



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

महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,  
Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg,  
(पुराना मिनटो रोड़)/(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 30<sup>th</sup> October 2022)*

## Index

Sub-Section	Details	Page Nos
(i)	The Particulars of Organization, functions & duties	3-5
(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 & 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	13-14
(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	14-18
(x)	The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations	19
(xi)	The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made	19-20
(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	20
(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	20
(xvi)	The names, designations and other particulars of the Public Information Officers.	21
(xvii)	Such other information as may be prescribed	21

## **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 relating 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: -**

Shri S. K. Dutta, Joint Advisor (Coordination) & CPIO Lt. Col. T. Rajish Sundaran, Joint Advisor (GA),, Shri Manish Jain, Joint Advisor (HR), Smt. Vibha Tomar, Joint Advisor (IR & PR), Sh. R. Ramanujam, Dy. Advisor(Finance), Shri Vinay Kumar Goel, Dy. Advisor(HR), Smt P. Janaki, SRO(Coordination) & CAPIO, Shri Manish Negi, SRO (GA), Shri Vikas Nigam, SRO(IR), Shri D. S. Dhanik, SRO(OL/PR), Shri Rajat Sharma SRO (GA), 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 S.T.Abbas, 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), Smt Sapna Sharma, Jt. Advisor (B&CS) , Smt Shivani Sharma, Dy Advisor (B&CS), Shri Sumeet Hemrajani, Dy Advisor (B&CS), Shri Rakesh Purohit, Dy Advisor (B&CS) and Shri

Praveen Saxena, Sr Research Officer (B&CS), Smt. Mamta Kukreti, SRO(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 TCCCP, 2018; and
- maintenance of register of interconnect agreements.

The division is headed by Shri Mahendra Srivastava, Pr. Advisor (CA, IT & QoS) is assisted by Shri Anand Kumar Singh, Advisor (QOS, IT & CA) 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 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.

Financial and Economic Analysis (F&EA) Division is headed by Shri Kaushal Kishore Pr Advisor (F&EA) I/C & 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.

Shri Rajiv Sinha, Pr. Advisor (NSL) is assisted by) and Shri Sanjeev Kumar Sharma, Advisor (BB&PA and NSL-I) and Shri Akhilesh Kumar Trivedi, Advisor (NSL-II 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. Suchi 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 Shri Anand Kumar Singh, Advisor (QOS, IT & CA) and the following officers 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 Shri Anand Kumar Singh, Advisor (QOS, IT & CA) and by officers posted in TD Divisions.

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### ***(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://traai.gov.in/sites/default/files/List\\_of\\_CAG\\_with\\_TRAAI.pdf](https://traai.gov.in/sites/default/files/List_of_CAG_with_TRAAI.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	Mahendra Srivastava	Pr. Advisor	QoS, IT & CA	255/ 131
6	Syed Tausif Abbas	Pr. Advisor	B&CS	255
7	Akhilesh Trivedi	Advisor	NSL-II	173
8	Amit Sharma	Advisor	F&EA	433
9	Anand Kumar Singh	Advisor	IT & CA	258
10	Anil Kumar	Advisor	B&CS - II	410
11	Kaushal Kishore	Advisor	F&EA	178
12	Rajiv Ranjan Tiwari	Advisor	LEGAL	134
13	Sanjeev Kumar Sharma	Advisor	BB&PA	425
14	Vandana Sethi	Advisor	Admn.	209
15	Arvind Kumar	Advisor	Transfer (On deputation)	103
16	Sanjeev Banzal	Advisor	Transfer (On deputation)	258
17	C.P. Sharma	Jt. Advisor	B&CS - I	404
18	Col. S.K. Choudhary	Jt. Advisor	QoS	277
19	K. Chandra Choodan	Jt. Advisor	Transfer (Bengaluru)	

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	Shivani Sharma	Jt. Advisor	B&CS - III	252
37	Shuchi Srivastava	Jt. Advisor	BB&PA	507
38	V.K. Aggarwal	Jt. Advisor	B&CS - III	504
39	Vibha Tomar	Jt. Advisor	Admn. (IR/PR)	109
40	Alok Vohra	Dy. Advisor	BB&PA	501
41	Narendra Kumar	Dy. Advisor	QoS	414
42	Man Mohan Vyas	Dy. Advisor	CA	555
43	Meetu Gulati	Dy. Advisor	F&EA	652
44	R. Ramanujam	Dy. Advisor	Admn. (Finance)	182
45	Rakesh Purohit	Dy. Advisor	B&CS	239
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	Vinay Kumar Goel	Dy. Advisor	Admn. (A&P)	189
50	P.O. Abraham	Sr. PPS	O/o Secy	202
51	Raghubir Singh	Sr. PPS	O/o Pr. Advisor (QoS, CA & IT)	305, 172
52	Virender Makhija	Sr. PPS	O/o Member (R)	308
53	Ajay Jain	SRO	F&EA	212
54	Aparna Vats	SRO	F&EA	505
55	Bipul Prasad	SRO	NSL-1	654
56	Dinesh Singh Dhanik	SRO	Admn. (OL)/Admn. (PR)	218
57	Hemant	SRO	QoS	524
58	J.L. Mukhija	SRO	QoS	605
59	Mamta Kukrati	SRO	B&CS	415
60	Manish Negi	SRO	Admn. (GA)	141
61	Nand Kishor Chaudhary	SRO	Admn. (Library)	187

62	Omendra Kumar Govind	SRO	NSL-2	144
63	P. Janaki	SRO	Admn. (MR & Coord)	220
64	Pavan Kumar Sharma	SRO	NSL-2	176
65	Praveen Saxena	SRO	B&CS - II	662
66	Rajat Kumar Sharma	SRO	Admn. (GA)	686
67	Rajesh Narayan	SRO	NSL-1	105
68	Reevey J. Jacob	SRO	LEGAL	136
69	S. Ganesh	SRO	IT	606
70	Sandip Sarkar	SRO	NSL-2	174
71	Shailesh Kumar	SRO-3	BB&PA	537
72	Shubha Sinha	SRO	F&EA	122
73	Vikas Nigam	SRO	Admn. (IR)	452
74	Vikas Verma	SRO	QoS	604
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	Sushil Kumar	PPS	B&CS - II	545
80	Anju Kandwal	TO	Admn. (OL)	180
81	Ashwani Batra	TO	BB&PA	509
82	A.L. Ramesh	TO	NSL-2	657
83	Baaloo G. Iyer	TO	F&EA	233
84	Benny Francis K.	TO	IT	556
85	Devender Kumar	TO	Admn. (Comm. & PR)	217
86	Jai Kumar	TO	Admn. (RTI)	238
87	K.C. Pujari	TO	Admn. (GA)	142
88	Manoj Kr. Verma	TO	B&CS - III	488
89	Mohinder Singh	TO	QoS	311
90	N.S. Rawat	TO	B&CS - II	405
91	Rajender Kumar Sharma	TO	F&EA	279
92	Rama Bawa	TO	Admn.(Coord.)	221
93	S.R. Bhaskar	TO	CA	326
94	Sushil Kr. Bansal	TO	CA/ IAU	111/ 651
95	Vishwas Saxena	TO	QoS	664
96	Ajay Kumar	SO	Admn. (A&P)	215
97	Amiye Kumar Jha	SO	Admn. (A&P)	147
98	Arvind Kumar	SO	B&CS - II	406
99	Ashok Raja Dhoundiyal	SO	B&CS - I	529
100	Ganesh Dutt	SO	LEGAL	208
101	Kailash Chand	SO	B&CS - III	110
102	Kundan Kumar-I	SO	F&EA	125
103	Kundan Kumar-II	SO	NSL-1	124



104	Mohd. Atique Anwar	SO	LEGAL	266
105	Raji Geojo T.,	SO	IT	531
106	Ranvir Singh Rawat	SO	Admn. (GA)	150
107	Reshma S. Usmani	SO	QoS	236
108	Sanjiv Kumar	SO	Admn. (A&P)	223
109	Satish Chandra Sharma	SO	Admn. (A&P)	216
110	Sumit Nag	SO	Admn. (GA)	149
111	Sunil Kumar	SO	Admn. (Finance)	113
112	Aruna Sethi	PS	IT&CA	367
113	Bhuvneshwar Kumar	PS	B&CS	172
114	Dolly	PS	NSL-2	188
115	Geeta Pujari	PS	QoS, IR & HR	186
116	Phool Singh Choudhary	PS	O/o Chairperson	224
117	Poonam Khurana	PS	O/o Secy	203
118	Rajesh Kumar Vatsa	PS	O/o Member (R)	309
119	Ram Chandra Billat	PS	Admn.	413
120	Ranjeeta Manchanda	PS	F&EA	582
121	Sanjay Kumar Arora	PS	BB&PA	210
122	Shalini Katoch	PS	F&EA	179
123	Amit Bhardwaj	Assistant	F&EA	181
124	Amit Kumar	Assistant	BB&PA	527
125	Anil Kumar Kaushal	Assistant	BB&PA	663
126	Arun Kumar Vohra	Assistant	Admn. (A&P)	205
127	Ashutosh Kala	Assistant	Admn. (A&P)	461
128	Bharat	Assistant	Admn. (GA)	403
129	Chander Bali	Assistant	NSL-II	269
130	Chander Prakash Kalwani	Assistant	F&EA	653
131	Devendra Sharma	Assistant	Admn. (A&P)	614
132	Guljeet Singh Suri	Assistant	Admn. (Comm. & PR)	208
133	Hemant Kumar	Assistant	F&EA	175
134	Jai Singh	Assistant	LEGAL	575
135	Jitender Yadav	Assistant	QoS	267
136	K. Shravan	Assistant	Admn. (GA)	177
137	Kamal Deep Makkar	Assistant	Admn. (GA)	234
138	Kirandeep Ahuja	Assistant	Admn. (Comm. & PR/IR)	550
139	Krishan Kumar	Assistant	Admn. (Finance)	112
140	Mahajan Sagar Kailas	Assistant	Admn. (A&P)	316
141	Meenakshi	Assistant	Admn. (OL)	609
142	Naina Kamal	Assistant	IFA	611
143	Om Prakash Prasad	Assistant	LEGAL	379
144	P. V. Yeshoda	Assistant	F&EA	459
145	Pankaj Kumar	Assistant	Admn. (GA)	375

146	Parveen Kumar Wadhwa	Assistant	Admn. (GA)	148
147	Pawan Kumar Vij	Assistant	Transfer to NHAI	
148	Rajeev Yadhuvanshi	Assistant	QoS	378
149	Rajiv Ranjan	Assistant	NSL-2	523
150	Rakesh Kumar	Assistant	F&EA	121
151	Ritu Gusain	Assistant	QoS	656
152	Sampuran Dass	Assistant	Admn. (RTI)	539
153	Sathi Ramakrishnan	Assistant	Admn. (GA)	145
154	Saurabh Aggarwal	Assistant	CA	534
155	Savitri Pokhriyal	Assistant	Admn. (GA)	454
156	Shyam Singh	Assistant	TD	460
157	Ved Prakash	Assistant	BB&PA	538
158	Anita	PA	LEGAL, GA, A&P	561
159	Geeta Joshi	PA	BB&PA/ NSL-I	518
160	Pawan Kumar	PA	F&EA, FIN	506
161	Rajan Sharma	PA	B&CS - II	373
162	Rakesh Kumar Upadhyay	PA	B&CS	268
163	Ravi Kumar	PA	IT QoS	272
164	Wasim Ahmad	PA	NSL-II/ QoS	510
165	Anil Kumar	Attendant	B&CS	
166	Avtar Singh	Attendant	Finance	
167	Dilip Kumar	Attendant	Admn. (A&P)	
168	Mamta Sharma	Attendant	Admn. (GA)	
169	Rajendar	Attendant	O/o Member (R)	
170	Subol Kumar Sharma	Attendant	F&EA	
171	Sonia	Attendant	NSL-II	
172	Sudhir	Attendant	LEGAL	
173	Urmila Negi	Attendant	Admn. (Library)	
174	Bhola Paswan	Driver Gr-I	Admn. (GA)	
175	Deo Krishna Thakur	Driver Gr-II	Admn. (GA)	
176	Giri Raj	Driver Gr-I	Admn. (GA)	
177	Harish Chand	Driver Gr-II	Admn. (GA)	
178	Harpal Singh	Driver Gr-II	Admn. (GA)	
179	Manbir Singh Panwar	Driver Gr-I	Admn. (GA)	
180	Narender Kumar	Driver Gr-II	Admn. (GA)	
181	Ranjit Singh	Driver Gr-I	Admn. (GA)	
182	Sajjan Kumar	Driver-S.G.	Admn. (GA)	
183	Shyam Singh	Driver Ord. Grd.	Admn. (GA)	
184	Manjeet Singh	PCMO	Admn. (GA)	376
185	Laxman Singh	PCMO	Admn. (GA)	617
186	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	<b>Secretary</b>	HAG Rs.67000-annual increment @ 3% - 79000	LEVEL-15
2	<b>Principal Advisor</b>	HAG Rs.67000-annual increment @ 3% - 79000	LEVEL-15
3	<b>Advisor</b>	PB 4-37400-67000+10000	LEVEL-14
4	<b>Joint Advisor</b>	PB 4-37400-67000 + 8700	LEVEL-13
5	<b>Deputy Advisor</b>	PB 3-15600-39100 + 7600	LEVEL-12
6	<b>Sr. Principal Pvt. Secy.</b>	PB 3-15600-39100 + 7600	LEVEL-12
7	<b>Sr. Research Officer</b>	PB 3-15600-39100 + 6600	LEVEL-11
8	<b>Principal Pvt. Secy.</b>	PB 3-15600-39100 + 6600	LEVEL-11
9	<b>Tech. Officer</b>	PB 3-15600-39100 + 5400	LEVEL-10
11	<b>Section Officer</b>	PB 2-9300-34800 + 4600	LEVEL-7
12	<b>Private Secretary</b>	PB 2-9300-34800 + 4600	LEVEL-7
13	<b>Assistant</b>	PB 2-9300-34800 + 4200	LEVEL-6
14	<b>Personal Assistant</b>	PB-2 9300-34800 + 4200	LEVEL-6
15	<b>Junior Hindi Translator</b>	PB-2 9300-34800 + 4200	LEVEL-6
16	<b>LDC</b>	PB 1-5200-20200 + 1900	LEVEL-2
17	<b>Driver Special Grade</b>	PB-2 9300-34800 + 4200	LEVEL-6
18	<b>Driver Gr.I</b>	PB 1-5200-20200 + 2800	LEVEL-5
19	<b>Driver Gr.II</b>	PB 1-5200-20200 + 2400	LEVEL-4
20	<b>Driver Ordinary Grade</b>	PB 1-5200-20200 + 1900	LEVEL-2
21	<b>PCMO</b>	PB 1-5200-20200 + 1900	LEVEL-2
22	<b>Desp. Rider</b>	PB 1-5200-20200 + 1900	LEVEL-2
23	<b>Attendants</b>	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**

**Sh. Kaushal Kishore**

**Pr. Advisor-in-charge (F&EA)**

**Telecom Regulatory Authority of India**

Mahanagar Doorsanchar Bhawan,  
Jawaharlal Nehru Marg, Old Minto Road,  
New Delhi-110 002. Tele: 011- 23221178

**TRANSPARENCY OFFICER**

**Smt. Vandana Sethi**

**Advisor (Admn)**

**Telecom Regulatory Authority of India**

Mahanagar Doorsanchar Bhawan,  
Jawaharlal Nehru Marg, Old Minto Road,  
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,  
Jawaharlal Nehru Marg, Old Minto Road,  
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**

Mahanagar Doorsanchar Bhawan,  
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>

