



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India



वर्ल्ड ट्रेड सेंटर, टॉवर-एफ (4th to 7th फ्लोर), नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F (4th to 7th Floor), Nauroji Nagar New Delhi - 110029
(An IS/ISO 9001:2015 Certified Organisation)

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

(As on 22nd June 2026)

Index

Sub-Section	Details	Page Nos
(i)	The Particulars of Organization, functions & duties	3-6
(ii)	The powers and duties of its officers and employees	6-12
(iii)	The procedure followed in the decision-making process, including channels of supervision and accountability	12-13 & Annex.-A
(iv)	The norms set by it for the discharge of its functions	13
(v)	The rules, regulations, instructions, manuals and records used by its employees for discharging its functions	13
(vi)	A statement of the categories of the documents held by it or under its control	13
(vii)	The particulars of any arrangement that exists for consultation with, or representation by the members of the public, in relation to the formulation of policy or implementation thereof	14
(viii)	A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted by it. Additionally, information as to whether the meetings of these are open to the public, or the minutes of such meetings are accessible to the public	Not Applicable to TRAI
(ix)	A directory of Authority, its officers and employees	14-21
(x)	The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations	22
(xi)	The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made	21-22
(xii)	The matter of execution of subsidy programmes, including the amounts allocated and the details and beneficiaries of such programmes	Not Applicable to TRAI
(xiii)	Particulars of recipients of concessions, permits or authorizations granted by it	Not Applicable to TRAI
(xiv)	Details of the information available to, or held by it, reduced in an electronic form	22
(xv)	The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use	22-23
(xvi)	The names, designations and other particulars of the Public Information Officers.	24
(xvii)	Such other information as may be prescribed	24-25

General

Telecom Regulatory Authority of India was established on 28.03.1997 under “The Telecom Regulatory Authority of India Act 1997” (as amended in the year 2000).

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

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

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

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

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

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

(i) The particulars of Organization, functions and duties :

A- Particulars of the Organization

(Section 3 of the TRAI Act)

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

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

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

(iv) The head office of the Authority is in New Delhi. The details for the same is given below

a. Name and address of the Organization:

Telecom Regulatory Authority of India
World Trade Centre, Tower-F (4th to 7th Floor), Nauroji Nagar,
New Delhi-110029, India.

b. Head of the organization:

Shri Anil Kumar Lahoti, (Chairperson).

B- Vision, Mission and Key objectives

Vision

To protect the interest of Service Providers and Consumers of the Telecom Sector, to promote and ensure orderly growth of the telecom sector and for matters connected therewith or incidental thereto. The Broadcasting and Cable Service sectors were brought under the purview of TRAI in the year 2004.

Mission

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

Key Objectives

The main objective of TRAI is to provide a fair and transparent policy environment which promotes a level playing field and facilitates fair competition

C- Functions of Authority

(Section 11 of the TRAI Act)

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

- (a) make recommendations, either suo motu or on a request from the licensor, on the following matters, namely:-
- i. need and timing for introduction of new service provider;
 - ii. terms and conditions of license to a service provider;
 - iii. revocation of license for non-compliance of terms and conditions of license;
 - iv. measures to facilitate competition and promote efficiency in the operation of telecommunication services so as to facilitate growth in such services.
 - v. technological improvements in the services provided by the service providers.

- vi. type of equipment to be used by the service providers after inspection of equipment used in the network.
- vii. measures for the development of telecommunication technology and any other matter relatable to telecommunication industry in general;
- viii. efficient management of available spectrum;

(b) discharge the following functions, namely:-

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

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

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

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

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

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

that Government shall supply such information within a period of seven days from receipt of such request:

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

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

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

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

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

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

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

A- Powers of Authority to call for information conduct investigations, etc.

(Section 12 of the TRAI Act)

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

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

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

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

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

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

B- Powers of Authority to issue directions

(Section 13 of the TRAI Act)

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

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

C- Duties of Authority, its Officers and employees

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

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

The Chairperson has powers of general superintendence and directions in the conduct of the affairs of the Authority and he, in addition to presiding over the meeting

of the Authority, exercise and discharges such powers and functions of the Authority and discharges such other powers and functions as may be prescribed.

Office of the Chairperson – Sh. Anil Kumar Lahoti, Chairperson

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

Office of the Member – Sh. Ritu Ranjan Mittar, Member

The Member is assisted by Sh. Sushil Kumar, PPS

Office of the Member – Dr. M. P. Tangirala, Member

The Member is assisted by Shri Virender Makhija, Sr.PPS

Part Time Member – Prof. Ranjan Bose

Part Time Member – Sh. Neelkanth Mishra

Secretary

The Secretariat of Telecom Regulatory Authority of India headed by the Secretary. The functions have been divided among the Divisions namely: Administration & IR, General Administration (GA), Broadcasting and Cable Services (B&CS), Consumer Affairs (CA), TCSR, Quality of Service (QoS), Information Technology (IT), Financial & Economic Analysis (F&EA), Legal Division, Networks, Spectrum and Licensing (NSL). The Secretary looks after manpower planning, deployment, promotions, transfer and postings in accordance with laid down rules. He steers the efforts for human resource development and training. All proposals for consideration of the Authority are processed through the Secretary. Secretary coordinates preparation, issue of agenda papers for Authority Meetings in consultation with Chairman. He organizes preparation of minutes of Authority Meeting and issue of regulations/directions/guidelines in accordance with the decision of the Authority.

Office of the Secretary – Shri Ashok Kumar Jha, Secretary - incharge

The Secretary is assisted by Shri P.O. Abraham, Sr. PPS, Sh. Rakesh Kumar Upadhyay, PA, Sh. Jitendra Kumar Joshi, Joint Advisor (Coord. & IR) & CPIO, and SRO, two Technical Officers.

.....

Administration & IR

Administration & IR Division headed by Sh. Yatinder Agrohi, Advisor (Admn. & IR). He is responsible for all administrative and personnel functions which include planning and control of human resource development in TRAI as well as coordinated availability of information for enforcement of all the Regulations/Directions/Orders

issued by TRAI. General Administration Division has the responsibility of management and control of activities of HR Section, A&P Section, GA Section, Finance Section, Library, MR & RTI Section, OL Section, PR Section, IR Section. The International Relations includes coordination with all International Organisations / bodies viz ITU, APT, World Bank, WTO, ADB, SATRC, OECD and other International Regulatory Bodies. Head of this Division in his/her capacity as Management Representative is also responsible for conducting and coordinating management review of Quality Management System under IS/ISO 9001: 2015 in TRAI. Advisor (Admn.) is also acting as the Transparency Officer in TRAI to oversee the implementation of sections of the RTI Act and other related provisions under the RTI Act. This Division also deals in Media Relations, International Relations: dealing with international cooperation and multilateral bodies, Human Resources including recruitment, Training and Capacity Building, Accommodation of TRAI Office, Procurement of Items and Services, Matters relating to ISO, Staff Welfare, Organizing OHDs/Seminars etc., RTI, Regional Offices: Coordination and all other matters relating to administration.

Advisor (Admn. & IR) is assisted by the following officers : -

Sh. Sumit Hemrajani, Joint Advisor (GA), Shri Jitendra Kumar Joshi, Joint Advisor (Coordination & IR) & CPIO, Shri Vinay Kumar Goel, Deputy Advisor (Admn.), Smt. P. Janaki, Deputy Advisor (A&P) & CAPIO, Smt. Aparna Vats, Deputy Advisor (Fin./OL/Hindi), Sh. Durgendra Singh Jadaun, SRO (Admn.), Sh. Shri Sudhakar Pathak, SRO (GA), Shri Rajat Sharma SRO (GA/Lib.), Smt. Anju Khandwal, SRO (OL/Hindi), Shri Vikas Nigam, SRO (IR-A&P), Shri Praveen Saxena. SRO(PR).

The Administration Division also comprises of Technical Officers, Section Officers, Assistants, one Cashier, Personal Assistants, LDC, Dispatch Rider and Photocopy Machine Operator.

.....

Broadcasting and Cable TV Services (B&CS)

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, 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/ digitalisation 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.

The Division is headed by Shri Ashok Kumar Jha, Pr. Advisor (B&CS, CA, TCSR), Smt. Deepali Sharma, Advisor (B&CS) and the following officers :-

Shri V.K. Agarwal, Joint Advisor (B&CS), Lt. Col. Abhishek Kumar Singh, Joint Advisor (B&CS), Smt. Sapna Sharma, Joint Advisor (B&CS), Smt. Shivani Sharma, Joint Advisor (B&CS). B&CS Division also comprises of three Senior Research Officer, one Technical Officer, two Section Officer, Sr. Private Secretary, Personal Assistant and Assistants.

.....

Consumer Affairs, (CA)

The Consumer Affairs, Division is also headed by Shri Ashok Kumar Jha, Pr. Advisor (B&CS, CA, TCSR) is responsible for –

- laying down the framework for redressal of complaints by service providers and consumer complaints received in TRAI;
- consumer education;
- registration of consumer advocacy groups and interaction with them;
- measures for protecting the interest of consumers;

The Division is headed by Shri Ashok Kumar Jha, Pr. Advisor (B&CS, CA, TCSR) is assisted by Shri Vivek Khare, Advisor (CA), Shri Alok Vohra, Deputy Advisor (CA), Shri Shailesh Kumar, Deputy Advisor (CA/IAU). CA Division also comprises of one Senior Research Officer, one Section Officer, Sr. Private Secretary, Personal Assistant and two Assistants.

.....

TRAI Centre of Studies & Research (TCSR)

TCSR Division is also headed by Shri Ashok Kumar Jha, Pr. Advisor (B&CS, CA, TCSR) and is responsible for conducting technical sessions, time to time, from eminent persons in their respective fields, so as to create awareness regarding new technology trends and capacity building among officers of TRAI. This Division also looks after the complaints regarding mobile towers such as installation/ removal, radiations hazard, monetary frauds, court cases, RTI etc.

Pr. Advisor (B&CS, CA & TCSR) Division is assisted by Col. Sanjeev Kumar Choudhary, Joint Advisor (TCSR), Technical Officer, Personal Assistant and Assistant posted in TCSR Divisions.

.....

Quality of Service and Information Technology (QoS & IT)

The Quality of Service & IT (QoS & IT) Divisions is headed by Shri Pushendra Kumar Singh, Pr. Advisor (QoS & IT). The QoS Division is responsible for –

- laying down Quality of Service standards, monitoring of Quality of Service performed by various service providers and measures for ensuring Quality of Service;
- measures for curbing Unsolicited Commercial Communications (UCC) as per regulation TCCCPR, 2018; and
- maintenance of register of interconnect agreements.

The Division is headed by Shri Pushpendra Kumar Singh, Pr. Advisor (QoS & IT) is assisted by Shri Tejpal Singh, Advisor (QoS-I), Shri Deepak Sharma, Advisor (QoS-II) and Ms. Archana Ahlawat, Advisor (IT) with the following officers/staff:

Shri Pawan Kumar Aggarwal, Joint Advisor (QoS-I), Lt. Col. Baljeet Singh Cheema, Joint Advisor (QoS-I), Shri Sanjay Kumar, Joint Advisor (QoS-II), Shri Ashok Kumar, Joint Advisor (QoS-II), Shri J.L. Mukhija, Deputy Advisor (QoS-II), Shri Vishwas Saxena, SRO(QoS-I), Sh. S. R. Bhaskar, SRO(QoS-I), Sh. Virendra Singh Rajput, SRO(QoS-I), Shri Rakesh Arora, SRO(QoS-II), Smt. Poonam Khurana, PPS (QoS, IT), Sh. Rajesh Kumar Vatsa, PPS (QoS-II), Smt. Geeta Pujari, PS (QoS-I),

QoS Division comprises of two Technical Officers, two Section Officers, Assistants. In addition, Research Associates are working on a contractual basis.

.....

Information Technology (IT)

Information Technology Division is headed by Shri Pushpendra Kumar Singh, Pr. Advisor (QoS & IT) and is responsible for overall planning and coordination of activities related to this unit. The IT section in TRAI is responsible for catering IT needs of various Divisions like analytics & visualization of data, implementation & maintenance of various portals & TRAI website, web applications, mobile app development, video conferencing etc. TRAI's IT division also maintains computer hardware assets and LAN setup of TRAI.

Pr. Advisor (IT & QoS) is assisted by Ms. Archana Ahlawat, Advisor (IT) and the following officers posted in IT Divisions Shri Videep Kumar Antiwal, Joint Advisor (IT), Shri Arvind Sharma, Joint Advisor (IT), Shri S. Ganesh, Deputy Advisor (IT), Shri Benny Francis K., SRO (IT) Shri Sanjeev Gangoli, SRO (IT). IT Division also comprises of PPS, Personal Secretary, Section Officer and Assistant.

.....

Financial and Economic Analysis (F&EA)

Financial and Economic Analysis (F&EA) Division is headed by Shri D Manoj, Pr. Advisor (F&EA). The Division deals with all economic analysis, framing of tariff policy for telecommunication services, fixation and monitoring of tariff for telecommunication services, preparation of monthly press release on subscription data, preparation of quarterly report on Indian Telecom Services Performance Indicators, financial analysis including compliance of Accounting Separation Regulation and Internal Financial Advisor.

Shri D. Manoj, Pr. Advisor (F&EA) is assisted by Shri Vijay Kumar, Advisor (F&EA-I & II) and the following officers: -

Smt. Meetu Gulati, Joint. Advisor (F&EA), Shri R. Ramanujam, Joint. Advisor (F&EA), Shri Ankit Anand, Joint. Advisor (F&EA), Shri Pallav Chaturvedi, SRO (F&EA), Smt. Shubha Sinha, SRO (F&EA), Smt. Annu Ahlawat, SRO(F&EA-II) F&EA Division also comprises of two Technical Officer, one Section Officer, Personal Secretary, Personal Assistant and Assistant.

Legal Division

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

Legal Division is headed by Shri Akhil Saxena, Advisor (Legal) and assisted by the officers Shri Praveen Kumar, Joint Advisor (Legal), Ms. Reevey J. Jacob, SRO (Legal) Personal Secretary, Personal Assistant, Section Officer and Assistant.

Legal Division also comprises of a Personal Secretary, Personal Assistant, Assistants and Research Associates (RAs).

Networks, Spectrum and Licensing (NSL)

Networks, Spectrum and Licensing (NSL) Division headed by Shri Arun Agarwal, Pr. Advisor (NSL), and is responsible for Spectrum Management, Audit of Spectrum, Mobile services and fixed line networks, Interconnection: Technical and commercial issues, NLD, ILD, Licensing: Policy and compliance, Mobile Number Portability (MNP), Quarterly Performance Reports/USO Obligations, Radio paging, PMRTS, VSAT, GMPCS etc., Broadband: Wireline and wireless.

Shri Arun Agarwal, Pr. Advisor (NSL) is assisted by Sh. Sameer Gupta, Advisor (NSL-I), Shri Akhilesh Kumar Trivedi, Advisor (NSL-II) and Shri Abdul Kayum, Advisor (BB&PA) with the following officers:-

Shri Rajeev Yadav, Joint Advisor (NSL-I), Shri Pavan Kumar Gupta, Joint Advisor (NSL-II), Shri Sachin Kumar, Joint Advisor (NSL-II), Smt. Rachna Mathur, Joint Advisor (NSL-II), Smt. Sonia Madan, Joint Advisor (NSL-II), Sh. Shishir Kansal, Joint Advisor (BB&PA), Sh. Dharmesh Makwana, Joint Advisor (BB&PA), Sh. Deepak Kumar Singh, SRO(NSL-I), Sh. Nilesh Kumar Rathore, SRO (NSL-II), Sh. Omendra Kumar Govind, SRO(NSL-II), Sh. Sandip Sarkar, SRO (NSL-II), Sh. Shashank Shekhar, SRO (BB&PA), Shri Ashwani Batra, SRO (BB&PA), Sh. Hemant, SRO (BB&PA).

NSL & BB&PA Divisions also comprises of one PPS, one Technical Officer, two Section Officer, two Personal Secretary, Personal Assistant, Assistants and Research Associates (RAs).

.....

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

To examine proposals on the subjects being dealt with in the Section. The dealing hand/Assistant submits files/cases to Section Officer, who gives suggestions on the proposals and submit to Senior Research officer and higher officers in accordance with the channel of submission and level of disposal of the matters under consideration.

To analyze the issues and references and take decisions based on data base, reports and rules/regulations as applicable. The Advisors are accountable for the functioning of their Division to the Secretary. The Secretary is responsible for overall functioning of all the Divisions and provide the necessary support of the Secretariat of TRAI to the Authority in discharging its functions and taking policy decisions. The Authority discharges its functions in the meetings held as per the TRAI Meetings for Transaction of Business Regulation, 1999.

The recommendations, directions, and orders relating to obligations falling within the jurisdiction of the Authority are formulated based on studies conducted, consultation process with the representatives of service providers, consumers advocacy groups etc. Channels of supervision and accountability are as given in the Organization Chart at [Annexure-A](#).

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

TRAI discharges its functions in accordance with Powers and Functions of the Authority as specified in Chapter III of TRAI Act 1997. The details of which are available on TRAI's website: www.traigov.in

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

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

(vi) A statement of the categories of the documents held by it or under its control

The information pertaining to categories of documents that are held by TRAI or under its control is same as in Sl. (v) above and the following:

1. Performance Indicator Reports of various services
2. Reports received from service providers on Quality of Service

3. Reports of periodical survey conducted by TRAI on QoS through independent agencies
4. Register of Interconnection Agreements
5. Accounting Separation Reports and Manuals of Telecom Services Providers
6. Annual Reports of TRAI
7. The Right to Information Act, 2005
8. TRAI's Quality Manual – IS/ISO 9001: 2015

Other documents such as guidelines/instructions issued from time to time are held by the Section.

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

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

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

TRAI has registered number of Consumer Organisations (COs) from all over the country. The TRAI interacts with these Organisations known as Consumer Organisations (COs). The list of COs is available on the TRAI website under the link given below:-

<https://traigov.in/list-of-registered-consumer-groups>

(ix) Designation-wise directory of TRAI :-

S. No	Name S/Shri/Smt	Designation	Division	Intercom No.
1.	Anil Kumar Lahoti	Chairman	Authority	701
2.	Ritu Ranjan Mittar	Member	Authority	703
3.	Dr. M.P. Tangirala	Member	Authority	704
4.	Prof. Ranjan Bose	Member (PT)	Authority	711
5.	Neelkanth Mishra	Member (PT)	Authority	712

6.	Ashok Kumar Jha	Secretary – incharge	O/o Secretary	707
7.	Pushpendra Kumar Singh	Pr. Advisor	QoS, IT	601
8.	Arun Agarwal	Pr. Advisor	NSL	503
9.	Ashok Kumar Jha	Pr. Advisor	B&CS, CA, TCSR	401
10.	D. Manoj	Pr. Advisor	F&EA	402
11.	Akhil Saxena	Advisor	Legal	710
12.	Yatinder Agrohi	Advisor	Admin. & IR	602
13.	Abdul Kayum	Advisor	BB&PA	504
14.	Deepali Sharma	Advisor	B&CS	414
15.	Vivek Khare	Advisor	CA	605
16.	Vijay Kumar	Advisor	F&EA-I & II	404
17.	Archana Ahlawat	Advisor	IT	514
18.	Sameer Gupta	Advisor	NSL-I	510
19.	Akhilesh Kumar Trivedi	Advisor	NSL-II	511
20.	Tejpal Singh	Advisor	QoS-I	512
21.	Deepak Sharma	Advisor	QoS-II	513
22.	Prakash Kirtani	Joint Advisor	O/o Chairman	730
23.	Sumeet Hemrajani	Joint Advisor	Admin. (PR)	615
24.	Jitendra Kumar Joshi	Joint Advisor	Admin. (Coord.)	614
25.	Dharmesh Makwana	Joint Advisor	BB&PA	520
26.	Shishir Kansal	Joint Advisor	BB&PA	517
27.	Lt. Col. Harkaran Singh Bedi	Joint Advisor	RO-Delhi	613
28.	Lt. Col. Abhishek Kr. Singh	Joint Advisor	B&CS-I & II	416
29.	Sapna Sharma	Joint Advisor	B&CS-II	418
30.	Shivani Sharma	Joint Advisor	B&CS-III	417
31.	V. K. Aggarwal	Joint Advisor	B&CS-III	419
32.	Ankit Anand	Joint Advisor	F&EA	405

33.	R. Ramanujam	Joint Advisor	F&EA	421
34.	Meetu Gulati	Joint Advisor	F&EA	426
35.	Videep Kumar Antiwal	Joint Advisor	IT	522
36.	Arvind Sharma	Joint Advisor	IT	523
37.	Praveen Kumar	Joint Advisor	Legal	709
38.	Rajeev Yadav	Joint Advisor	NSL-I	536
39.	Pavan Kumar Gupta	Joint Advisor	NSL-II	521
40.	Sachin Kumar	Joint Advisor	NSL-II	524
41.	Rachna Mathur	Joint Advisor	NSL-II	519
42.	Sonia Madan	Joint Advisor	NSL-II	515
43.	Pawan Kumar Aggarwal	Joint Advisor	QoS-I	537
44.	Lt. Col. Baljeet Singh Cheema	Joint Advisor	QoS-I	534
45.	Sanjay Kumar	Joint Advisor	QoS-II	518
46.	Ashok Kumar	Joint Advisor	QoS-II	525
47.	Col. S. K. Choudhary	Joint Advisor	TCSR	422
48.	Vinay Kumar Goel	Deputy Advisor	Admin. (HR)	617
49.	Aparna Vats	Deputy Advisor	Admin. (FIN/OL/Hindi)	619
50.	P. Janaki	Deputy Advisor	Admin. (A&P)	620
51.	Alok Vohra	Deputy Advisor	CA	618
52.	Shailesh Kumar	Deputy Advisor	CA/IAU	526
53.	S. Ganesh	Deputy Advisor	IT	529
54.	J. L. Mukhija	Deputy Advisor	QoS-II	535
55.	Anju Kandwal	SRO	Admin. (OL/Hindi)	630
56.	Durgendra Singh Jadaun	SRO	Admin. (HR)	631
57.	Vikas Nigam	SRO	Admin. (IR)	632
58.	Rajat Kumar Sharma	SRO	Admin. (GA)	634
59.	Sudhakar Pathak	SRO	Admin. (GA)	635

60.	Praveen Saxena	SRO	Admin. (PR)	633
61.	Shashank Shekar	SRO	BB&PA	547
62.	Hemant	SRO	BB&PA	549
63.	Ashwani Batra	SRO	BB&PA	567
64.	Prashant Tripathi	SRO	B&CS-I & III	430
65.	Bhupendra Singh	SRO	B&CS-III	498
66.	Manoj Kr. Verma	SRO	B&CS-III	429
67.	Mahendra Singh Parmar	SRO	B&CS-III	432
68.	Sushil Kr. Bansal	SRO	RO-Delhi	691
69.	Amit Kumar Pathak	SRO	RO-Delhi	548
70.	Nand Kishor Chaudhary	SRO	CA	629
71.	Annu Ahlawat	SRO	F&EA	425
72.	Pallav Chaturvedi	SRO	F&EA	431
73.	Shubha Sinha	SRO	F&EA	434
74.	Sanjeev Gangoli	SRO	IT	554
75.	Benny Francis K.	SRO	IT	556
76.	Reevey J. Jacob	SRO	Legal	720
77.	Deepak Kumar Singh	SRO	NSL-I	546
78.	Omendra Kumar Govind	SRO	NSL-II	544
79.	Sandip Sarkar	SRO	NSL-II	545
80.	Neelesh Kumar Rathore	SRO	NSL-II	543
81.	S. R. Bhaskar	SRO	QoS-I	861
82.	Vishwas Saxena	SRO	QoS-I	551
83.	Virendra Singh Rajput	SRO	QoS-I	552
84.	Rakesh Arora	SRO	QoS-II	838
85.	Ashok Raja Dhoundiyal	TO	Admin. (Finance)	638
86.	Sunil Kumar	TO	Admin. (Finance)	637

87.	Devender Kumar	TO	Admin. (Comm. & PR)	639
88.	Jai Kumar	TO	Admin. (RTI/MR)	650
89.	Ranvir Singh Rawat	TO	Admin. (GA)	660
90.	Sumit Nag	TO	Admin. (GA)	641
91.	Arvind Kumar	TO	Admin. (A&P)	644
92.	Rama Bawa	TO	Admin. (Coord.)	653
93.	Amiye Kumar Jha	TO	Admin. (Coord.)	654
94.	Kundan Kumar-I	TO	B&CS-I	493
95.	Kundan Kumar-II	TO	BB&PA	570
96.	Kailash Pujari	TO	F&EA	441
97.	Baaloo G. Iyer	TO	F&EA	440
98.	Mohd. Atique Anwar	TO	QoS-I	565
99.	Mohinder Singh	TO	QoS-II	562
100.	Rajender Kumar Sharma	TO	TCSR	439
101.	Virender Makhija	Sr. PPS	O/o Member (T)	734
102.	P.O. Abraham	Sr. PPS	O/o Secretary	740
103.	Jitender Kapoor	Sr. PPS	NSL	532
104.	Sushil Kumar	PPS	O/o Member (R)	736
105.	Rajesh Kumar Vatsa	PPS	QoS-II	542
106.	Phool Singh Choudhary	PPS	O/o Chairman	731
107.	Poonam Khurana	PPS	(IT, QoS)	686
108.	Ram Chandra Billat	PS	Admin. (GA)	636
109.	Shalini Katoch	PS	BB&PA	539
110.	Bhuvneshwar Kumar	PS	B&CS- I&III	473
111.	Anita	PS	CA	864
112.	Ranjeeta Manchanda	PS	F&EA	475
113.	Aruna Sethi	PS	IT	538

114.	Sanjay Kumar Arora	PS	Legal	741
115.	Geeta Joshi	PS	NSL-I	539
116.	Dolly	PS	NSL-II	540
117.	Geeta Pujari	PS	QoS-I	541
118.	Anil Kumar Kaushal	SO	Admin. (GA)	642
119.	Amit Bhardwaj	SO	Admin. (GA)	606
120.	Savitri Pokhriyal	SO	Admin. (GA)	640
121.	Satish Chandra Sharma	SO	Admin. (A&P)	646
122.	Sanjiv Kumar	SO	Admin. (A&P)	648
123.	Pawan Kumar Vij	SO	Admin. (PR)	860
124.	K. Shravan	SO	BB&PA	550
125.	Ajay Kumar	SO	B&CS-II	438
126.	Kailash Chand	SO	B&CS-III	437
127.	Chander Prakash Kalwani	SO	CA	694
128.	Rakesh Kumar	SO	F&EA	458
129.	Raji Geojo T.	SO	IT	558
130.	Ganesh Dutt	SO	Legal	719
131.	Chander Bali	SO	NSL-II	563
132.	Ritu Gusain	SO	QoS-I	564
133.	Reshma S. Usmani	SO	QoS-I	568
134.	Parveen Kumar Wadhwa	Assistant	Admin. (GA)	659
135.	Bharat	Assistant	Admin. (GA)	658
136.	Ajay Kapoor	Assistant	Admin. (GA)	693
137.	Pankaj Kumar	Assistant	Admin. (GA)	655
138.	Rahul	Assistant	Admin. (GA)	680
139.	Pulkit Dahiya	Assistant	Admin. (GA)	696
140.	Prashant Jangir	Assistant	Admin. (PR)	657

141.	Kirandeep Ahuja	Assistant	Admin. (HR)	671
142.	Harjivan Singh	Assistant	Admin. (HR)	697
143.	Rekha Rani	Assistant	Admin. (HR)	663
144.	Shubham Bisht	Assistant	Admin. (HR)	667
145.	Deepak Singh	Assistant	Admin. (OL/Hindi)	687
146.	Rohit Bhardwaj	Assistant	Admin. (Coord.)	677
147.	Krishan Kumar	Assistant	Admin. (Finance)	672
148.	Saurabh Aggarwal	Assistant	Admin. (Finance)	684
149.	Nidhi	Assistant	Admin. (Finance)	626
150.	Ved Prakash	Assistant	Admin. (RTI/MR)	651
151.	Devendra Sharma	Assistant	Admin. (A&P)	664
152.	Ram Avtar	Assistant	Admin. (A&P)	676
153.	Anish Kumar Sinha	Assistant	Admin. (A&P)	450
154.	Ashish Kumar	Assistant	Admin. (A&P)	699
155.	Aanchal Joshi	Assistant	BB&PA	569
156.	Apurva Verma	Assistant	BB&PA	818
157.	Amit Kumar Jayswal	Assistant	B&CS	486
158.	Lokesh Sharma	Assistant	B&CS-III	468
159.	Devesh Kushwaha	Assistant	CA	683
160.	Amisha Patel	Assistant	CA	690
161.	Arun Kumar Vohra	Assistant	F&EA	471
162.	Shweta	Assistant	F&EA	484
163.	Kanul	Assistant	IT	868
164.	Nishant Sharma	Assistant	IT	867
165.	Naina Kamal	Assistant	IFA	489
166.	Ritikesh Kumar	Assistant	Legal	721
167.	Udit Chikara	Assistant	NSL-I	819

168.	Shri Chand	Assistant	NSL-II	566
169.	Deepak Yadav	Assistant	NSL-II	817
170.	Samiksha Sharma	Assistant	QoS-I	583
171.	Jitender Yadav	Assistant	QoS-II	557
172.	Rahul Chauhan	Assistant	QoS-II	576
173.	Manish Kumar	Assistant	QoS-II	587
174.	Vishnu Yadav	Assistant	TCSR	880
175.	Rakesh Kumar Upadhyay	PA	O/o. Secy.	739
176.	Rajan Sharma	PA	Admin. (GA)	669
177.	Adarsh Lodhi	PA	Admin. (A&P/PR)	649
178.	Arun Jain	PA	Admin. (HR)	647
179.	Sumit	PA	Admin. (IR)	692
180.	Shivam Kumar	PA	BB&PA	866
181.	Muskan Rathor	PA	B&CS	494
182.	Varun Kumar	PA	B&CS	496
183.	Rudraksh	PA	B&CS	479
184.	Ravina	PA	F&EA	474
185.	Prity Raj	PA	F&EA	470
186.	Akash Kumar Meena	PA	IT	581
187.	Ravi Prakash Tiwari	PA	Legal	723
188.	Shalini Panwar	PA	NSL-I	846

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

The pay scales of Officers and staff is as under :-

SRL. NO.	NAME OF THE POST(S)	PAY SCALE [PAY+GP]	REVISED PAY MATRIX
1	Secretary	HAG Rs.67000-annual increment @ 3% - 79000	LEVEL-15
2	Principal Advisor	HAG Rs.67000-annual increment @ 3% - 79000	LEVEL-15
3	Advisor	PB 4-37400-67000+10000	LEVEL-14
4	Joint Advisor	PB 4-37400-67000 + 8700	LEVEL-13
5	Deputy Advisor	PB 3-15600-39100 + 7600	LEVEL-12
6	Sr. Principal Pvt. Secy.	PB 3-15600-39100 + 7600	LEVEL-12
7	SRO	PB 3-15600-39100 + 6600	LEVEL-11
8	Principal Pvt. Secy.	PB 3-15600-39100 + 6600	LEVEL-11
9	Technical Officer	PB 3-15600-39100 + 5400	LEVEL-10
11	Section Officer	PB 2-9300-34800 + 4600	LEVEL-7
12	Private Secretary	PB 2-9300-34800 + 4600	LEVEL-7
13	Assistant	PB 2-9300-34800 + 4200	LEVEL-6
14	Personal Assistant	PB-2 9300-34800 + 4200	LEVEL-6
15	Junior Hindi Translator	PB-2 9300-34800 + 4200	LEVEL-6
16	LDC	PB 1-5200-20200 + 1900	LEVEL-2
17	Driver Special Grade	PB-2 9300-34800 + 4200	LEVEL-6
18	Driver Gr.I	PB 1-5200-20200 + 2800	LEVEL-5
19	Driver Gr.II	PB 1-5200-20200 + 2400	LEVEL-4
20	Driver Ordinary Grade	PB 1-5200-20200 + 1900	LEVEL-2
21	PCMO	PB 1-5200-20200 + 1900	LEVEL-2
22	Dispatch Rider	PB 1-5200-20200 + 1900	LEVEL-2
23	Attendants	PB 1-5200-20200 + 1800	LEVEL-1

The total remuneration includes Basic in the Pay Band, Grade Pay, DA, HRA, Transport Allowance, etc, as per government rules.

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

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 information is also available on the public domain at TRAI website - www.trai.gov.in.

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

Not Applicable

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

Not Applicable

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

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

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

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

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

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

APPELLATE AUTHORITY

Shri D. Manoj

Pr. Advisor (F&EA)

Telecom Regulatory Authority of India

World Trade Centre, Tower-F, (4th to 7th Floor), Nauroji Nagar,
New Delhi-110 029.

TRANSPARENCY OFFICER

Shri Yatinder Agrohi

Advisor (Admn. & IR)

Telecom Regulatory Authority of India

World Trade Centre, Tower-F, (4th to 7th Floor), Nauroji Nagar,
New Delhi-110 029.

CENTRAL PUBLIC INFORMATION OFFICER (CPIO)

Shri Jitendra Kumar Joshi

Joint Advisor (Coord. & IR)

Telecom Regulatory Authority of India

World Trade Centre, Tower-F, (4th to 7th Floor), Nauroji Nagar,
New Delhi-110 029.

CENTRAL ASSISTANT PUBLIC INFORMATION OFFICER (CAPIO)

Smt. P. Janaki

Deputy Advisor (IR) & CAPIO

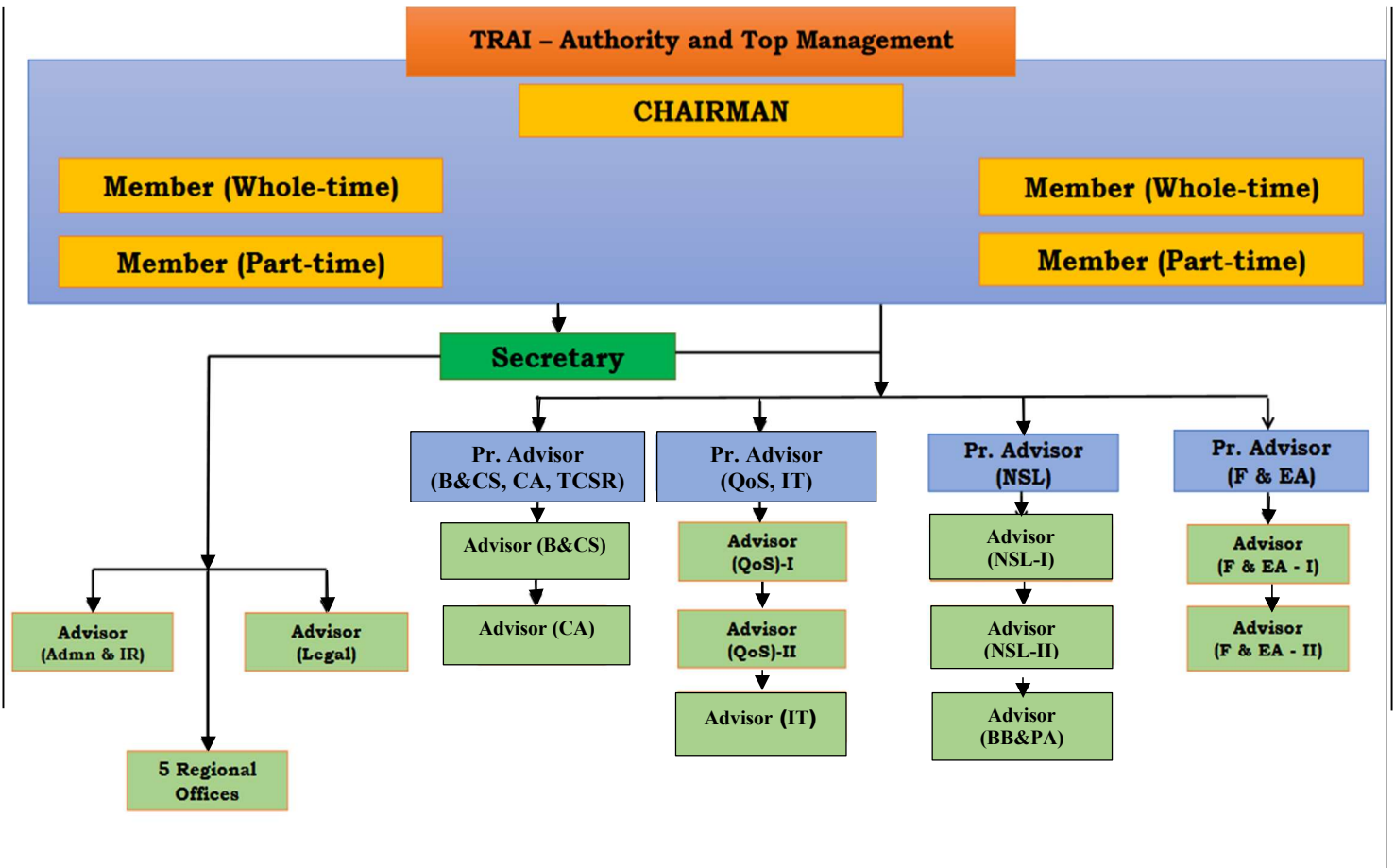
Telecom Regulatory Authority of India

World Trade Centre, Tower-F, (4th to 7th Floor), Nauroji Nagar,
New Delhi-110 029.

(xvii) Such other information as may be prescribed

The information related to RTIs are available on TRAI website also under the link <https://traigov.in/rti>

Annexure-A



-XXXX-