions	-	-
4. Banks	-	-
a) Term Loans	-	-
- Interest accrued and due	-	-
b) Other-Loans (Specify)	-	-
- Interest accrued and due	-	-
5. Other Institutions and Agencies	-	-
6. Debentures and Bonds	-	-
7. Others(Specify)	-	-
<b>TOTAL</b>	-	-

**Note:** Amount due within one year

##### Schedule 6 - Deferred Credit Liabilities

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
a) Acceptances secured by hypothecation of capital equipment and other assets	-	-
b) Others	-	-
<b>TOTAL</b>	-	-

**Note:** Amount due within one year

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**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**TELECOM REGULATORY AUTHORITY OF INDIA**  
**Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025**

**Schedule 7 - Current Liabilities and Provisions**

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
<b>A. CURRENT LIABILITIES</b>		
1) Acceptances	-	-
2) Sundry Creditors		
a) For Goods	-	-
b) Others	91	-
3) Advances Received	-	-
4) Interest accrued but not due on:		
a) Secured loans/borrowings	-	-
b) Unsecured Loans/borrowings	-	-
5) Statutory Liabilities		
a) Overdue	-	-
b) Others	-	-
6) Other current Liabilities		
1) For TRAI General Fund (EMD)	9,06,704	36,62,308
2) For Telemarketers Registration Fees	-	57
3) Penalty from Telemarketers	-	-
4) Financial disincentive	1,37,09,634	2,48,85,278
<b>TOTAL (A)</b>	<b>1,46,16,429</b>	<b>2,85,47,643</b>
<b>B. PROVISIONS</b>		
1. For Taxation	-	-
2. Gratuity	13,68,64,055	13,04,53,912
3. Superannuation/Pension	-	-
4. Accumulated Leave Encashment	14,96,62,744	14,96,30,746
5. Trade Warranties/Claims	-	-
6. Other(Specify)	-	-
Provisions for expenses	20,68,03,415	16,54,48,577
<b>TOTAL (B)</b>	<b>49,33,30,214</b>	<b>44,55,33,235</b>
<b>TOTAL (A+B)</b>	<b>50,79,46,643</b>	<b>47,40,80,878</b>

Sd/-

Dy. Adv. (F&EA)

## FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)

## TELECOM REGULATORY AUTHORITY OF INDIA

 Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025

## Schedule 8 - Fixed Assets

DESCRIPTION	GROSS BLOCK			DEPRECIATION			NET BLOCK			
	Cost/ valuation as at beginning of the year	Additions during the year	Deductions during the year	Cost/valuation at the year-ended	As at the beginning of the year	Additions during the year	Deductions during the year	Total up to the year-end	As at the current year-end	As at the previous year-end
<b>A. FIXED ASSETS:</b>										
1. LAND										
a) Freehold	-	-	-	-	-	-	-	-	-	-
b) Leasehold	-	-	-	-	-	-	-	-	-	-
2. BUILDINGS										
a) On Freehold Land	-	-	-	-	-	-	-	-	-	-
b) On Leasehold Land	-	-	-	-	-	-	-	-	-	-
c) Ownership Flats/Premises	-	1	-	1	-	-	-	-	1	-
d) Superstructures on land not belonging to the entity	-	-	-	-	-	-	-	-	-	-
3. PLANT MACHINERY & EQUIPMENT										
4. VEHICLES	72,63,697	8,27,200	-	80,90,897	51,91,847	5,85,770	-	57,77,617	23,13,280	20,71,850
5. FURNITURE, FIXTURES	2,99,07,959	35,62,903	80,27,238	2,54,43,624	2,65,53,669	1,74,422	50,09,204	2,17,18,887	37,24,737	33,54,290
6. OFFICE EQUIPMENT	5,11,02,857	35,80,722	22,75,706	5,24,07,873	4,54,00,038	18,89,865	20,22,021	4,52,67,882	71,39,991	57,02,819
7. COMPUTER/PERIPHERALS	16,51,02,601	2,78,43,653	1,21,42,642	18,08,03,612	9,60,32,658	99,08,949	82,28,762	9,77,12,845	8,30,90,767	6,90,69,943
8. ELECTRIC INSTALLATIONS	1,31,06,232	5,94,666	57,88,293	79,12,605	1,08,06,817	99,045	37,87,914	71,17,948	7,94,657	22,99,415
9. LIBRARY BOOKS	46,30,774	59,529	-	46,90,303	45,01,980	39,430	-	45,41,410	1,48,893	1,28,794
10. AUDITORIUM	2,20,90,493	-	2,20,90,493	-	1,94,46,239	-	1,94,46,239	-	-	26,44,254
<b>TOTAL OF CURRENT YEAR</b>	<b>29,32,04,613</b>	<b>3,64,68,674</b>	<b>5,03,24,372</b>	<b>27,93,48,915</b>	<b>20,79,33,248</b>	<b>1,26,97,481</b>	<b>3,84,94,140</b>	<b>18,21,36,589</b>	<b>9,72,12,327</b>	<b>8,52,71,365</b>
<b>PREVIOUS YEAR</b>	27,64,86,303	1,79,83,960	12,65,650	29,32,04,613	18,96,67,103	1,82,66,145	-	20,79,33,248	8,52,71,365	8,68,19,200
<b>B. CAPITAL WORK-IN-PROGRESS</b>	-	-	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>29,32,04,613</b>	<b>3,64,68,674</b>	<b>5,03,24,372</b>	<b>27,93,48,915</b>	<b>20,79,33,248</b>	<b>1,26,97,481</b>	<b>3,84,94,140</b>	<b>18,21,36,589</b>	<b>9,72,12,327</b>	<b>8,52,71,365</b>

 Sd/-  
 Dy. Adv. (F&EA)

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**TELECOM REGULATORY AUTHORITY OF INDIA**

**Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025**

**Schedule 9 - Investments From Earmarked/Endowment Funds**

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
1. In Government Securities	-	-
2. Other approved Securities	-	-
3. Shares	-	-
4. Debentures and Bonds	-	-
5. Subsidiaries and Joint Ventures	-	-
6. Others (to be specified)	-	-
<b>TOTAL</b>	-	-

**Schedule 10 - Investments Others**

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
1. In Government Securities	-	-
2. Other approved Securities	-	-
3. Shares	-	-
4. Debentures and Bonds	-	-
5. Subsidiaries and Joint Ventures	-	-
6. Others (Bank FDRs)	-	-
<b>TOTAL</b>	-	-

Sd/-

Dy. Adv. (F&EA)

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**TELECOM REGULATORY AUTHORITY OF INDIA**

**Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025**

**Schedule 11 - Current Assets, Loans, Advances Etc**

(Amount in ₹)

	<b>Revenue</b>	
	<b>Current Year 2024-25</b>	<b>Previous Year 2023-24</b>
<b>A. CURRENT ASSETS:</b>		
1. Inventories		
a) Stores and Spares	-	-
b) Loose tools	-	-
c) Stock-in-trade		
Finished Goods	-	-
Work in progress	-	-
Raw Material	-	-
2. Sundry Debtors:		
a) Debts Outstanding for a period exceeding six months	-	-
b) Others	-	-
3. Cash balances in hand (including cheques/drafts and imprest)	3,77,819	34,444
4. Bank Balances:		
a) With Scheduled Banks		
- On Current Accounts	-	-
i. TRAI General Fund	24,78,942	25,10,857
ii. Building Fund (for New Building of TRAI)	37,33,98,944	97,91,80,856
iii. Registration Fees	-	57
- On Deposit Accounts		
i. Fixed Deposit with Union Bank of India (Main Account)	13,80,00,000	21,15,00,000
ii. Fixed Deposit with Union Bank of India (Building Account)	37,06,00,000	5,26,80,000

Contd..

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**
**TELECOM REGULATORY AUTHORITY OF INDIA**
**Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025**
**Schedule 11 - Current Assets, Loans, Advances Etc**

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
- On Savings Accounts		
i. Customer Education Fees	-	-
ii. Financial Disincentives	1,37,09,725	2,48,85,278
iii. Penalty from Telemarketers	-	-
b) With non-Scheduled Banks		
- On Current Accounts	-	-
- On Deposit Accounts	-	-
- On Savings Accounts	-	-
<b>5. Post Office-Savings Accounts</b>		
<b>Total (A)</b>	<b>89,85,65,431</b>	<b>1,27,07,91,492</b>
<b>B. LOANS, ADVANCES AND OTHER ASSETS</b>		
<b>1. Loans</b>		
a) Staff	-	-
b) Other Entities engaged in activities/objectives similar to that of Entity	-	-
c) Others (TA, LTC and Festival Advances to Officers & Staff)	35,50,222	57,65,817
<b>2. Advance and other amounts recoverable in cash or in kind or for value to be received:</b>		
a) On Capital Account	11,15,13,829	-
b) Prepayments	94,65,265	12,13,618
c) Others	-	-
<b>3. Income Accrued</b>		
a) On Investments from Earmarked/Endowment Funds	-	-
b) On Investments-Others	-	-
c) On Loans and Advances	4,97,794	4,97,794
d) Others (includes income due unrealised Rs.Nil)	-	-
<b>4. Claims Receivable</b>	<b>19,31,926</b>	-
<b>TOTAL (B)</b>	<b>12,69,59,036</b>	<b>74,77,229</b>
<b>TOTAL (A+B)</b>	<b>1,02,55,24,467</b>	<b>1,27,82,68,721</b>

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 Dy. Adv. (F&EA)

## FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)

### TELECOM REGULATORY AUTHORITY OF INDIA

#### Schedules Forming Part Of Income & Expenditure For The Period/Year Ended 31<sup>st</sup> March 2025

##### Schedule 12 - Income From Sales/Services

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
1. Income from Sales	-	-
a) Sale of Finished Goods	-	-
b) Sale of Raw material	-	-
c) Sale of Scraps	-	-
2. Income from Services	-	-
a) Labour and Processing Charges	-	-
b) Professional/Consultancy Services	-	-
c) Agency Commission and Brokerage	-	-
d) Maintenance Services (Equipment/Property)	-	-
e) Others (Specify)	-	-
<b>Total</b>	-	-

##### Schedule 13 - Grants/Subsidies

(Amount in ₹)

(Irrevocable Grants & Subsidies Received)	Revenue	
	Current Year 2024-25	Previous Year 2023-24
1) Central Government	97,00,00,000	1,12,00,00,000
2) State Government(s)	-	-
3) Government Agencies	-	-
4) Institutions/Welfare Bodies	-	-
5) International Organisations	-	-
6) Other (Swachh Bharat)	-	-
<b>Total</b>	<b>97,00,00,000</b>	<b>1,12,00,00,000</b>

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## FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)

### TELECOM REGULATORY AUTHORITY OF INDIA

#### Schedules Forming Part Of Income & Expenditure For The Period/Year Ended 31<sup>st</sup> March 2025

#### Schedule 14 - Fees/Subscriptions

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
1. Entrance Fees	-	-
2. Annual Fees/Subscriptions	-	-
3. Seminar/Program Fees	-	-
4. Consultancy Fees	-	-
5. Others (specify)	-	-
<b>TOTAL</b>	-	-

**Note:** Accounting Policies towards each item are to be disclosed

#### Schedule 15 - Income From Investments

(Amount in ₹)

(Income on Investments from Earmarked/Endowment Funds Transferred to Funds)	Revenue	
	Current Year 2024-25	Previous Year 2023-24
1) Interest		
a) On Govt Securities	-	-
b) Other Bonds/Debentures	-	-
2) Dividends	-	-
a) On Shares	-	-
b) On Mutual Fund Securities	-	-
3) Rents	-	-
4) Others (Specify)	-	-
<b>Total</b>	-	-
<b>Transferred To Earmarked/Endowment Funds</b>		

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## FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)

### TELECOM REGULATORY AUTHORITY OF INDIA

**Schedules Forming Part Of Income & Expenditure  
For The Period/Year Ended 31<sup>st</sup> March 2025**

#### Schedule 16 - Income From Royalty, Publication Etc

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
1. Income from Royalty	-	-
2. Income from Publications	-	-
3. Misc Income	-	-
<b>TOTAL</b>	-	-

#### Schedule 17 - Interest Earned

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
1) On Term Deposits		
a) With Scheduled Banks	-	-
b) With Non-Scheduled Banks	-	-
c) With Institutions	-	-
d) Flexi accounts-Main Account	41,29,145	45,56,484
e) Flexi accounts- Building Fund	-	1,65,68,600
2) On Savings Account		
a) With Scheduled Banks	-	-
b) With Non-Scheduled Banks	-	-
c) With Institutions	-	-
d) Others	-	-
3) On Loans		
a) Employees/Staff	-	-
b) Others	-	-
4) Interest on Debtors and Other Receivables	-	-
<b>Total</b>	<b>41,29,145</b>	<b>2,11,25,084</b>

**Note** - Tax deducted at source to be indicated

Sd/-  
Dy. Adv. (F&EA)

## FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)

### TELECOM REGULATORY AUTHORITY OF INDIA

#### Schedules Forming Part Of Income & Expenditure For The Period/Year Ended 31<sup>st</sup> March 2025

##### Schedule 18 - Other Income

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
1. Profit on Sale/disposal of Assets		
a) Owned assets	20,822	4,38,933
b) Assets acquired out of grants, or received free of cost	-	-
2. Export Incentives realized	-	-
3. Fees for Miscellaneous Services	-	-
4. Miscellaneous Income	26,549	1,74,286
5. Registration Fees from Telemarketers	-	-
6. Customer Education Fees from Telemarketers	-	-
7. Penalty from Telemarketers	-	-
8. Financial Disincentive	-	-
<b>Total</b>	<b>47,371</b>	<b>6,13,219</b>

##### Schedule 19 - Increase/(Decrease) In Stock Of Finished Goods & Work In Progress

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
a) Closing stock		
- Finished Goods	-	-
- Work-in-progress	-	-
b) Less Opening Stock		
- Finished Goods	-	-
- Work-in-progress	-	-
<b>NET INCREASE/(DECREASE) [a-b]</b>	<b>-</b>	<b>-</b>

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## FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)

### TELECOM REGULATORY AUTHORITY OF INDIA

#### Schedules Forming Part Of Income & Expenditure For The Period/Year Ended 31<sup>st</sup> March 2025

##### Schedule 20 - Establishment Expenses

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
a) Salaries and Wages	49,15,29,513	45,06,18,375
b) Allowances and Bonus	4,17,697	4,48,190
c) Contribution to Provident Fund	2,24,73,070	2,64,66,215
d) Contribution to Other Fund(specify)	-	-
e) Staff Welfare Expenses	19,59,710	16,50,715
f) Expenses on Employees Retirement and Terminal Benefits	6,44,63,201	7,21,75,873
g) Others (LTC, Medical to Officers & Staff and OTA to Staff)	2,16,22,794	2,11,99,938
<b>Total</b>	<b>60,24,65,985</b>	<b>57,25,59,306</b>

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## FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)

TELECOM REGULATORY AUTHORITY OF INDIA

**Schedules Forming Part Of Income & Expenditure  
For The Period/Year Ended 31<sup>st</sup> March 2025**

### Schedule 21 - Other Administrative Expenses Etc

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
a) Electricity and power	1,11,21,599	50,16,256
b) Insurance and bank charges	2,26,019	1,54,824
c) Repairs and maintenance	2,94,10,637	62,43,072
d) Rent, Rates and Taxes	7,95,53,936	33,32,88,151
e) Vehicles Running and Maintenance	22,81,575	17,66,393
f) Postage, Telephone and Communication Charges	61,16,688	1,84,04,784
g) Printing and Stationery	30,20,625	15,48,046
h) Travelling and Conveyance Expenses	6,43,05,267	5,03,72,402
i) Expenses on Seminar/Workshops	1,10,22,330	82,14,472
j) Subscription Expenses	1,10,73,854	68,10,212
k) Prior period expenses	3,16,78,989	(2,08,29,902)
l) Auditors Remuneration	6,00,000	5,50,000
m) Hospitality Expenses	24,87,731	23,66,954
n) Professional Charges	13,49,12,842	4,07,46,147
o) Consultation and training	60,04,113	64,31,916
p) Software development expenses	1,23,98,226	54,88,732
q) Advertisement and Publicity	32,90,455	14,67,964
r) Others (Payment to Security, Housekeeping etc.)	5,50,73,862	5,70,91,964
s) Assets written off (Handed over to DoT)	1,11,36,161	-
t) Short & Excess Recovery	-	19,602
<b>TOTAL</b>	<b>47,57,14,910</b>	<b>52,51,51,989</b>

Sd/-  
 Dy. Adv. (F&EA)

## FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)

### TELECOM REGULATORY AUTHORITY OF INDIA

#### Schedules Forming Part Of Income & Expenditure For The Period/Year Ended 31<sup>st</sup> March 2025

##### Schedule 22 - Expenditure On Grants, Subsidies Etc

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
a) Grants given to Institutions/Organisations	-	-
b) Subsidies given to Institutions/Organisations	-	-
<b>Total</b>	-	-

**Note:** Name of Entities, their Activities along with the amount of Grants/Subsidies are to be disclosed.

##### Schedule 23 - Interest

(Amount in ₹)

	Revenue	
	Current Year 2024-25	Previous Year 2023-24
a) On Fixed Loans	-	-
b) On Other Loans (including Bank Charges)	-	-
c) Others (specify)	-	-
<b>Total</b>	-	-

Sd/-  
Dy. Adv. (F&EA)

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**TELECOM REGULATORY AUTHORITY OF INDIA**  
**Receipts And Payments For The Period/Year Ended 31<sup>st</sup> March 2025**

(Amount in ₹)

RECEIPTS	REVENUE		PAYMENTS	REVENUE	
	Current Year 2024-25	Previous Year 2023-24		Current Year 2024-25	Previous Year 2023-24
<b>I. Opening Balance</b>					
a) Cash in hand	34,444	95,729			
b) Bank Balances					
i) In current accounts					
- TRAI General Fund	25,10,857	14,73,69,502			
- Building Fund	97,91,80,856	9,66,490			
- Registration Fees	57	2,056			
ii) In deposit accounts					
- TRAI General Fund	21,15,00,000	-			
- Building Fund	5,26,80,000	46,61,70,000			
iii) In saving accounts					
- Customer Education Fees	-	-			
- Financial Disincentives	2,48,85,278	3,48,49,557			
- Penalty from Telemarketers	-	-			
<b>I. Expenses</b>					
a) Establishment Expenses (corresponding to Schedule 20)			56,48,53,753		54,13,68,104
b) Administrative expenses (corresponding to Schedule 21)			43,41,94,438		50,17,45,941
<b>II. Payments made against funds for various projects</b>					
(Name the fund or project should be shown along with the particulars of payments made for each project)					
Payments made to NBCC from Building Fund			32,58,90,590		1,45,05,06,998
<b>III. Investments and deposits made</b>					
a) Out of Earmarked/Endowment funds			-		-
b) Out of Own Funds (Investments-Others)			-		-
<b>IV. Expenditure on Fixed Assets &amp; Capital Work-in-progress</b>					
a) Purchase of Fixed Assets			3,63,77,069		1,67,18,310
b) Expenditure on Capital Work-in-progress			-		-

Contd..

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**TELECOM REGULATORY AUTHORITY OF INDIA**  
**Receipts And Payments For The Period/Year Ended 31<sup>st</sup> March 2025**

(Amount in ₹)

RECEIPTS	REVENUE		PAYMENTS		REVENUE
	Current Year 2024-25	Previous Year 2023-24	Current Year 2024-25	Previous Year 2023-24	
<b>II. Grants Received</b>					
a) From Government of India	97,00,00,000	1,12,00,00,000	a) To the Government of India	-	-
b) From State Government	-	-	b) To the State Government	-	-
c) Grant received from DOT for Building Fund	-	1,99,90,00,000	c) To DOT for Telemarketer Registration fees	-	2,606
(Grants for capital & revenue exp to shown separately)			d) To DoT for Customer education fees	-	-
e) To DoT for Penalty from Telemarketers			e) To DoT for Financial Disincentive	-	-
f) To DOT for Financial Disincentive			f) To DOT for Financial Disincentive	2,48,85,290	3,48,49,557
<b>III. Income on Investments from</b>					
a) Earmarked/Endowment Funds	3,83,71,638	1,65,68,600	<b>VI. Finance Charges (Interest)</b>	-	-
b) Own Funds (Other Investments)	-	-	<b>VII. Other Payments(Specify)</b>		
<b>IV. Interest Received</b>					
a) On Bank Deposits	41,29,145	45,56,484	Loans and advances and security deposits	1,37,93,034	25,08,587
b) Loans, Advances etc	-	91,863			
c) Miscellaneous	-	-			

Contd..

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**TELECOM REGULATORY AUTHORITY OF INDIA**

**Receipts And Payments For The Period/Year Ended 31<sup>st</sup> March 2025**

(Amount in ₹)

RECEIPTS	REVENUE		PAYMENTS	REVENUE
	Current Year 2024-25	Previous Year 2023-24		Current Year 2024-25
				<b>VIII. Closing Balances</b>
<b>V. Other Income(Specify)</b>				
To Miscellaneous Income	26,549	6,13,219	a) Cash in hand	97,448
			b) Bank Balances	34,444
<b>VI. Amount Borrowed</b>	-	-	i) In current accounts	
To Security Deposits	2,00,000	24,38,888	- TRAI General Fund	24,78,942
To Other Advances	4,87,966	8,83,929	- Building Fund	37,33,98,944
To Sale of Assets	5,62,706	-	- Registration Fees	-
Advance Against sale of Vehicle	-	-	ii) In deposit accounts	57
To registration fees	-	-	- TRAI General Fund	13,80,00,000
To customer education fees	-	-	- Building Fund	37,06,00,000
To penalty from telemarketers	-	-	iii) In saving accounts	21,15,00,000
To financial disincentive	1,37,09,737	2,48,85,278	- Customer Education Fees	-
			- Penalty from Telemarketers	-
			- Financial Disincentives	1,37,09,725
				2,48,85,278
<b>TOTAL</b>	<b>2,29,82,79,233</b>	<b>3,81,84,91,595</b>	<b>TOTAL</b>	<b>2,29,82,79,233</b>
				<b>3,81,84,91,595</b>

Sd/-  
 Pr. Advisor (F&EA)

Sd/-  
 Secretary

Sd/-  
 Member (T)

Sd/-  
 Chairperson

## Schedule 24 - Significant Accounting Policies

### 1. Accounting Conventions:

- a) The financial statements have been prepared in the "Uniform Form of Accounts" as approved by the Controller General of Accounts vide their letter No. F.No.19(1)/Misc./2005/TA/450-490 dated 23.07.2007 for Revenue Head.
- b) Accounts have been prepared on accrual basis for the current year i.e., 2024-25. There is no change in Method of Accounting from the preceding year.
- c) Provisions for all the undisputed and known liabilities have been made in the Books of Accounts.
- d) Figures have been rounded off to the nearest rupee.
- e) Contingent liabilities are disclosed after careful evaluation of facts and legal aspects of the matter involved.

### 2. Fixed Assets

- a) Fixed Assets are stated at cost of acquisition inclusive of inward freight, duties and taxes and incidental and direct expenses related to acquisition.
- b) Fixed Assets acquired from Building Fund have been capitalized at ₹ 1 per item, by corresponding credit to Building Fund. The details of such assets are as under:

Block of Asset	No. of Item	Value (in ₹)
Buildings	1	1
Furniture, Fixtures	2,222	2,222
Office Equipment	559	559
Computer/Peripherals	184	184
Electric Installations	218	218

### 3. Depreciation:

- a) Depreciation on Fixed Assets is provided on Straight Line Method at the rates specified in Part "C" of Schedule II of the Companies Act, 2013 except for the categories mentioned below on which higher rates of depreciation have been applied:

Category	Minimum prescribed depreciation rate as per Companies Act, 2013	Depreciation rate applied
Office Equipments	19.00%	19.00% *
Furnitures and Fixtures	9.50%	10.00%
Electrical Appliances	9.50%	10.00%
Airconditioners	9.50%	10.00%
Books and Publications	6.33%	20.00%
Computers (End user devices)	31.67%	31.67%**

## Schedule 24 - Significant Accounting Policies

\* Office Equipments includes Mobile Handsets provided to the officers for official purposes. It has been decided by the Competent Authority vide Order No.6-13/2019-A&P dated 03.01.2020 to provide/write off these handsets in two years. Accordingly depreciation on Mobile Handsets have been charged off @ 50%.

\*\* Computers (end user devices) includes Laptop and i-Pad provided to the officers for official purposes. It has been decided by the Competent Authority vide OM No.18-1/2011-GA dated 02.09.2016 to provide/write off the Laptop and i-Pad in four years and three years respectively.. Accordingly depreciation on Laptops and i-Pads have been charged off @ 25% and 33.33% respectively.

- b) In respect of additions to Fixed Assets during the year, depreciation is considered on Pro-rata basis.
- c) Assets costing ₹ 5,000/- or less, each are fully provided.

### 4. Foreign Currency Transactions:

Transactions denominated in foreign currencies are recorded at the exchange rate prevailing at the time of transaction.

### 5. Retirement Benefits

- a) Provision for Leave Salary and Pension Contribution up to 31.03.25 in the case of employees on deputations have been provided in the Books of Accounts at the rates prescribed by Government of India under Fundamental Rules from time to time.
- b) In the case of Regular employees, Provision for Leave Encashment and Gratuity for the year 2024-25 have been made on the basis of report furnished by the actuary.

### 6. Govt. Grant :

- a) Govt. grants are accounted for on the basis of grants received during the year from the Government.
- b) The money received on account of Registration Fee, Customer Education Fee, Penalty on Telemarketers and Financial Disincentive has been accounted for on cash basis.

Sd/-

Dy. Adv. (F&EA)

## Schedule 25 - Contingent Liabilities And Notes On Accounts

### 1. Contingent Liabilities:

Claims against the Entity not acknowledged as debts Current Year (Nil) (Previous year Nil)

Building fund bank balance shown in Schedule-11 amounting ₹ 74.39 crores includes ₹ 56.83 crores on account of GST not provided in the books of accounts due to non receipt of clarification from the GST Council. Hence the same is shown as Contingent Liabilities.

### 2. Capital Commitments:

An MoU/Agreement was signed in November 2022 between TRAI and NBCC Services Ltd. (a wholly-owned subsidiary of Navratna CPSE NBCC (INDIA) Ltd.) for the planning, designing, and interior fit-out/renovations/furnishing works of TRAI's new office space. For the period upto 31st March 2025, an amount of ₹ 3,50,20,790 is committed towards balance contract value.

### 3. Current Assets, Loans and Advances:

In the opinion of the Management, the current assets, loans and advances have a value on realization in the ordinary course of business, equal at least to the aggregate amount shown in the Balance Sheet.

### 4. Taxation:

As per clause 32 of the TRAI Act, 1997, TRAI is exempt from tax on Wealth and Income.

### 5. Grants:

During the financial year 2024-2025, a sum of ₹ 97.00 Crores have been received as government grant from DOT for meeting the day to day expenses of TRAI.

### 6. Earmarked grant:

During the financial year 2024-2025, a sum of ₹ Nil have been received as Government Grants on account of Building Fund.

### 7. Previous year figures:

Corresponding figures for the previous year have been regrouped/arranged wherever necessary.

### 8. Transactions in Foreign Currencies:

Expenditure in Foreign Currency:

- a) Travel: A sum of ₹ 1,45,84,908.00 was incurred on account of Foreign Tour Expenses.
- b) Remittances and Interest payment to Financial Institution, Banks in Foreign Currency: A sum of ₹ 98,67,264.00 was paid for participation fees for foreign institutions in Foreign Currency.
- c) Other Expenditure: Nil

### 9. Schedules 1 to 25 are annexed to and form an integral part of the Balance Sheet as at 31<sup>st</sup> March, 2025 and the Income and Expenditure Account for the year ended on that date.

Sd/-

Pr. Advisor (F&EA)

Sd/-

Secretary

Sd/-

Member (T)

Sd/-

Chairperson

## (C) AUDITED CONTRIBUTORY PROVIDENT FUND ACCOUNTS OF TRAI FOR THE YEAR 2024-25

**Opinion of the Comptroller & Auditor General of India on the Accounts of Telecom Regulatory Authority of India- Contributory Provident Fund Account for the year ended 31<sup>st</sup> March, 2025.**

### Opinion

We have audited the financial statements of the Telecom Regulatory Authority of India- Contributory Provident Fund Account, which comprise the statement of financial position as at 31<sup>st</sup> March 2025 and the Income and Expenditure Account/Receipts and Payment Account for the year ended 31<sup>st</sup> March 2025, and notes to the financial statements, including a summary of significant accounting policies under Section 19 (2) of the Comptroller & Auditor General's (Duties, Powers & Conditions of Service) Act, 1971 read with Section 23 (2) of the Telecom Regulatory Authority of India Act, 1997 and further read with Rule 5 of the TRAI CPF Rules, 2003.

This Audit Report contains the comments of the Comptroller & Auditor General of India (CAG) on the accounting treatment only with regard to classification, conformity with the best accounting practices, accounting standards, disclosure norms, etc. Audit observations on financial transactions regarding compliance with the Law, Rules & Regulations (Propriety and Regularity) and efficiency-cum performance aspects, etc., if any, are reported through inspection reports/CAG's Audit Reports separately.

In our opinion the accompanying financial statements of Telecom Regulatory Authority of India- Contributory Provident Fund Account read together with the accounting policies and Notes thereon and matters mentioned in the Separate Audit Report, which follows, **give a true and fair view** of the financial position of the autonomous body as at March 31, 2025, and (of) its financial performance and its cash flows for the year then ended in accordance with uniform format of accounts applicable to the Telecom Regulatory Authority of India (TRAI)- CPF Account.

### Basis for Opinion

We conducted our audit in accordance with the CAG's auditing regulations/standards/manuals/guidelines/guidance-notes/orders/circulars etc. Our responsibilities are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the autonomous body in accordance with ethical requirements that are relevant to our audit of the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Responsibilities of Management for the Financial Statements**

The management of Telecom Regulatory Authority of India- Contributory Provident Fund (TRAI-CPF) is responsible for the preparation and fair presentation of the financial statements in accordance with uniform format of accounts applicable to the TRAI-CPF, and for internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### **Auditor's Responsibilities for the Audit of the Financial Statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion in accordance with CAG's auditing regulations/standards/manuals/guidelines/guidance-note/orders/circulars etc.

**On the basis of audit, nothing significant has come to our knowledge which would give rise to any comments on the accounts of TRAI CPF.**

**For and on behalf of the  
Comptroller and Auditor General of India**

**Place: New Delhi  
Date: 17.10.2025**

**Sd/-  
(Khalid Bin Jamal)  
Director General of Audit  
(Finance & Communication)**

**Separate Audit Report on the Accounts of Telecom Regulatory Authority of India-Contributory Provident Fund Account (TRAI CPF) Account for the year ended 31<sup>st</sup> March, 2025**

<b>A. Balance Sheet:</b>	<b>Nil</b>
<b>B. Profit &amp; Loss Account/Income and Expenditure Account:</b>	<b>Nil</b>
<b>C. Receipts and Payments Account:</b>	<b>Nil</b>
<b>D. Accounting Policies:</b>	<b>Nil</b>
<b>E. General:</b>	<b>Nil</b>
<b>F. Assessment of Internal Controls</b>	
<b>i. Adequacy of Internal Control System:</b>	The Internal Control System of the organization is adequate and commensurate with its size and nature of its functions.
<b>ii. Adequacy of Internal Audit System:</b>	The Internal Audit System of the organization is adequate and commensurate with its size and nature of its function.
<b>iii. System of Physical verification of Fixed Assets:</b>	TRAI CPF does not have fixed assets.
<b>iv. System of Physical verification of inventory:</b>	TRAI CPF does not have inventory.
<b>v. Regulatory in payment of statutory dues:</b>	The Organization is regular in payment of statutory dues.

**G. Grants in aid: The TRAI CPF has not received any Grant during the F.Y. 2024-25.**

**Place: New Delhi**  
**Date: 17.10.2025**

Sd/-  
(Khalid Bin Jamal)  
Director General of Audit  
(Finance & Communication)

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
 THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY  
 PROVIDENT FUND ACCOUNT**

**Income and Expenditure Account for the Period/ Year  
 Ended 31<sup>st</sup> March 2025**

(Amount in ₹)

	Schedule	Current Year 2024-25	Previous Year 2023-24
<b>Income</b>			
Income from Sales/Services	12		
Grants/Subsidies	13		
Fee/Subscriptions	14		
Income from Investments (Income on Invest from earmarked /endow. Funds transferred to Funds	15	1,60,35,424.27	1,59,87,703.88
Income for Royalty, Publication etc.	16		
Interest Earned	17	1,44,83,224.00	1,35,69,049.00
Other Income	18	6,09,623.67	1,69,663.12
Increase (decrease) in stock of Finished goods and works-in-progress	19		
<b>TOTAL(A)</b>		<b>3,11,28,271.94</b>	<b>2,97,26,416.00</b>
<b>EXPENDITURE</b>			
Establishment Expenses	20		
Other Administrative Expenses etc	21	2,51,084.94	236.00
Expenditure on Grants,Subsidies etc	22		
Interest	23	3,08,77,187.00	2,97,26,180.00
Diminution Value of Investments in Mutual Funds			
Depreciation (Net Total at the year end-corresponding to Schedule 8)			
<b>TOTAL (B)</b>		<b>3,11,28,271.94</b>	<b>2,97,26,416.00</b>

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
 THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY  
 PROVIDENT FUND ACCOUNT**

**Income and Expenditure Account for the Period/ Year  
 Ended 31<sup>st</sup> March 2025**

(Amount in ₹)

	Schedule	Current Year 2024-25	Previous Year 2023-24
Balance being excess of Income over Expenditure (A-B)		-	-
Transfer to Misc Expenditure to the extent not written off - on account of Diminution Value of Investments		-	-
<b>Transfer to / from General Reserve</b>			
Balance being Surplus/ (Deficit) carried to Corpus/ Capital Fund			
SIGNIFICANT ACCOUNTING POLICIES	24		
CONTINGENT LABILITIES AND NOTES ON ACCOUNTS	25		

Sd/- Baaloo G. Iyer Tech.Officer(F&EA) Secretary (CPF)	Sd/- Anil Kumar Kaushal S.O. (GA) Trustee	Sd/- Raji Geojo T S.O. (IT) Trustee	Sd/- R. Ramanujam Dy. Advisor (F&EA) Ex-Officio Trustee
---	--	--	--

Sd/- Vinay Kumar Goel Dy. Advisor (HR) Ex-Officio Trustee	Sd/- Yatinder Agrohi Advisor (Admin) Ex-Officio President
--	--

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY**  
**PROVIDENT FUND ACCOUNT**

**Balance Sheet as at 31<sup>st</sup> March 2025**

(Amount in ₹)

Corpus/Capital Fund And Liabilities	Schedule	Current Year 2024-25	Previous Year 2023-24
TRAI - CPF MEMBERS' ACCOUNT	1	45,53,32,197.00	45,59,68,896.00
RESERVES AND SURPLUS	2	68,21,024.35	68,21,024.35
EARMARKED/ ENDOWMENT FUNDS	3		
SECURED LOANS AND BORROWINGS	4		
UNSECURED LOANS AND BORROWINGS	5		
DEFERRED CREDIT LIABILITIES	6		
CURRENT LIABILITIES AND PROVISIONS	7	25,11,980.00	-
<b>TOTAL</b>		<b>46,46,65,201.35</b>	<b>46,27,89,920.35</b>
<b>ASSETS</b>			
FIXED ASSETS	8		
INVESTMENTS-FROM EARMARKED/ENDOWMENT FUNDS	9		
INVESTMENTS - OTHERS	10	20,90,70,000.00	19,75,70,000.00
CURRENT ASSETS, LOANS, ADVANCES ETC	11	25,55,95,201.35	26,52,19,920.35
MISCELLANEOUS EXPENDITURE			
(to the extent not written off or adjusted)			
<b>TOTAL</b>		<b>46,46,65,201.35</b>	<b>46,27,89,920.35</b>
SIGNIFICANT ACCOUNTING POLICIES	24		
CONTINGENT LIABILITIES AND NOTES ON ACCOUNTS	25		

Sd/-  
 Baaloo G. Iyer  
 Tech.Officer(F&EA)  
 Secretary (CPF)

Sd/-  
 Anil Kumar Kaushal  
 S.O. (GA)  
 Trustee

Sd/-  
 Raji Geojo T  
 S.O. (IT)  
 Trustee

Sd/-  
 R. Ramanujam  
 Dy. Advisor (F&EA)  
 Ex-Officio Trustee

Sd/-  
 Vinay Kumar Goel  
 Dy. Advisor (HR)  
 Ex-Officio Trustee

Sd/-  
 Yatinder Agrohi  
 Advisor (Admin)  
 Ex-Officio President

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
 THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY  
 PROVIDENT FUND ACCOUNT**

**Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025**

**Schedule 1 - TRAI - CPF Members' Account**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
Balance as at the beginning of the year	45,59,68,896.00	41,84,30,377.00
Deduct: Adjustments for previous year		
Add: Contributions towards Members' Account	-6,36,699.00	3,75,38,519.00
Add/(Deduct): Balance of net income/(expenditure) transferred from the		
Income and Expenditure Account		
<b>BALANCE AS AT THE YEAR-END</b>	<b>45,53,32,197.00</b>	<b>45,59,68,896.00</b>

**Schedule 2 - Reserves and Surplus**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
<b>1. Capital Reserve:</b>		
As per last Account		
Addition during the year		
Less: Deductions during the year		
<b>2. Revaluation Reserve:</b>		
As per last Account		
Addition during the year		
Less: Deductions during the year		
<b>3. Special Reserve:</b>		
As per last Account		
Addition during the year		
Less: Deductions during the year		
<b>4. General Reserve:</b>		
As per last Account	68,21,024.35	68,21,024.35
Addition during the year	-	-
Less: Deductions during the year		
<b>TOTAL</b>	<b>68,21,024.35</b>	<b>68,21,024.35</b>

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
 THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY  
 PROVIDENT FUND ACCOUNT**

**Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025**

**Schedule 3 - Earmarked/ Endowment Funds**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
<b>a) Opening balance of the funds</b>		
<b>b) Additions of the funds:</b>		
i. Donations/grants		
ii. Income from investments made on account of funds		
iii. Other additions (specify nature)		
<b>c) Utilisation/expenditure towards objectives of funds</b>		
<b>I. Capital Expenditure</b>		
-Fixed Assets		
-Others		
<b>Total</b>		
<b>II. Revenue Expenditure</b>		
- Salaries,Wages and allowances etc		
- Rent		
- Other Administrative expenses		
<b>NET BALANCE AS AT THE YEAR-END (a+b+c)</b>		

**Notes**

- 1) Disclosures shall be made under relevant head based on conditions attaching to the grants
- 2) Plan funds received from the Central/State Governments are to be shown as separate funds and not to be mixed up with any other Funds

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
 THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY  
 PROVIDENT FUND ACCOUNT**

**Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025**

**Schedule 4 -Secured Loans and Borrowings**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
1. Central Government		
2. State Government (Specify)		
3. Financial Institutions		
4. Banks		
a) Term Loans		
-Interest accrued and due		
b) Other-Loans (Specify)		
-Interest accrued and due		
5. Other Institutions and Agencies		
6. Debentures and Bonds		
7. Others (Specify)		
<b>Total</b>		

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY  
PROVIDENT FUND ACCOUNT**

**Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025**

**Schedule 5 - Unsecured Loans and Borrowings**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
1. Central Government		
2. State Government (Specify)		
3. Financial Institutions		
4. Banks		
a) Term Loans		
-Interest accrued and due		
b) Other-Loans (Specify)		
-Interest accrued and due		
5. Other Institutions and Agencies		
6. Debentures and Bonds		
7. Others (Specify)		
<b>Total</b>		

**Note:** Amount due within one year

**Schedule 6 - Deferred Credit Liabilities**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
a) Acceptances secured by hypothecation of capital equipment and other assets		
b) Others		
<b>Total</b>		

**Note:** Amount due within one year

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
 THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY  
 PROVIDENT FUND ACCOUNT**

**Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025**

**Schedule 7 - Current Liabilities And Provisions**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
<b>A. CURRENT LIABILITIES</b>		
1) Acceptances		
2) Sundry Creditors		
a) For Goods		
b) Others		
3) Advances Received		
4) Interest accrued but not due on:		
a) Secured loans/borrowings		
b) Unsecured Loans/borrowings		
5) Statutory Liabilities		
a) Overdue		
b) Others		
6) Other current Liabilities		
<b>Total (A)</b>	-	-
<b>B. PROVISIONS</b>		
1. For Taxation		
2. Gratuity		
3. Superannuation/Pension / Removal		
4. Accumulated Leave Encashment		
5. Trade Warranties/Claims		
6. Other (Payable to TRAI)	1,28,552.00	
7. Other (Payable to Retirement dues to Members)	21,87,628.00	
8. Other (Payable to Audit Fee)	1,95,800.00	
<b>Total (B)</b>	<b>25,11,980.00</b>	-
<b>TOTAL (A+B)</b>	<b>25,11,980.00</b>	-

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT FUND ACCOUNT**

**Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025**

**Schedule 8 - Fixed Assets**

(Amount in ₹)

DESCRIPTION	GROSS BLOCK			DEPRECIATION			NET BLOCK		
	Cost/ valuation as at beginning of the year	Additions during the year	Deductions during the year	Cost/ valuation at the year-ended	As at the beginning of the year	On Additions during the year	On Deductions during the year	Total up to the year-end	As at the current year-end
<b>A. FIXED ASSETS:</b>									
1. LAND									
a) Freehold									
b) Leasehold									
2. BUILDINGS									
a) On Freehold Land									
b) On Leasehold Land									
c) Ownership Flats/Premises									
d) Superstructures on land not belonging to the entity									
3. PLANT MACHINERY & EQUIPMENT									
4. VEHICLES									
5. FURNITURE, FIXTURES									
6. OFFICE EQUIPMENT									
7. COMPUTER/PERIPHERALS									
8. ELECTRIC INSTALLATIONS									
9. LIBRARY BOOKS									
10. TUBEWELLS & W.SUPPLY									
11. OTHER FIXED ASSETS									
<b>TOTAL OF CURRENT YEAR</b>									
<b>PREVIOUS YEAR</b>									
<b>B. CAPITAL WORK-IN-PROGRESS</b>									
<b>TOTAL</b>									

(Note to be given as to cost of assets on hire purchase basis included above)

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
 THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY  
 PROVIDENT FUND ACCOUNT**

**Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025**

**Schedule 9 - Investments From Earmarked/Endowment Funds**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
1. In Government Securities		
2. Other approved Securities		
3. Shares		
4. Debentures and Bonds		
5. Subsidiaries and Joint Ventures		
6. Others ( to be specified)		
<b>TOTAL</b>		

**Schedule 10 - Investments Others**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
1. In Government Securities		
Long - term Investments	20,90,70,000.00	19,75,70,000.00
Current Investments		
2. Other approved Securities		
3. Shares		
4. Debentures and Bonds		
5. Subsidiaries and Joint Ventures		
6. Others (to be specified)		
<b>TOTAL</b>	<b>20,90,70,000.00</b>	<b>19,75,70,000.00</b>

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY  
PROVIDENT FUND ACCOUNT**

**Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025**

**Schedule 11 - Current Assets, Loans, Advances Etc**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
<b>A. CURRENT ASSETS:</b>		
1. Inventories		
a) Stores and Spares		
b) Lose tools		
c) Stock-in-trade		
Finished Goods		
Work in progress		
Raw Material		
2. Sundry Debtors:		
a) Debts Outstanding for a period exceeding six months		
b) Others		
3. Cash balances in hand (including cheques/drafts and imprest)		
4. Bank Balances:		
a) With Scheduled Banks		
- On Current Accounts		
- On Deposit Accounts (includes accrued interest)	24,47,27,277.00	23,05,00,000.00
- On Savings Account	48,41,776.81	4,84,599.80
b) With non-Scheduled Banks		
- On Current Accounts		
- On Deposit Accounts		
- On Savings Account		
5. Post Office-Savings Accounts		
<b>TOTAL (A)</b>	<b>24,95,69,053.81</b>	<b>23,09,84,599.80</b>

Contd..

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
 THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY  
 PROVIDENT FUND ACCOUNT**

**Schedules Forming Part Of Balance Sheet as at 31<sup>st</sup> March 2025**

**Schedule 11 - Current Assets, Loans, Advances Etc**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
<b>B. LOANS, ADVANCES AND OTHER ASSETS</b>		
1. Loans		
a) Staff	-	-
b) Other Entities engaged in activities/ objectives similar to that of Entity	-	-
c) Other (Specify)		
2. Advance and other amounts recoverable in cash or in kind or for value to be received:		
a) On Capital Account		
b) Prepayments		
c) Others - Recoverable Advances from CPF Members	9,02,774.00	18,99,447.00
3. Income Accrued		
a) On Investments from Earmarked/Endowment Funds		
b) On Investments - Others	45,13,749.87	3,21,72,516.43
c) On Loans and Advances		
d) Others		
(includes income due unrealised ₹)		
4. Claims Receivable - Recoverable from TRAI	6,09,623.67	1,63,357.12
<b>TOTAL (B)</b>	<b>60,26,147.54</b>	<b>3,42,35,320.55</b>
<b>TOTAL (A+B)</b>	<b>25,55,95,201.35</b>	<b>26,52,19,920.35</b>

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
 THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY  
 PROVIDENT FUND ACCOUNT**

**Schedules Forming Part Of Income & Expenditure  
 For The Period/Year Ended 31<sup>st</sup> March 2025**

**Schedule 12 - Income From Sales/Services**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
<b>1. Income from Sales</b>		
a) Sale of Finished Goods		
b) Sale of Raw material		
c) Sale of Scraps		
<b>2. Income from Services</b>		
a) Labour and Processing Charges		
b) Professional/Consultancy Services		
c) Agency Commission and Brokerage		
d) Maintenance Services (Equipment/Property)		
e) Others(Specify)		
<b>Total</b>		

**Schedule 13 - Grants/Subsidies**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
(Irrevocable Grants & Subsidies Received)		
1) Central Government		
2) State Government(s)		
3) Government Agencies		
4) Institutions/Welfare Bodies		
5) International Organisations		
6) Other (Specify)		
<b>Total</b>		

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
 THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY  
 PROVIDENT FUND ACCOUNT**

**Schedules Forming Part Of Income & Expenditure  
 For The Period/Year Ended 31<sup>st</sup> March 2025**

**Schedule 14 - Fees/Subscriptions**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
1. Entrance Fees		
2. Annual Fees/Subscriptions		
3. Seminar/Program Fees		
4. Consultancy Fees		
5. Others(specify)		
<b>TOTAL</b>		

**Note:** Accounting Policies towards each item are to be disclosed

**Schedule 15 - Income from Investments**

(Amount in ₹)

(Income on Investments from Earmarked/Endowment Funds Transferred to Funds)	Investment - Others	
	Current Year 2024-25	Previous Year 2023-24
1) Interest		
a) On Govt Securities	1,60,35,424.27	1,59,87,703.88
b) Other Bonds/Debentures		
2) Dividends		
a) On Shares		
b) On Mutual Fund Securities		
3) Rents		
4) Others		
<b>Total</b>	<b>1,60,35,424.27</b>	<b>1,59,87,703.88</b>
<b>Transferred To Earmarked/Endowment Funds</b>		

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
 THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY  
 PROVIDENT FUND ACCOUNT**

**Schedules Forming Part Of Income & Expenditure  
 For The Period/Year Ended 31<sup>st</sup> March 2025**

**Schedule 16 - Income From Royalty, Publication Etc**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
1. Income from Royalty		
2. Income from Publications		
3. Others (Specify)		
<b>TOTAL</b>		

**Schedule 17 - Interest Earned**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
1) On Term Deposits		
a) With Scheduled Banks	1,44,05,059.00	1,35,04,051.00
b) With Non-Scheduled Banks		
c) With Institutions		
d) Others		
2) On Savings Account		
a) With Scheduled Banks	78,165.00	64,998.00
b) With Non-Scheduled Banks		
c) With Institutions		
d) Others		
3) On Loans		
a) Employees/Staff		
b) Others		
4) Interest on Debtors and Other Receivables		
<b>Total</b>	<b>1,44,83,224.00</b>	<b>1,35,69,049.00</b>

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
 THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY  
 PROVIDENT FUND ACCOUNT**

**Schedules Forming Part Of Income & Expenditure  
 For The Period/Year Ended 31<sup>st</sup> March 2025**

**Schedule 18 - Other Income**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
1. Profit on Sale/disposal of Assets		
a) Owned assets		
b) Assets acquired out of grants,or received free of cost		
2. Export Incentives realized		
3. Fees for Miscellaneous Services / <b>Misc. Income</b>	1,95,800.00	
4. Miscellaneous Income - Discount Received on Govt. Securities	-	7,000.00
5. Other Income - Extra bank charges received	-	26.00
6. Shortfall recoverable from TRAI	4,13,823.67	1,62,637.12
<b>Total</b>	<b>6,09,623.67</b>	<b>1,69,663.12</b>

**Schedule 19 - Increase/(Decrease) In Stock  
 Of Finished Goods & Work In Progress**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
a) Closing stock		
- Finished Goods		
- Work-in-progress		
b) Less Opening Stock		
- Finished Goods		
- Work-in-progress		
<b>NET INCREASE/(DECREASE) [a-b]</b>		

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
 THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY  
 PROVIDENT FUND ACCOUNT**

**Schedules Forming Part Of Income & Expenditure  
 For The Period/Year Ended 31<sup>st</sup> March 2025**

**Schedule 20 - Establishment Expenses**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
a) Salaries and Wages		
b) Allowances and Bonus		
c) Contribution to Provident Fund		
d) Contribution to Other Fund(specify)		
e) Staff Welfare Expenses		
f) Expenses on Employees Retirement and Terminal Benefits		
g) Others		
<b>Total</b>		

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY**  
**PROVIDENT FUND ACCOUNT**

**Schedules Forming Part Of Income & Expenditure**  
**For The Period/Year Ended 31<sup>st</sup> March 2025**

**Schedule 21 - Other Administrative Expenses Etc**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
a) Purchases		
b) Labour and processing expenses		
c) Cartage and Carriage Inwards		
d) Electricity and power		
e) Water charges		
f) Insurance		
g) Repairs and maintenance		
h) Excise Duty		
i) Rent, Rates and Taxes		
j) Vehicles Running and Maintenance		
k) Postage, Telephone and Communication Charges		
l) Printing and Stationery		
m) Travelling and Conveyance Expenses		
n) Expenses on Seminar/Workshops		
o) Subscription Expenses		
p) Expenses on Fees		
q) Auditors Remuneration / <b>Audit Fee</b>	1,95,800.00	
r) Hospitality Expenses		
s) Professional Charges		
t) Provision for Bad and Doubtful Debts/Advances		
u) Irrecoverable Balances Written-off/ <b>Accrued Interest Written-off</b>	30,166.94	
v) Packing Charges		
w) Freight and Forwarding Expenses		
x) Distribution Expenses		
y) Advertisement and Publicity		
z) Others - Premium paid on Govt. Securities	25,000.00	
DLIS		
Bank & Finance Charges	118.00	236.00
<b>TOTAL</b>	<b>2,51,084.94</b>	<b>236.00</b>

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
 THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY  
 PROVIDENT FUND ACCOUNT**

**Schedules Forming Part Of Income & Expenditure  
 For The Period/Year Ended 31<sup>st</sup> March 2025**

**Schedule 22 - Expenditure On Grants, Subsidies Etc**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
a) Grants given to Institutions/Organisations	-	-
b) Subsidies given to Institutions/Organisations	-	-
<b>Total</b>	-	-

**Note:** Name of Entities, their Activities along with the amount of Grants/Subsidies are to be disclosed.

**Schedule 23 - Interest**

(Amount in ₹)

	Current Year 2024-25	Previous Year 2023-24
a) On Fixed Loans		
b) On Other Loans(including Bank Charges)		
c) Others (specify) - Interest Paid to Members	3,08,77,187.00	2,97,26,180.00
FINANCE CHARGES		
<b>Total</b>	<b>3,08,77,187.00</b>	<b>2,97,26,180.00</b>

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT FUND ACCOUNT**  
**Receipts And Payments For The Year Ended 31<sup>st</sup> March 2025**

RECEIPTS		Current Year 2024-25	Previous Year 2023-24	PAYMENTS	(Amount in ₹)	
					Current Year 2024-25	Previous Year 2023-24
<b>I. Opening Balance</b>				<b>I. Expenses</b>		
a) Cash in hand				a) Establishment Expenses		
b) Bank Balances				b) Administrative Expenses		
i) In current accounts				c) Bank Charges	118.00	236.00
ii) In deposit accounts	23,05,00,000.00	-		d) Finance Charges		
iii) Savings accounts	4,84,599.80	9,43,504.23		e) Premium Paid to Govt. Securities	25,000.00	-
<b>II. Grants Received</b>				f) Misc. Expenses	61,011.11	
a) From Government of India				<b>II. Payments made against funds for various projects</b>		
b) From State Government				(Name the fund or project should be shown along with the particulars of payments made for each project)		
c) From Other Sources (Details)						
(Grants for capital & revenue exp to shown separately)						
		-				
<b>III. Income on Investments from</b>				<b>III. Investments and Deposits made</b>		
a) Earmarked/ Endow Funds				a) Out of Earmarked/ Endowment funds		
b) Own Funds (On Investment in Mutual Funds)				b) Out of Own Funds (Investments - Others)	7,65,00,000.00	8,26,00,000.00
				(Investments - Flexi Account)		

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**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT FUND ACCOUNT**  
**Receipts And Payments For The Year Ended 31<sup>st</sup> March 2025**

RECEIPTS	Current Year 2024-25	Previous Year 2023-24	PAYMENTS	(Amount in ₹)	
				Current Year 2024-25	Previous Year 2023-24
<b>IV. Interest Received</b>					
a) On Bank Deposits	27,24,261.00	7,69,914.00			
b) Loans, Advances etc.					
c) Miscellaneous	1,59,28,772.89	1,60,33,359.56	a) Purchase of Fixed Assets		
d) interest on savings	66,937.00	64,998.00	b) Expenditure on Capital Work-in-progress		
<b>V. Other Income(Specify)</b>					
To Miscellaneous Income					
To Discount Received on Govt. Securities	-	7,000.00	a) The Government of India		
To Bank Charges		26.00	b) The State Government		
To Recoverable from TRAI	1,63,357.12	4,53,862.01	c) Other providers of funds		
To Payable to TRAI		58,200.00	d) Payable to TRAI		58,200.00
			e) Payable to Ex-Member		27,097.00
<b>VI. Amount Borrowed</b>					
<b>VII. Any other Receipts (Give Details)</b>					
Fees					
Capital Fund					
Sales of Publication			Final Payments	2,17,82,566.00	2,41,13,106.00
Sale of Assets			Advances and Withdrawals	5,26,24,487.00	2,04,64,297.00
Contribution from Members	3,44,49,173.00	3,88,43,383.00	Transfer of Balances		
Contribution from TRAI	1,06,46,246.00	1,07,03,072.00			

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**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT FUND ACCOUNT**  
**Receipts And Payments For The Year Ended 31<sup>st</sup> March 2025**

(Amount in ₹)

RECEIPTS	Current Year 2024-25	Previous Year 2023-24	PAYMENTS	Current Year 2024-25	Previous Year 2023-24
				VIII. Closing Balances	
<b>VII. Any other Receipts (Give Details)</b>					
Transfer of Balances			a) Cash in hand		
Repayment of Advances	11,37,698.00	9,43,120.00	b) Bank Balances		
Maturity of FDs/ Encashment of Mutual Funds	9,02,00,000.00	5,89,00,000.00	i) In current accounts		
Misc. Expenses	61,011.11		ii) In deposit accounts	24,47,27,277.00	
Accrued Interest on FDs as on 31.03.2025	1,42,27,277.00		iii) Savings accounts	48,41,776.81	4,84,599.80
<b>TOTAL</b>	<b>40,05,89,332.92</b>	<b>12,77,20,438.80</b>	<b>TOTAL</b>	<b>40,05,89,332.92</b>	<b>12,77,20,438.80</b>

Sd/-  
 Baaloo G. Iyer  
 Tech.Officer(F&EA)  
 Secretary (CPF)

Sd/-  
 Raji Geojo T  
 S.O. (IT)  
 Trustee

Sd/-  
 Vinay Kumar Goel  
 Dy. Advisor (HR)  
 Ex-Officio Trustee

Sd/-  
 Yatinnder Agrohi  
 Advisor (Admin)  
 Ex-Officio President

## Schedule 24 - Significant Accounting Policies

### 1. Accounting Conventions:

- i) The financial statements have been prepared in the "Uniform Format of Accounts" as approved by the Controller General of Accounts vide their letter No. F.No.19(1)/Misc./2005/TA/450-490 dated 23.07.2007.
- ii) Accounts have been prepared on accrual basis for the current year i.e., 2024-25. There is no change in Method of Accounting from the preceding year.
- iii) Investments depicted in Schedule 10. (Investments - Others) are carried at cost.

## Schedule 25 - Contingent Liabilities and Notes on Accounts

### Contingent Liabilities:

Claims against the Entity not acknowledged as debts NIL

### Notes on Accounts

1. Investments have been made on the pattern prescribed in the Notification of Ministry of Finance (Department of Financial Services) dated 2<sup>nd</sup> March, 2015 effective from 1<sup>st</sup> April 2015.
2. Investments depicted in Schedule 10 (Investments - Others) under Government Securities amounting to ₹ 20,90,70,000.00 and Deposits shown in Schedule 11(FDs in Banks/ PSUs) amounting to ₹ 24,47,27,277.00. OB & CB of FDs have been shown in the Receipts & Payments in 2024-25 in addition to Cash balance in bank.
3. Total CPF Members as on 01.04.2024 were 105 and in 2024-25, Four Officers and One Driver retired, Two new Members, TRAI joined on 17.01.2025 & 19.03.2025. Hence, 102 CPF Members as on 31.03.2025.
4. During 2024-25, received a subscription amount of ₹ 3,42,93,524/- and TRAI contribution of ₹ 1,06,46,246/-. The full & final payments made for ₹ 2,39,70,194/-.
5. The Withdrawals / Advances sanctioned during the year amounting to ₹ 5,26,24,487.00. Interest paid to members amounting to ₹ 3,08,77,187.00 and Refunds of advance ₹ 11,37,698/- recd. in 2024-25 out of which ₹ 10,02,448/- as against provision made in 2023-24. ₹ 1,80,775/- provision has also been made under "Advance Recoverable from Members" in 2024-25 and ₹ 1,75,000/- the excess provision was made in 2023-24 has also been adjusted.
6. A sum of ₹ 4,13,823.67 being shortfall of expenditure over income has been included in schedule 11 & 18 as recoverable and other income respectively.
7. The accrued interest amount of ₹ 61,011.11 (₹ 31,125/- for the period from 20<sup>th</sup> Mar. to 4<sup>th</sup> April, 2025 & ₹ 29,886.11 for the period from 6<sup>th</sup> March to 4<sup>th</sup> April, 2025) paid to SBI DFHI Ltd. while investing under Govt. Securities had booked under Misc. Expenses and the amount received from RBI has been adjusted with Misc. Expenses.
8. Provisions have been made for an amount of ₹ 1,95,800/- under Payable to Audit Fee, ₹ 1,28,552/- Payable to TRAI & ₹ 21,87,628/- payable to Retirement Dues to Members for the financial year 2024-25.
9. A provision was made under Accrued Interest for ₹ 2,61,49,896/- on Fixed Deposits upto the period of 31.03.2024 and the interest accrued on Fixed Deposits for the financial year 2024-25 ₹ 1,32,77,381/- have been merged / regrouped with Principal amount .

Sd/- Baaloo G. Iyer Tech.Officer(F&EA) Secretary (CPF)	Sd/- Anil Kumar Kaushal S.O. (GA) Trustee	Sd/- Raji Geojo T S.O. (IT) Trustee	Sd/- R. Ramanujam Dy. Advisor (F&EA) Ex-Officio Trustee
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Sd/- Vinay Kumar Goel Dy. Advisor (HR) Ex-Officio Trustee	Sd/- Yatinder Agrohi Advisor (Admin) Ex-Officio President
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**Telecom Regulatory Authority of India**

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