



**भारतीय दूरसंचार विनियामक प्राधिकरण**  
**Telecom Regulatory Authority of India**

महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,  
Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg,  
(पुराना मिनटो रोड)/(Old Minto Road), नई दिल्ली/New Delhi-110 002  
**(An IS/ISO 9001:2015 Certified Organisation)**



**MANUAL**  
**Compliance Under Section 4(1) (b) of the**  
**Right to Information Act, 2005**  
*(As on 10<sup>th</sup> May 2022)*

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## **General**

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

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

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

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

In pursuance 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)

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

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

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

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

a. Name and address of the Organization:  
Telecom Regulatory Authority of India  
Mahanagar Door Sanchar Bhawan,  
Jawaharlal Nehru Marg, Old Minto Road,  
New Delhi-110002, India.

b. Head of the organization:

Dr P.D. Vaghela, (Chairperson).

## **(5) 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 objectives of TRAI is to provide a fair and transparent policy environment which promotes a level playing field and facilitates fair competition

## **B Functions of Authority**

(Section 11 of the TRAI Act)

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

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

- vi. type of equipment to be used by the service providers after inspection of equipment used in the network.
  - vii. measures for the development of telecommunication technology and any other matter 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 – Dr. P. D. Vaghela, Chairperson**

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

**Office of the Member – Vacant**

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

**Office of the Member – Smt. Meenakshi Gupta**

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

**Part Time Member – Prof Bhaskar Ramamurthi**

**Part Time Member – (vacant)**

**Secretary**

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

**Office of the Secretary – Shri V. Raghunandan, Secretary**

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

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**Administration Division**

General Administration Division headed by Smt. Vandana Sethi, Advisor (Admn. & IR). She is responsible for all administrative and personnel functions which include planning and control of human resource development in TRAI as well as coordinated availability of information for enforcement of all the Regulations/Directions/Orders issued by TRAI. General Administration Division has the responsibility of management



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

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

Lt. Col. T. Rajish Sundaran, Joint Advisor (GA), Shri S. K. Dutta, Joint Advisor (Coordination) & CPIO, Shri Manish Jain, Joint Advisor (HR), Smt. Vibha Tomar, Joint Advisor (IR & PR), Sh. R. Ramanujam, Dy. Advisor(Finance), Shri Rakesh Purohit, Dy. Advisor(GA), Shri Vinay Kumar Goel, SRO (A&P), Smt. Mamta Kukrati, SRO(A&P), Smt P. Janaki, SRO(Coordination) & CPIO, Shri Manish Negi, SRO (GA), Shri Vikas Nigam, SRO(IR), Shri D. S. Dhanik, SRO(OL/PR), Shri Nand Kishore Choudhary, SRO(Lib.).

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

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**Broadcasting and Cable TV Services Division (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 Mahendra Srivastava, Pr. Advisor (B&CS), Shri Anil Kumar Bhardwaj, Advisor (B&CS) and the following officers :-

Shri V.K.Agarwal, Jt Advisor (B&CS), Shri C.P.Sharma, Jt. Advisor (B&CS), Shri Devendra Dwivedi, Jt. Advisor (B&CS), Smt Sapna Sharma, Jt. Advisor (B&CS) , Smt

Shivani Sharma, Dy Advisor (B&CS), Shri Sumeet Hemrajani, , Dy Advisor (B&CS), Shri Rajesh Mattoo, Sr. Research Officer(B&CS), and Shri Praveen Saxena, Sr Research Officer (B&CS), B&CS Division also comprises of two Technical Officer, two Section Officer, one PPS, two Private Secretary, two Personal Assistant and two Assistants.

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

The Consumer Affairs and Quality of Service (CA & QoS) Division is headed by Pr. Advisor (CA, I.T, QoS) . The Division is responsible for –

- laying down the framework for redressal of complaints by service providers and consumer complaints received in TRAI;
- consumer education;
- registration of consumer advocacy groups and interaction with them;
- measures for protecting the interest of consumers;
- laying down Quality of Service standards, monitoring of Quality of Service performed by various service providers and measures for ensuring Quality of Service;
- measures for curbing Unsolicited Commercial Communications (UCC) as per regulation TCCCPR, 2018; and
- maintenance of register of interconnect agreements.

Pr. Advisor (CA, I.T, QoS) is assisted by Shri Asit Kadayan, Advisor(QoS) with the following officers/staff:

Shri Pawan Kumar Aggarwal, Joint Advisor (QoS), Col. Sanjeev Kumar Choudhary, Joint Advisor (QoS), Lt. Col. Sidharth Shukla, Joint Advisor (QoS), Shri S.M.K. Chandra, Jt. Advisor (CA), Shri Manmohan Vyas, Dy. Advisor (CA), Shri Videep Kumar Antiwal, Dy. Advisor (IT), Shri Narendra Kumar, Deputy Advisor(QoS), Shri Vikas Verma Sr. Research Officer (QOS), Shri Hemant Dhawan ,Sr. Research Officer (QOS), Shri J.L.Mukhija, Sr. Research Officer (QOS), and Shri Molay Mukhopadhyay, Principal Private Secretary(QoS), Raghubir Singh, Sr. Principal Private Secretary(CA)

QoS Division comprises of Two Technical Officer, three Assistants. In addition, three Research Associates are working on contractual basis.

Consumer Affairs Division comprises of two Technical Officer and One Assistant

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## **Financial and Economic Analysis Division (F&EA)**

Financial and Economic Analysis (F&EA) Division headed by Dr. M. P. Tangirala Pr. Advisor (F&EA). This Division deals with all economic analysis, framing of tariff policy for telecommunication services, fixation and monitoring of tariff for telecommunication services, preparation of monthly press release on subscription

data, preparation of quarterly report on Indian Telecom Services Performance Indicators, financial analysis of telecom sector including compliance of Accounting Separation Regulation and Internal Financial Advisor.

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

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

F&EA Division also comprises of Two Technical Officers, one Section Officer, three Personal Secretary, four Assistants and one Personal Assistant.

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## **Legal Division**

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

Shri Rajiv Ranjan Tiwari Advisor (Legal) is assisted by Shri S.B. Singh, Jt. Advisor (Legal), Sh. D. Narasimha Rao, PPS and Smt. Reevey J. Jacob, TO (Legal).

Legal Division also comprises of one Section Officer, three Assistants and one Personal Assistant. In addition, three Research Associates are working on contractual basis.

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## **Networks, Spectrum and Licensing Division (NSL)**

Networks, Spectrum and Licensing Division (NSL) Division headed by Shri Rajiv Sinha, 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.

Pr. Advisor (NSL) is assisted by Shri S.T. Abbas, Advisor (NSL-II) and Shri Sanjeev Kumar Sharma, Advisor (BB&PA and NSL-I) with the following officers:-

Lt. Col. Shri R.N .Bhandari, Joint Advisor (NSL-II), Smt. Rachna Mathur, Jt. Advisor (NSL-II), Lt. Col. Shri Pranav Mohotra, Joint Advisor (NSL-II), Smt. Shuchi Srivastava, Jt. Advisor (BB&PA), Lt. Col. Santanu Das, Jt Advisor (BB&PA) , Sh. Sanjay Kumar, Jt. Advisor (BB&PA), Smt. Sonia Madan, Dy. Advisor (NSL-II), Shri Alok Vohra, Dy. Advisor (BB&PA), Shri Pavan Kumar Sharma, Sr. Research Officer (NSL-II), Shri Omendra Kumar Govind, Sr. Research Officer (NSL-II), Shri Sandip Sarkar,

Sr. Research Officer (NSL-II), Shri Rajesh Narayan, SRO (NSL-I), Shri Bipul Prasad, SRO (NSL-I), Shri Shailesh Kumar, SRO (BB&PA).

NSL Division also comprises of One PPS, Two Technical Officers, one Section Officer, One Personal Secretary, five Assistants and three Personal Assistants. In addition, four Research Associates are working on contractual basis

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### **Information Technology Division (IT)**

Information Technology Division is headed by Shri Mahendra Srivastava, Pr. Advisor (IT, CA & TD) 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, CA & TD) Division is assisted by the following officers are posted in IT Divisions:- Lt. Col. Rakesh Kumar , Joint Advisor (IT) Shri Videep Kumar Antiwal, Dy. Advisor (IT), Shri S. Ganesh, Sr. Research Officer (IT), IT Divisions also comprise of Technical Officer, Private Secretary, Personal Assistant and Assistant.

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### **Technology Development (TD) Division:**

Technology Development Division is also headed by Shri Mahendra Srivastava, Pr. Advisor (IT, CA & TD) 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. All issues related to R&D in fields of telecom and broadcasting are dealt by TD division. This division also looks after the complaints regarding mobile towers such as installation/ removal, radiations hazard, monetary frauds, court cases, RTI etc.”

Pr. Advisor (IT, CA & TD) Division is assisted by officer posted in TD Divisions: Lt. Col. Dheeraj Nautiyal, Jt. Advisor (TD). TD Division also comprise of one Assistant and one Personal Assistant.

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The number of staff employed as 08-Attendants, 10-Drivers, 02-PCM Operators and 01-Dispatch Rider.

### ***(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 submits 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 on the basis of data base, reports and rules/regulations as applicable. The Advisors are accountable for the functioning of their Division to the Secretary. Wherever necessary, Consultants are also engaged. The Secretary is responsible for overall functioning of all the twelve Divisions and accords the necessary support of the Secretariat of TRAI to the Authority in discharging its functions and taking policy decisions. The Authority discharges its functions in the meetings held as per the TRAI Meetings for Transaction of Business Regulation, 1999.

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

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

TRAI discharges its functions in accordance with Powers and Functions of the Authority as specified in Chapter III of TRAI Act 1997. The details of which are available on TRAI's website: [www.traigov.in](http://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](http://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 a number of consumer organisations and NGOs from all over the country. The TRAI interacts with these organisations known as Consumer Advocacy Groups (CAGs) frequently. The list of CAGs are available on TRAI website under the link given below:

[https://traigov.in/sites/default/files/List\\_of\\_CAG\\_with\\_TRAI.pdf](https://traigov.in/sites/default/files/List_of_CAG_with_TRAI.pdf)

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

SN	Name (S./Shri/Smt./Ms.)	Designation	Division Section	Intercom (23664- Extn.)
1	Dr. P. D. Vaghela	Chairman	O/o Chairperson	301
2	Meenakshi Gupta	Member (MG)	O/o Member	307
3	V. Raghunandan	Secretary	O/o Secretary	201
4	Rajiv Sinha	Pr. Advisor	NSL	401
5	M.P. Tangirala	Pr. Advisor	F&EA	139
6	Mahendra Srivastava	Pr. Advisor	QoS, IT & CA/ B&CS	255/131
7	Amit Sharma	Advisor	F&EA	433
8	Anil Kumar	Advisor	B&CS - II	410
9	Asit Kadayan	Advisor	QoS	601
10	Kaushal Kishore	Advisor	F&EA	178
11	Rajiv Ranjan Tiwari	Advisor	LEGAL	134
12	Sanjeev Kumar Sharma	Advisor	BB&PA	425
13	Syed Tausif Abbas	Advisor	NSL-2	173
14	Vandana Sethi	Advisor	Admn.	209
15	Akhilesh Trivedi	Jt. Advisor	F&EA	189
16	C.P. Sharma	Jt. Advisor	B&CS - I	404

17	Col. S.K. Choudhary	Jt. Advisor	QoS	277
18	Devendra Dwivedi	Jt. Advisor	B&CS - II	253
19	Lt. Col. Dheeraj Nautiyal	Jt. Advisor	IT/TD	516
20	Lt. Col. Pranav Mohotra	Jt. Advisor	NSL-2	659
21	Lt. Col. R.N. Bhandari	Jt. Advisor	NSL-2	115
22	Lt. Col. Rakesh Kumar	Jt. Advisor	IT	525
23	Lt. Col. Santanu Das	Jt. Advisor	BB&PA	254
24	Lt. Col. Sidharth Shukla	Jt. Advisor	QoS	355
25	Lt. Col. T. Rajish Sundaran	Jt. Advisor	Admn. (GA)	256
26	Manish Jain	Jt. Advisor	Admn. (HR)	211
27	Mayur Gupta	Jt. Advisor	F&EA	183
28	Pawan Kumar Aggarwal	Jt. Advisor	QoS	603
29	Prakash Kirtani	Jt. Advisor	O/o Chairperson	302
30	Rachna Mathur	Jt. Advisor	NSL-2	190
31	S.B. Singh	Jt. Advisor	LEGAL	137
32	S.K. Dutta	Jt. Advisor	Admn.(Coord.)	503
33	S.M.K. Chandra	Jt. Advisor	CA	222
34	Sanjay Kumar	Jt. Advisor	BB&PA	257
35	Sapna Sharma	Jt. Advisor	B&CS - II	508
36	Shuchi Srivastava	Jt. Advisor	BB&PA	507
37	V.K. Aggarwal	Jt. Advisor	B&CS - III	504
38	Vibha Tomar	Jt. Advisor	Admn. (IR/PR)	109
39	Alok Vohra	Dy. Advisor	BB&PA	607
40	Narendra Kumar	Dy. Advisor	QoS	414
41	Man Mohan Vyas	Dy. Advisor	CA	555
42	Meetu Gulati	Dy. Advisor	F&EA	652
43	R. Ramanujam	Dy. Advisor	Admn. (Finance)	182
44	Rakesh Purohit	Dy. Advisor	Admn. (GA)	686
45	Shivani Sharma	Dy. Advisor	B&CS - III	252
46	Sonia Madan	Dy. Advisor	NSL-2	273
47	Sumeet Hemrajani	Dy. Advisor	B&CS - III	251
48	Videep Kumar Antiwal	Dy. Advisor	IT	661
49	P.O. Abraham	Sr. PPS	O/o Secy	202
50	Raghubir Singh	Sr. PPS	O/o Pr. Adv(QoS, CA & IT)	305/172
51	Virender Makhija	Sr. PPS	O/o Member (R)	308
52	Ajay Jain	SRO	F&EA	212
53	Aparna Vats	SRO	F&EA	505
54	Bipul Prasad	SRO	NSL-1	654
55	Dinesh Singh Dhanik	SRO	Admn. (OL/PR)	218
56	Hemant	SRO	QoS	524
57	J.L. Mukhija	SRO	QoS	605
58	Mamta Kukrati	SRO	Admn. (A&P)	554

59	Manish Negi	SRO	Admn. (GA)	141
60	Nand Kishor Chaudhary	SRO	Admn. (Library)	187
61	Omendra Kumar Govind	SRO	NSL-2	144
62	P. Janaki	SRO	Admn. (MR & Coord)	220
63	Pavan Kumar Sharma	SRO	NSL-2	176
64	Praveen Saxena	SRO	B&CS - II	662
65	Rajat Kumar Sharma	SRO	IT	650
66	Rajesh Mattoo	SRO	B&CS - II	415
67	Rajesh Narayan	SRO	NSL-1	105
68	S. Ganesh	SRO	IT	606
69	Sandip Sarkar	SRO	NSL-2	174
70	Shailesh	SRO-3	BB&PA	537
71	Shubha Sinha	SRO	F&EA	122
72	Vikas Nigam	SRO	Admn. (IR)	452
73	Vikas Verma	SRO	QoS	604
74	Vinay Kumar Goel	SRO	Admn. (A&P)	213
75	D. Narshimha Rao	PPS	Legal	615
76	Jitender Kapoor	PPS	NSL	402
77	Molay Mukhopadhyay	PPS	QoS	602
78	R.K. Dhawan	PPS	F&EA	140
79	Anju Kandwal	TO	Admn. (OL)	180
80	Ashwani Batra	TO	BB&PA	509
81	A.L. Ramesh	TO	NSL-2	657
82	Baaloo G. Iyer	TO	F&EA	233
83	Benny Francis K.	TO	IT	556
84	K.C. Pujari	TO	Admn. (GA)	142
85	Manoj Kr. Verma	TO	B&CS - III	488
86	Mohinder Singh	TO	QoS	311
87	N.S. Rawat	TO	B&CS - II	405
88	Reevey J. Jacob	TO	LEGAL	136
89	Rajender Kumar Sharma	TO	F&EA	279
90	Rama Bawa	TO	Admn.(Coord.)	221
91	S.R. Bhaskar	TO	CA	326
92	Sushil Kr. Bansal	TO	CA/IAU	111/651
93	Vishwas Saxena	TO	QoS	664
94	Ajay Kumar	SO	Admn. (A&P)	215
95	Amiye Kumar Jha	SO	Admn. (A&P)	<b>147</b>
96	Arvind Kumar	SO	B&CS - II	406
97	Ashok Raja Dhoundiyal	SO	B&CS - I	529
98	Devender Kumar	SO	Admn. (Comm. & PR)	217
99	Jai Kumar	SO	Admn. (RTI)	238
100	Kundan Kumar-I	SO	F&EA	125



101	Kundan Kumar-II	SO	NSL-1	124
102	Mohd. Atique Anwar	SO	LEGAL	266
103	Ranvir Singh Rawat	SO	Admn. (GA)	150
104	Sumit Nag	SO	Admn. (GA)	149
105	Sunil Kumar	SO	Admn. (Finance)	113
106	Aruna Sethi	PS	IT	367
107	Bhuvneshwar Kumar	PS	B&CS - I & III	316
108	Dolly	PS	NSL-2	188
109	Geeta Pujari	PS	F&EA	186
110	Phool Singh Choudhary	PS	O/o Chairperson	224
111	Poonam Khurana	PS	O/o Secy	203
112	Rajesh Kumar Vatsa	PS	O/o Member (R)	309
113	Ranjeeta Manchanda	PS	F&EA	582
114	Sanjay Kumar Arora	PS	BB&PA	210
115	Shalini Katoch	PS	F&EA	179
116	Sushil Kumar	PS	B&CS - II	545
117	Amit Bhardwaj	Assistant	F&EA	181
118	Amit Kumar	Assistant	BB&PA	527
119	Anil Kumar Kaushal	Assistant	BB&PA	663
120	Arun Kumar Vohra	Assistant	Admn. (A&P)	205
121	Ashutosh Kala	Assistant	Admn. (A&P)	461
122	Bharat	Assistant	Admn. (GA)	403
123	Chander Bali	Assistant	NSL-II	269
124	Chander Prakash Kalwani	Assistant	F&EA	653
125	Devendra Sharma	Assistant	Admn. (A&P)	614
126	Ganesh Dutt	Assistant	LEGAL	208
127	Guljeet Singh Suri	Assistant	Admn. (Comm. & PR)	208
128	Hemant Kumar	Assistant	F&EA	175
129	Jai Singh	Assistant	LEGAL	575
130	Jitender Yadav	Assistant	QoS	267
131	K. Shravan	Assistant	Admn. (GA)	177
132	Kailash Chand	Assistant	B&CS - III	110
133	Kirandeep Ahuja	Assistant	Admn.(Comm. & PR/IR)	550
134	Krishan Kumar	Assistant	Admn. (Finance)	112
135	Meenakshi	Assistant	Admn. (OL)	609
136	Om Prakash Prasad	Assistant	LEGAL	379
137	P. V. Yeshoda	Assistant	F&EA	459
138	Pankaj Kumar	Assistant	Admn. (GA)	375
139	Parveen Kumar Wadhwa	Assistant	Admn. (GA)	148
140	Raji Geojo T.,	Assistant	IT	531
141	Rajiv Ranjan	Assistant	NSL-2	523
142	Rakesh Kumar	Assistant	F&EA	121

143	Reshma S. Usmani	Assistant	QoS	236
144	Ritu Gusain	Assistant	QoS	656
145	Sampuran Dass	Assistant	Admn. (RTI)	539
146	Sanjiv Kumar	Assistant	Admn. (A&P)	223
147	Sathi Ramakrishnan	Assistant	Admn. (GA)	145
148	Satish Chandra Sharma	Assistant	Admn. (A&P)	216
149	Saurabh Aggarwal	Assistant	CA	534
150	Savitri Pokhriyal	Assistant	Admn. (GA)	454
151	Shyam Singh	Assistant	TD	460
152	Ved Prakash	Assistant	BB&PA	538
153	Anita	PA	LEGAL	561
154	Geeta Joshi	PA	BB&PA	518
155	Pawan Kumar	PA	QoS	506
156	Rajan Sharma	PA	B&CS - II	373
157	Rakesh Kumar Upadhyay	PA	B&CS	268
158	Ram Chandra Billat	PA	Admn.	413
159	Ravi Kumar	PA	CA&IT	272
160	Shashikant Kumar	PA	Admn.(GA)/NSL-2	613
161	Wasim Ahmad	PA	NSL-I/BB&PA	510
162	Anil Kumar	Attendant	B&CS	
163	Avtar Singh	Attendant	Finance	
164	Dilip Kumar	Attendant	Admn. (A&P)	
165	Mamta Sharma	Attendant	Admn. (GA)	
166	Rajendar	Attendant	O/o Member (R)	
167	Subol Kumar Sharma	Attendant	F&EA	
168	Sudhir	Attendant	LEGAL	
169	Urmila Negi	Attendant	Admn. (Library)	
170	Bhola Paswan	Driver Gr-I	Admn. (GA)	
171	Deo Krishna Thakur	Driver Ord. Grd.	Admn. (GA)	
172	Giri Raj	Driver Gr-II	Admn. (GA)	
173	Harish Chand	Driver Ord. Grd.	Admn. (GA)	
174	Harpal Singh	Driver Gr-II	Admn. (GA)	
175	Manbir Singh Panwar	Driver Gr-II	Admn. (GA)	
176	Narender Kumar	Driver Ord. Grd.	Admn. (GA)	
177	Ranjit Singh	Driver Gr-II	Admn. (GA)	
178	Sajjan Kumar	Driver Gr-I	Admn. (GA)	
179	Shyam Singh	Driver Ord. Grd.	Admn. (GA)	
180	Manjeet Singh	PCMO	Admn. (GA)	376
181	Laxman Singh	PCMO	Admn. (GA)	617
182	Shankar Dhone	DR	Admn. (GA)	

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

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

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

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

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

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 2020-21 was 91.20 crore. The major heads of expenditure during the period were 'salaries', 'rent', 'professional fee' etc

The information is also available on the public domain at TRAI website - [www.traigov.in](http://www.traigov.in).

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

*Not Applicable*

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

*Not Applicable*

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

The information is available/ held by TRAI in electronic form is available on the public domain at TRAI website – [www.traigov.in](http://www.traigov.in)

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

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

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

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

**APPELLATE AUTHORITY**

**Dr. M. P. Tangirala**

**Pr. Advisor (F&EA)**

**Telecom Regulatory Authority of India**

Mahanagar Doorsanchar Bhawan,  
Jawaharlal Nehru Marg, Old Minto Road,  
New Delhi-110 002. Tele: 011- 23221856

**TRANSPARENCY OFFICER**

**Smt. Vandana Sethi**

**Advisor (Admn)**

**Telecom Regulatory Authority of India**

Mahanagar Doorsanchar Bhawan,  
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New Delhi-110 002. Tele: 011- 23236119

**CENTRAL PUBLIC INFORMATION OFFICER (CPIO)**

**Shri S. K. Dutta**

**Jt. Advisor (Coord) & CPIO**

**Telecom Regulatory Authority of India**

Mahanagar Doorsanchar Bhawan,  
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New Delhi-110 002. Tele : 011-23664503

**CENTRAL ASSISTANT PUBLIC INFORMATION OFFICER (CAPIO)**

**Smt P. Janaki**

**Senior Research Officer (Coord) & CAPIO**

**Telecom Regulatory Authority of India**

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Jawaharlal Nehru Marg, Old Minto Road,  
New Delhi-110 002. Tele : 011-23664220

***(xvii) Such other information as may be prescribed***

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

