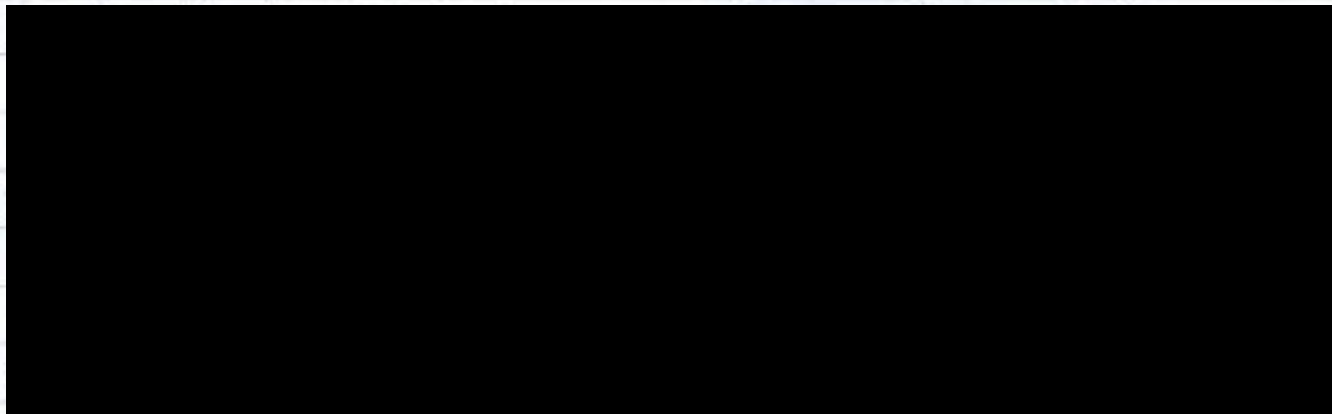


887/2019

RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50856

Date of Receipt : 01/11/2019



Is Requester Below Poverty Line ? : No

Citizenship Status Indian

Amount Paid : 10)

Mode of Payment Payment Gateway

Request Pertains to :

Dear Sir/Madam

Respected Sir,

Sub:Please Provide I sought information under RTI Act 2005, Tele communications(Mobiles) & TV Broadcasters,

Information Sought :

- 1.How to complaint TRAI About Tele communications(Mobiles) & TV Broadcasters,
- 2, Trai Complaints Citizen Charter Give me Information,
- 3.I complaint to TRAI Via [Redacted] On jio Network Data speed And Call D roping, TRAI Which type of action taken on Services providers give me complete information,
- 4, TRAI Not responding on Consumer Complaints Or Mails & calls, Which type of Action to take on TRAI Employees Give me With G,O Ms order and information.
- 5.My complaint still not taken Trai, What is the main cause give me complete information
- 6, services Providers Appellate Authority Not responding on complaints, which type of action to take the trai give me Complete information
- 7.How to complaint trai on srevice providers.give procedure or format information

Regards



Print Save Close

CA, BDOs

CA, BDOs
4/11

Sol Rm



सत्यमेव जयते



रूपना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

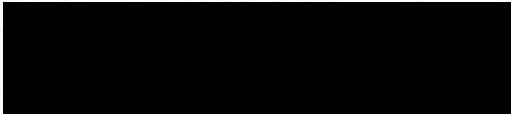
8

भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(887)/2019-RTI

Dated the 15 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 01.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50856 for providing information under the provisions of the Right to Information Act, 2005 regarding consumer complaint related matter. In this context, the following is furnished:

Point No.	Reply
1 to 6	<p>TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service provider for appropriate action. TRAI have received your complaints through email dated 31.7.2019 and 1.11.2019 and same has been forwarded to the concerned service provider i.e. M/s. Reliance Jio Infocomm Ltd. for taking appropriate action. The action taken report as uploaded on TCCMS Portal by the service provider <u>are enclosed.</u></p> <p>It is for information that TRAI has mandated all Telecom Service Providers to establish a two tier complaint/ grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse. Details of Appellate Authority of the service provider are uploaded and updated on TRAI web site as and when intimated by Service Providers. A subscriber may also obtain details of appellate authority of his service provider on its website.</p>

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Encl.: As above.

Yours faithfully,

(S.K.Dutta)

Central Public Information Officer
Tele: 011-23664503

Complaint on JIO
to: dace@trai.gov.in

Date: 31-07-19 01:22 PM

From: [REDACTED]

9

Madam

Respected Sir,

I [REDACTED] from Telangana Adilabad dist ,Mancherla Gopalwada Location I am Facing data Speed and Call dropping Problem with Jio Service Provider So Many times complaint on with 198 number,Still not solve this problem, still we are getting 2G speed but I am recharges 4G speed amount and JIO appellate authorities and customer care numbers not responding please solve this problem,

Thanking you sir,

Regards
[REDACTED]

Written Complaints

Complaint No.	Complaint Date	Service Provider	Service Area	Complaint Category	Complainants Name	Email	Type of Service	Phone No	Landline No
PB-08-19-0001	01/08/2019	Reliance Jio ⁺ Infocomm Ltd	Andhra Pradesh	Individual Complaints	[REDACTED]	[REDACTED]	Mobile Telephone Service	8 [REDACTED]	N.A

Action Taken

Action Date	Action	Remarks	FileName	View Details
03 Aug 201	CASE DISPOSED OF	This is with reference to the complaint raised by customer for weak coverage issue at his location. Our Network engineers had surveyed customers location where they observed limited Jio coverage and existing site is far away from customer location due to which customer is facing issue. Currently, no immediate solution is available. However, we have noted his concern and will keep in mind while planning for any future network enhancements. Currently, we shall be unable to convey the exact timelines for the same as network expansion and improvement is a continuous and ongoing process. Our team is working diligently to ensure that our network evolves constantly based on the dynamics of the industry. However, the improvement in the experience may not be instantaneous and will be felt gradually	DispPB-08-19-0001350.pdf	View
01 Aug 201	TAKEN UP FOR EXAMINATION BY SERVICE PROVIDER	No Remarks	No Document	View
01 Aug 201	LODGED THE COMPLAINTS	No Remarks	PB-08-19-0001.pdf	View

Subject: Complaint and Compare with Jio vs Airtel
To: "care@jio.com" <care@jio.com>,
"daca@trai.gov.in" <daca@trai.gov.in>
Cc: Appellate_Andhra Pradesh <appellate.ap@jio.com>

Date: 01-11-19 07:54 PM

Screenshot_20191101-193306_NetVelocity.jpg (602kB)

Dear Sir/Madam

Respected Sir,

I inform you that the i [REDACTED] Location iam facing Data speed issue on Jio Service Provider since 1 year, So Many times complaint on with 198 customer care Numbers, and complaint through the your Mail,

still we are getting 2G speed but iam recharges with 4G speed pack . JIO appellate authorities last week contact with me ,his given Guarantees problem solve with 48 hours.But still problem Not solve...

Please findout below Attachment evidence of Net velocity app Data speed report on My location& evidence.Airtel speed vs jio speed.chek it.Shame full of jioso many times i complaint still not solve this problem

Thanking you sir,

Regards
[REDACTED]

— Screenshot_20191101-193306_NetVelocity.jpg

Telecom Consumer Complaints Monitoring System (TCCMS)

12

Written Complaints

Complaint No	Complaint Date	Service Provider	Service Area	Complaint Category	Complainants Name	Email	Type of Service	Phone No	Landline No
3-11-19-3023	05/11/2019	Reliance Jio Infocomm Ltd	Andhra Pradesh	Individual Complaints	[REDACTED]	[REDACTED]	Mobile Telephone Service	[REDACTED]	[REDACTED]

Action Taken

Action Date	Action	Remarks	FileName	View Details
06 Nov 201	CASE DISPOSED OF	This is with reference to the concern raised by the customer related to Network connectivity. Basis of the complaint, our network team conducted a survey of the impacted location and found that serving site is far from customers location resulting to speed and coverage issue. Currently, no immediate solution is available. However, we have noted his concern and will keep in mind while planning for any future network enhancements. Currently, we shall be unable to convey the exact timelines for the same as network expansion and improvement is a continuous and ongoing process. Our team is working diligently to ensure that our network evolves constantly based on the dynamics of the industry. However, the improvement in the experience may not be instantaneous and will be felt gradually.	DispPB-11-19-0023350.pdf	View
05 Nov 201	TAKEN UP FOR EXAMINATION BY SERVICE PROVIDER	No Remarks	No Document	View
05 Nov 201	LODGED THE COMPLAINTS	No Remarks	PB-11-19-0023.pdf	View

888/2019 (1)

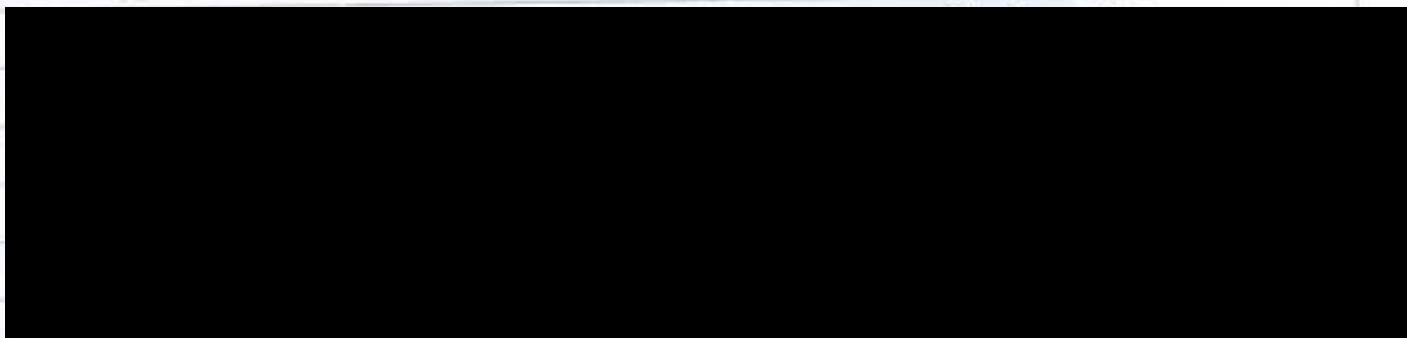
RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50857

Date of Receipt : 01/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Information Sought :

I have requested online installation of new HD Set of box along with subscription of Airtel DTH Provider for 6 month @ 2050 .During online conversation with representative of costumer care she assured that 15 HD Chanel will be available in this pack . After installation on 30.10.2019 it is found there is no any HD Chanel in this pack . In this connection we further contacted to costumer care and informed by representative of the costumer care that there is no any HD Chanel in this pack . .

There fore , I request you to kindly look into the matter and so that in future no other consumer face such problem .

Details of Costumer
Service Eng: Ujwal Mob [REDACTED]
[REDACTED]

Order No of installation [REDACTED] dated 30.10.2019

BBC

Print Save Close

4/11
BBC
AmrLRM



सत्यमेव जयते



सूचना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

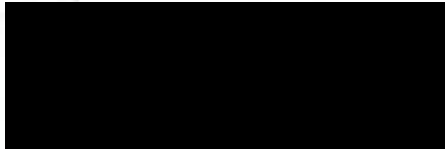
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(888)/2019-RTI

Dated the 11 November, 2019

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE
RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 01.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50857 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint against M/S. Airtel for HD channels related matter.

2. In the above context, it is informed that TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. Consumer are advised to take up their complaints with their respective service providers (i.e. MSO/DTH/HITS). However, complaints, if any, received in TRAI are forwarded to the MSO/DTH/HITS for an early resolution. Complainant is advised to send his/her complaint to das@trai.gov.in. Further, your complaint has been forwarded to concerned operator i.e. M/s. Bharti Telemedia (Airtel) for an early resolution.

3. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

S.K. Dutta
11/11/19

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

889/2019

①

RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50860

Date of Receipt : 03/11/2019

Type of Receipt : Online Receipt

Language of Request : English

Sta

Is Requester Below
Poverty Line ? : No

Citizenship Status Indian

Amount Paid : 10)

Mode of Payment Payment Gateway

Request Pertains to :

Information Sought : RESPECTED SIR,

AS PER THE NEW TRAI REGULATION WE CAN MAKE OUR OWN PACKAGE FOR OUR CABLE T.V.

I AM USER OF GTPL CABLE SETUP. I RECENTLY USED TRAI CHANNEL SELECTOR TOOL FROM TRAI WEBSITE AND MADE MY CUSTOMISED PACKAGE . SO MY PACKAGE CONSISTED OF 96 TOTAL CHANNEL .NOW WHEN I WENT TO MY CABLE OPERATOR HE TOLD ME THAT THE NETWORK CAPACITY FEE FOR 96 CHANNEL IS 202 RS, WHEREAS THE GTPL WEBSITE SHOWS 130 GST UP TO 100 CHANNEL .

I TOOK THIS MATTER TO GTPL HEADQUARTERS , THEY TOLD THAT 130 RUPEES IS GOVERNMENT FEES AND THE COMPANY CHARGES EXTRA 70 RS FOR SERVICE CHARGES . I CAME TO KNOW FROM A FRIEND WORKING IN THE COMPANY THAT SUCH OPERATOR CHARGES EXTRA FROM CUSTOMER IN THE NAME OF GOVERNMENT CHARGES . ALL THIS MONEY GOES IN THERE POCKET.

EVEN THE GTPL COMPANY IS SUPPORTING THEM THAT IT IS LEGAL AND UNDER THE GUIDANCE OF TRAI , THE COMPANY IS JUST CHEATING ITS CUSTOMER . I HAD DONE SEVERAL CALL AND EMAIL TO GTPL PEOPLE BUT THEY TOLD THEY SUCH EXTRA CHARGES ARE VALID AND LEGAL.

Description Qty/Price

No. of Free Channels (Incl 25 M) 38

No. of Pay Channels 58

Total No. of Channels 96

Price(Channel Bouquet) 165.10

Network Capacity Fees 130 HE WAS ASKING 200 FOR THIS

GST(18%) 53.12

Total Price(Monthly) 348.22

BROB
BLS
5/11
AM-CAAS

I HAVE MENTIONED ABOVE MY OVER VIEW OF MY PACKAGE. (2)

I HAVE TWO QUESTION OR STATEMENT

1) CAN A CABLE OPERATOR OR A COMPANY LIKE GTPL CHARGE MORE THAN BEING TOLD ON TRAI WEBSITE

IF YES THAN PLEASE MENTION IT ON YOUR WEBSITE

AND IF NO THEN PLEASE ISSUE A LEGAL LETTER IN MY NAME AND GTPL COMPANY NAME THAT THE NO ONE CAN CHARGE A SINGLE RUPEE THAT THE MENTIONED 130 GST RS FOR UPTO 100 CHANNEL.

RESPECTED SIR PLEASE LOOK IN THE MATTER .

Print

Save

Close



URGENT MATTER
UNDER RTI ACT

भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(889)/2019-RTI

Dated the 14 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 03.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50860 for providing information under the provisions of the Right to Information Act, 2005 about new tariff charges related matter. In this context, the following is furnished:

Point No.	Reply
1 to 2	<p>Telecom Regulatory Authority of India (TRAI), in March 2017, notified the 'New Regulatory Framework' (or the New Framework) for Broadcasting and Cable services. The new framework came into effect on 29th December 2018.</p> <p>In this regard, TRAI has issued a following regulations namely: -</p> <ol style="list-style-type: none">1. <i>The Telecommunication (Broadcasting and cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 dated 3rd March 2017 (as amended from time to time).</i>2. <i>The Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 dated 3rd March 2017 (as amended from time to time).</i>3. <i>Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 (1 of 2017) dated 3rd March 2017 (as amended from time to time).</i> <p>The above QoS Regulation, Interconnection Regulation, Tariff Order and its amendments are available on TRAI website at the following URL:- https://main.traai.gov.in/release-publication/regulation</p> <p>Clause 4 of the above said tariff order at S.No. 3, reads as under:-</p> <ol style="list-style-type: none">4. <i>Declaration of network capacity fee and manner of offering of channels by distributors of television channels.-- (1) Every distributor of television channels shall</i>

Contd.-2/-

declare network capacity fee, per month, payable by a subscriber for availing a distribution network capacity so as to receive the signals of television channels: 7

Provided that the network capacity fee, per month, for network capacity upto initial one hundred SD channels, shall, in no case, exceed rupees one hundred and thirty, excluding taxes:

Provided further that the network capacity fee, per month, for network capacity in the slabs of twenty-five SD channels each, beyond initial one hundred channels capacity referred to in first proviso to sub-clause (1), shall, in no case, exceed rupees twenty excluding taxes:

Provided also that one HD channel shall be treated equal to two SD channels for the purpose of calculating number of channels within the distribution network capacity subscribed.

...
...
(7) *Within the distribution network capacity subscribed, in addition to channels notified by Central Government to be mandatorily provided to all the subscribers, a subscriber shall be free to choose any free-to-air channel(s), pay channel(s), or bouquet(s) of channels offered by the broadcaster(s) or bouquet(s) of channels offered by distributors of television channels or a combination thereof:*

Provided that if a subscriber opts for pay channels or bouquet of pay channels, he shall be liable to pay an amount equal to sum of distributor retail price(s) for such channel(s) and bouquets in addition to network capacity fee.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

ofc

S.K. Dutta ..
14/11/19

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

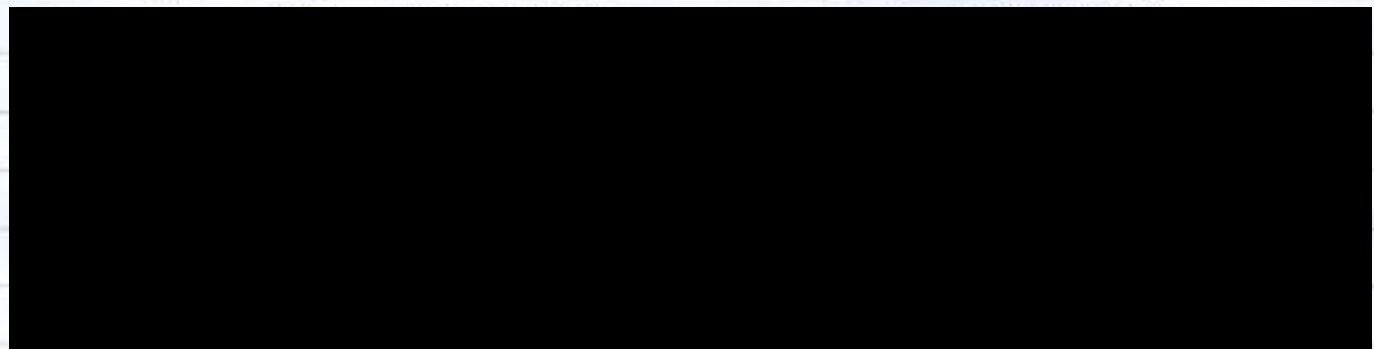
RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50861

Date of Receipt : 04/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Dear Sir,

Request provide following information as per Right to Information act 2005, in case information does not pertain to your department may kindly be transferred to concerned department

Following information is requested -

BBS

Information Sought :

A) Kindly provide following data after new pricing policy for the satellite and

cable channel has come into force

i) Channel wise number of subscriber whether in package or Ala carte

ii) Also provide state wise data of above

iii) Also please provide information basis service provider like MSO or DTH operator

B) List of paid channels which have become Free To Air after implementation of new policy.

C) Please provide information if any free to air channel into paid channel

D) Please provide information as to how often information about channelsubscription is being updated for channels and how can the same be accessed by general public.

Regards

Print Save Close

BBS
4/11
ASST (R)



सत्यमेव जयते



सूचना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

5

**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Dooraanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंगो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(890)/2019-RTI

Dated the 15 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 04.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50861 for providing information under the provisions of the Right to Information Act, 2005 about Paid/Free To Air channels, subscription and related matter. In this context, the following is furnished:

Point No.	Reply																										
A (i, iii) & D	The information sought by you vide these points is not specific. Further, the information sought by the applicant is of commercial confidence, the disclosure of which may harm the competitive position of a third party. Hence, the information is exempted under clause 8(I)(d) of the RTI Act 2005.																										
A(ii)	The information sought by you vide this point is not available in TRAI.																										
B	The list of channels converted from PAY to FTA are as follows: - <table border="1"><thead><tr><th>S.No</th><th>Name of the Channel</th></tr></thead><tbody><tr><td>1</td><td>E 24</td></tr><tr><td>2</td><td>Sahara One</td></tr><tr><td>3</td><td>Filmy</td></tr><tr><td>4</td><td>9XM</td></tr><tr><td>5</td><td>9X Tashan</td></tr><tr><td>6</td><td>BTVi</td></tr><tr><td>7</td><td>ABP Majha</td></tr><tr><td>8</td><td>ABP Ananda</td></tr><tr><td>9</td><td>Vissa</td></tr><tr><td>10</td><td>Raj Musix</td></tr><tr><td>11</td><td>Ezmall.com</td></tr><tr><td>12</td><td>Food Food TV</td></tr></tbody></table>	S.No	Name of the Channel	1	E 24	2	Sahara One	3	Filmy	4	9XM	5	9X Tashan	6	BTVi	7	ABP Majha	8	ABP Ananda	9	Vissa	10	Raj Musix	11	Ezmall.com	12	Food Food TV
S.No	Name of the Channel																										
1	E 24																										
2	Sahara One																										
3	Filmy																										
4	9XM																										
5	9X Tashan																										
6	BTVi																										
7	ABP Majha																										
8	ABP Ananda																										
9	Vissa																										
10	Raj Musix																										
11	Ezmall.com																										
12	Food Food TV																										

The list of channels converted from FTA to PAY are as follows:-

S.No	Name of the Channel.
1	Living Travelz
2	NDTV India
3	Big Magic
4	Big Ganga
5	SONY Wah
6	Star Utsav
7	Star Utsav Movies
8	News 18 Tamil Nadu
9	News 18 Kerala
10	News 18 Assam / North East
11	News 18 India
12	Rishtey
13	Zee Anmol Cinema
14	Zee Anmol
15	Zee Hindustan
16	Zee Bihar Jharkhand
17	Zee News
18	Flowers

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

eh

S.K. Dutta
15/11/15

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

PR

8/11/2019
(1)

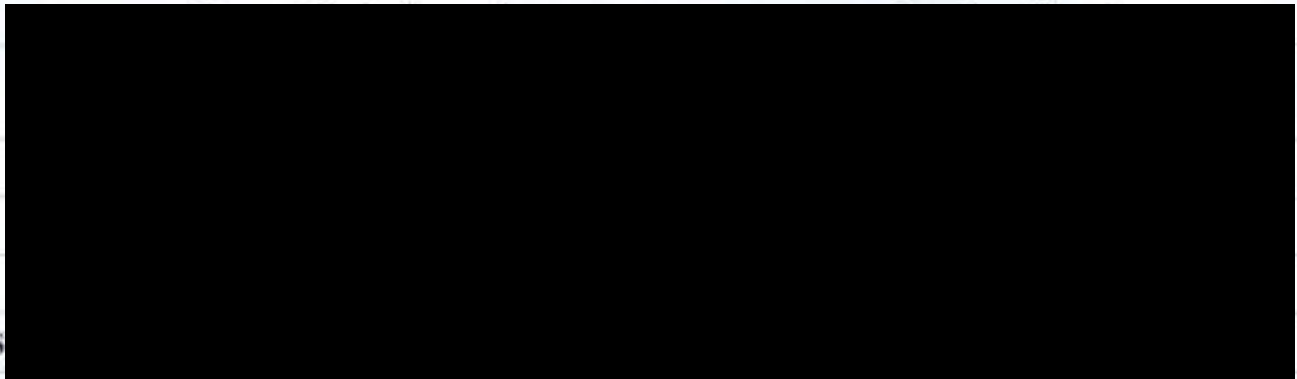
RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50863

Date of Receipt : 04/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Information Sought :

I have mobile connection with Reliance Jio (Mobile no [redacted]) I need voice statement for last 6 months. I am unable to generate my voice statement of my aforesaid mobile, also I could not get same from the call centre and or service centre of REI Jio. As per act to get the information from private entity, one should apply to regulator. Therefore you are kindly requested to arrange to send voice statement of my mobile no. [redacted] for last six months at my mail id [redacted]

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का अधिकार

URGENT MATTER
UNDER RTI ACT

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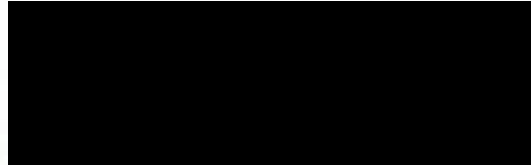
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(891)/2019-RTI

Dated the 21 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 04.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50863 for providing information under the provisions of the Right to Information Act, 2005 regarding Relicne Jio voice statement related matter. In this regard, the following are submitted:-

Point No.	Reply
1	<p>The information sought by you is not available in TRAI. Information regarding records of usage is available only with the service providers and pre-paid customers can seek itemized usage charges for the last six months from service providers on payment basis, not exceeding Rs. 50/-.</p> <p>Further, the information in your RTI application seems pertains to DOT, hence, your application has already been transferred online to DoT on 18.11.2019, in terms of section 6 (3) (ii) of the RTI Act, 2005 for provide information directly to you. You are also requested to contact the CPIO of DoT for further correspondence in this matter.</p>

Yours faithfully,

S.K. Dutta
21/11/19

(S.K.Dutta)
Central Public Information Officer
Tele: 011-23664503

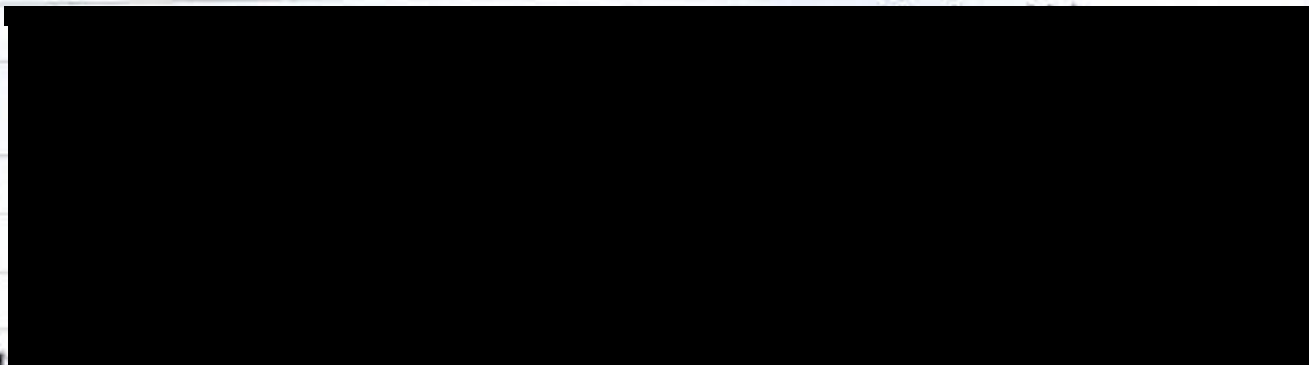
RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50864

Date of Receipt : 04/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Sir I need call drop information of my Personnel No [Redacted]

Information Sought :

Sir Please provide me my call drop information from 1 oct. 2019 to 31 oct. 2019.

Kindly provide it as soon as possible.

Print Save Close

805

QoS
6/11
AM (RM)

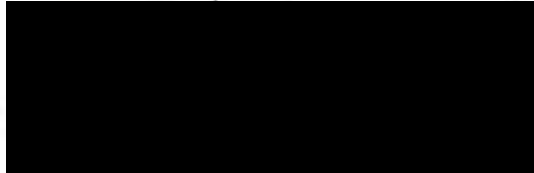


भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(892)/2019-RTI

Dated the 18 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 04.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50864 for providing information under the provisions of the Right to Information Act, 2005 regarding call drop information from 01.10.2019 to 31.10.2019 related matter.

2. In the above context, it is intimated that the requisite information sought by you vide the above referred application is not available in TRAI.

3. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

S.K. Dutta
18/11/19

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

893/2019
(11)

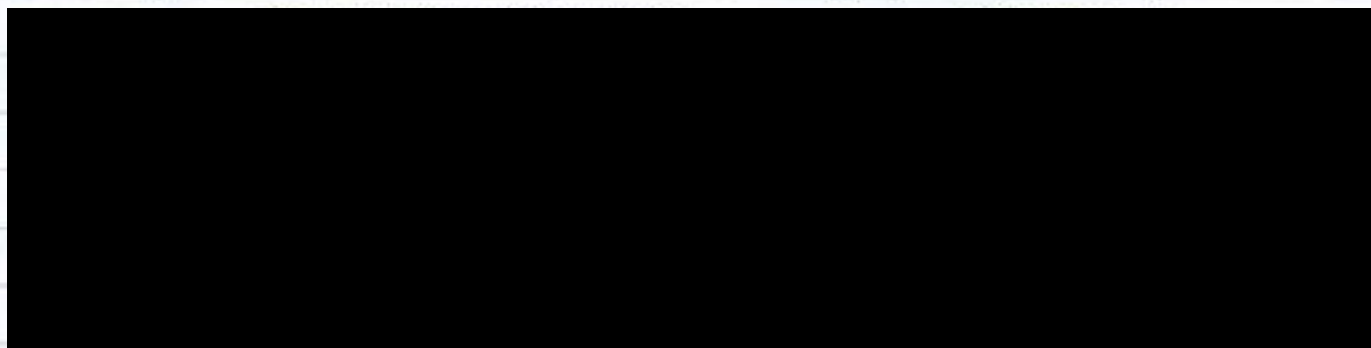
RTI REQUEST DETAILS

Registration No. : TRAOL/R/2019/50865

Date of Receipt : 04/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Information Sought :

The company Jio have cancelled my mobile no. [REDACTED] on 04th nov 2019 on fake complaint raised by unknown of telemarketing. I need documents and evidence details. On what basis the trai and jio have cancelled my number and also need complaint details as soon as possible. Kindly provide us evidence and complaint number so i will sue him/her.

Do
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सत्यमेव जयते



सूचना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

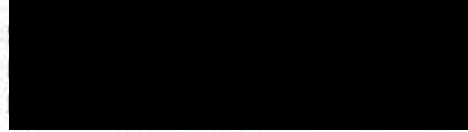
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(893)/2019-RTI

Dated the 03 December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 04.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50865 for providing information under the provisions of the Right to Information Act, 2005 regarding UCC related matter. In this context, the following is furnished:

Point No.	Reply
1	<p>TRAI does not hold any such information. TRAI is not involved in complaint handling against Unsolicited Commercial Communication (UCC) complaints, as per new regulation i.e. Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018, Telecom Service Provider is required to take action on UCC complaint and as per the regulatory provisions, inter-alia provides that consumers have to approach their respective Telecom Service Provider for redressal of grievances with regard to UCC. The Copy of TCCCPR, 2018 is available on public domain at URL https://main.trai.gov.in/release-publication/regulation.</p> <p>In case the applicant is not satisfied with the resolution of his complaint he may file an appeal with the Appellate Authority of the telecom service provider, as provided in Telecom Consumers Complaint Redressal (TCCRR), 2012 (1 of 2012)(main.trai.gov.in/release-publication/regulations/amendments-page/93572).</p>

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011-23221856, Fax : 011- 23235249.

Yours faithfully,

(S.K.Dutta)

Central Public Information Officer

Tele: 011-23664503

894/2019

①

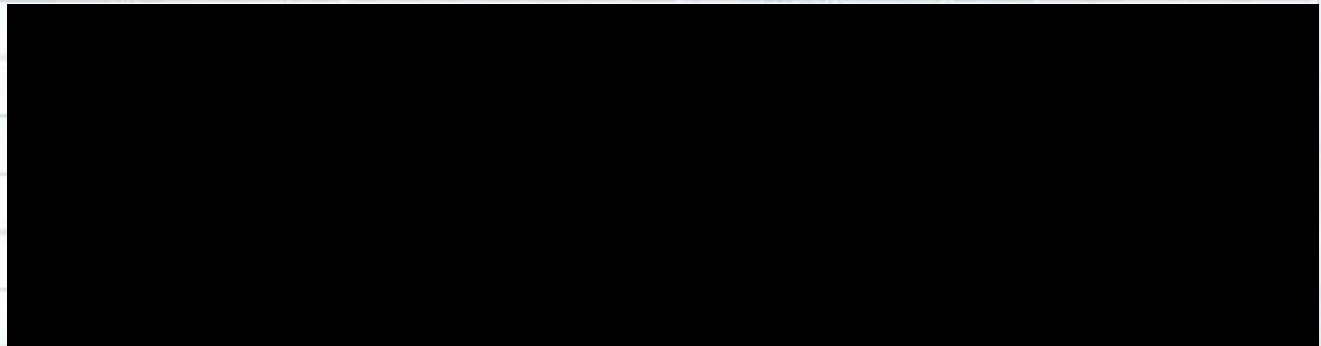
RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50866

Date of Receipt : 05/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Information Sought : Can any telecom operator say no to take complaint against genuine problem of customer.

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**URGENT MATTER
UNDER RTI ACT**

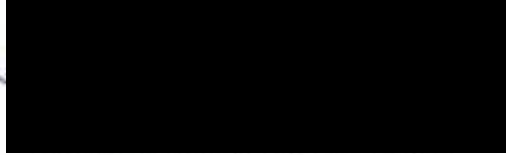
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(894)/2019-RTI

Dated the 14 November, 2019

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE
RIGHT TO INFORMATION ACT, 2005.**

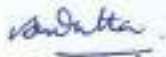
Sir,

Please refer to your application dated 05.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50866 for providing information under the provisions of the Right to Information Act, 2005 regarding complaints related matter.

2. In the above context, it is informed that TRAI Act 1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service providers for appropriate action. It is for information that TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint center of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint center, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse. Details of Appellate Authority of the service provider are uploaded and updated on TRAI website as and when intimated by Service Providers. A subscriber may also obtain details of Appellate Authority of his Service Provider on its website.

3. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

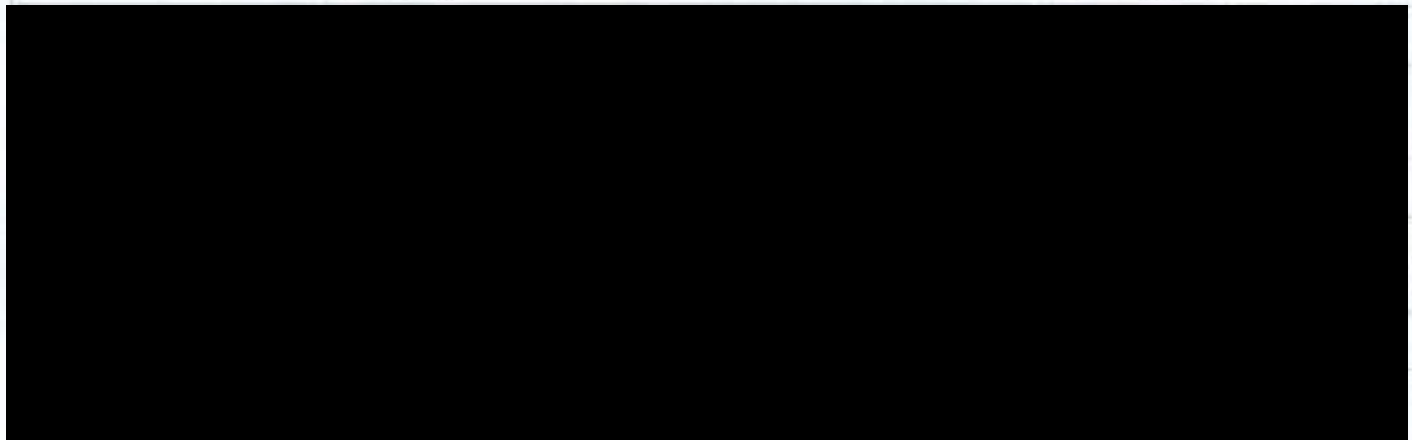
Yours faithfully,


14/11/19
(S.K.Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/2019/80095	Date of Receipt :	05/11/2019
Transferred From :	Ministry of Information & Broadcasting on 05/11/2019 With Reference Number : MOIAB/R/2019/50477		
Remarks :	RTI application is transferred u/s 6(3) of RTI Act, 2005 to Ministry of Electronics & Information Technology, Telecom Regulatory Authority of India.		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English



Letter No. :	Details not provided	Letter Date :	Details not provided
Is Requester Below Poverty Line ? :	No	Citizenship Status :	Indian
Amount Paid :	0 (RTI fee is received by Ministry of Information & Broadcasting (original recipient))	Mode of Payment :	Payment Gateway

Request Pertains to :**Information Sought :**

As the Telecom Regulatory Authority of India (TRAI) is the authority regulating the telecommunication services (in all its forms) and ensure to protect the interest of the service providers and respective consumers. The TRAI Act, 1997 as has defined the word Telecommunication Services which through the notification of GOI also includes broadcasting services. But the issue that is been faced is that: Under which regulatory body does the OTT platforms and video streaming platforms will be governed. And recently the OTT platforms service providers like netflix, amazon, ALT Balaji, etc. has signed as self- regulatory Code of Best Practice aiming to empower the consumer to make informed choices age-appropriate content and protect the interests of consumers in choosing and accessing the content they want to watch, at their own time and convenience. What exactly is the Code of Best Practice and what clauses does it includes which satisfied the court in agreeing to their present operating and market practices, Will TRAI be the appropriate authority to take jurisdiction, if there arises any issue in the operation of these video streaming platforms or the person person has remedy other than going to the High Court or Supreme Court invoking the writ provisions.

Original RTI Text :

As the Telecom Regulatory Authority of India (TRAI) is the authority regulating the telecommunication services (in all its forms) and ensure to protect the interest of the service providers and respective consumers. The TRAI Act, 1997 as has defined the word Telecommunication Services which through the notification of GOI also includes broadcasting services. But the issue that is been faced is that:

Under which regulatory body does the OTT platforms and video streaming platforms will be governed. And recently the OTT platforms service providers like netflix, amazon, ALT Balaji, etc. has signed as self-regulatory Code of Best Practice aiming to empower the consumer to make informed choices age-appropriate content and protect the interests of consumers in choosing and accessing the content they want to watch, at their own time and convenience. What exactly is the Code of Best Practice and what clauses does it includes which satisfied the court in agreeing to their present operating and market practices. Will TRAI be the appropriate authority to take jurisdiction, if there arises any issue in the operation of these video streaming platforms or the person person has remedy other than going to the High Court or Supreme Court invoking the writ provisions.

Print

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सत्यमेव जयते



सूचना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

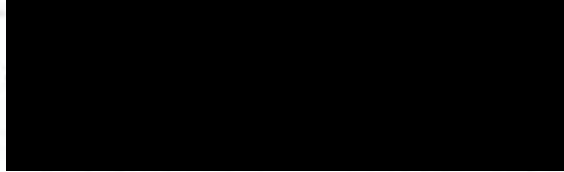
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(895)/2019-RTI

Dated the 22 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 05.11.2019 and 09.11.2019 filed online on the RTI portals of DITEC and MIB vide registration No. DITEC/R/2019/80438 and MOIAB/R/2019/50477 which is received through transferred on the RTI portal of TRAI vide registration no. TRAOI/R/2019/80095 and TRAOI/R/2019/90031 for providing information under the provisions of the Right to Information Act, 2005 about OTT platform related matter. In this context, the following is furnished:

Point No.	Reply
1	The information sought by the applicant is a query and the same does not fall under section 2 (f) of the RTI Act, 2005. However, the Authority has yet to decide to come with regulation on Over the Top (OTT) in Broadcasting Sector.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

(S.K. Dutta)

**Central Public Information Officer
Tele: 011-23664503**

Copy to:

Under Secretary & CPIO,
Ministry of Information & Broadcasting
'A' Wing, Shastri Bhawan,
New Delhi-110001.

For information w.r.t. your above mentioned
letter No. MOIAB/R/2019/50477 dated
05.11.2019.

P.T.O.

Ms. Simmy Chaudhary
Nodal Officer/Economic Adviser
Ministry of Electronics & Information
Technology
Electronics Niketan, 6 CGO Complex
Lodhi Road, New Delhi - 110 003

For information w.r.t. your above mentioned
letter No. DITEC/R/2019/80438 dated
09.11.2019.

896/2019
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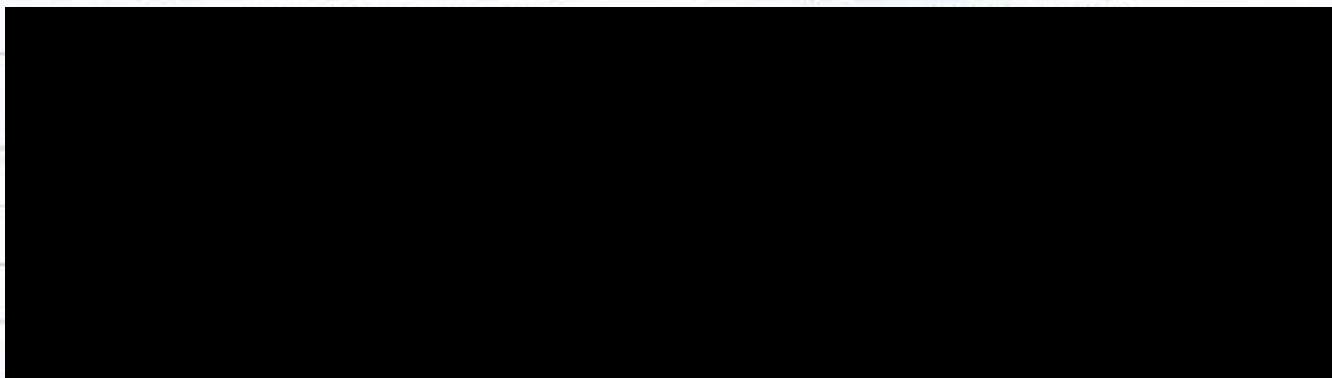
RTI REQUEST DETAILS

Registration No. : TRAOLR/2019/50870

Date of Receipt : 07/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Information Sought : I need a detailed list of state-wise all mobile phone network users count.

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सत्यमेव जयते



सूचना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(896)/2019-RTI

Dated the 19 November, 2019

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE
RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 07.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50870 for providing information under the provisions of the Right to Information Act, 2005 regarding mobile phone network users related matter.

2. In the above context, it is informed that the State/UT Wise subscriber base (Wireless) are published in The Indian Telecom Services Performance Indicators Reports quarterly and is available on the TRAI website at URL <https://main.trai.gov.in/release-publication/reports/performance-indicators-reports>. The latest release pertains to quarter ending June 30th, 2019.

3. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

S.K. Dutta
19/11/19
(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

897/2019

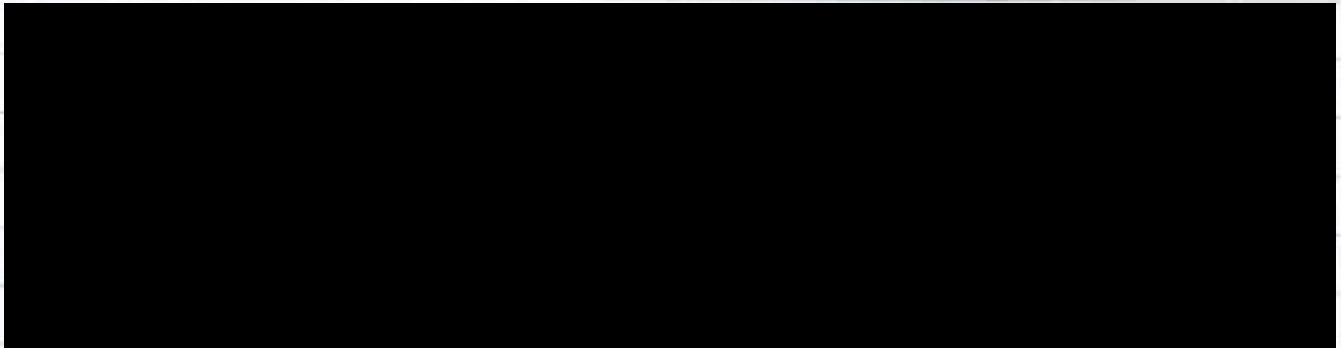
RTI REQUEST DETAILS

Registration No. : TRAQI/R/2019/50869

Date of Receipt : 06/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Dear Sir/Madam,

Information Sought :

Kindly let me know the acceptable list of documents by any telecom operators (Jio, Vodafone, Airtel) for the change of communication address for a corporate company. If company ABC changed from location EF to GH, what are the supporting documents that the company should give the telecom operators for new address.

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सत्यमेव जयते



सूचना
का अधिकार

URGENT MATTER
UNDER RTI ACT

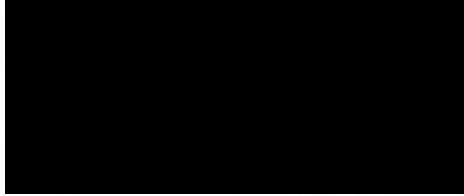
5

भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(897)/2019-RTI

Dated the 14 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 06.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50869 for providing information under the provisions of the Right to Information Act, 2005 regarding document required for change of communication address for a corporate company related matter. In this context, the following is furnished:

Point No.	Reply
1	Information sought by you is not available in TRAI. All the Telecom Service Providers are governed by the License Agreement entered with the Department of Telecommunications (DoT), therefore your application has already been transferred to DoT online on 13/11/2019 in terms of section 6 (3) (ii) of the RTI Act, 2005 for furnishing information with reference to the relevant issue.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

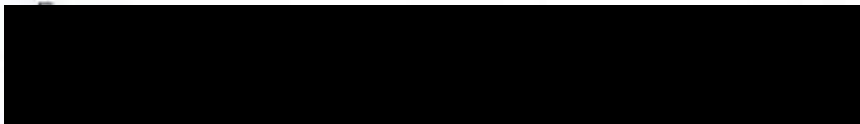
14/11/19
(S.K.Dutta)

Central Public Information Officer
Tele: 011-23664503

898/2019

①

To,
Central Public Information Officer(CPIO),
Telecom Regulatory Authority of India,
Mahanagar Doorsanchar Bhawan,
Jawaharlal Nehru Marg, Old Minto Road,
New Delhi-110 002
Tel: 011-23664503



Subject: Information under RTI Act, 2005

Sir/ Madam,

The undersigned hereby require the following particulars of information:

- a. Subject matter: Broadcasting Services
- b. The period to which the information relates: 2019
- c. Information Description (can include -record/ document/ memos/ email/ opinion/ advice/ press release / circular/ order/ logbook / contract/ report/ papers/ models/ electronic data)

d. **Particulars of Information:**

- I. Whether any action has been taken on my complaint dated 11.10.2019 against Take One JK Media Pvt. Ltd.? Please provide copies of all relevant information/ communication exchanged in this regard.

A fee of Rs. 10/- has been paid with this application by way of postal order.

CA
BR/3

I undertake to pay the Fees and charges, if any, for copying as and when required, would be provided.

I state that the information sought does not fall within the restrictions contained in Section 8 of the Act and to the best of my knowledge it pertains to your office.

New Delhi
Dated: 04.11.2019

CA
BR/3



भारतीय सूचना आयोग
महानगर दूरसंचार भवन, नई दिल्ली-2
05 NOV 2019
दस्तावेज सं. 13177



सत्यमेव जयते



सूचना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

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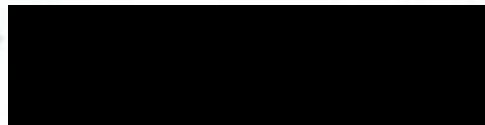
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरु मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(898)/2019-RTI

Dated the 26 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 04.11.2019 for providing information under the provisions of the Right to Information Act, 2005 regarding Take One JK Media Pvt. Ltd. and related matter. In this context, the following is furnished:

Point No.	Reply
1	It is informed that TRAI Act, 1997 does not envisage handling of individual Consumer complaints by TRAI. Consumers are advised to take up their complaints with their respective service providers (i.e. MSO/DTH/HITS). However, complaints, if any, received in TRAI are forwarded to the SO/DTH/HITS for an early resolution.

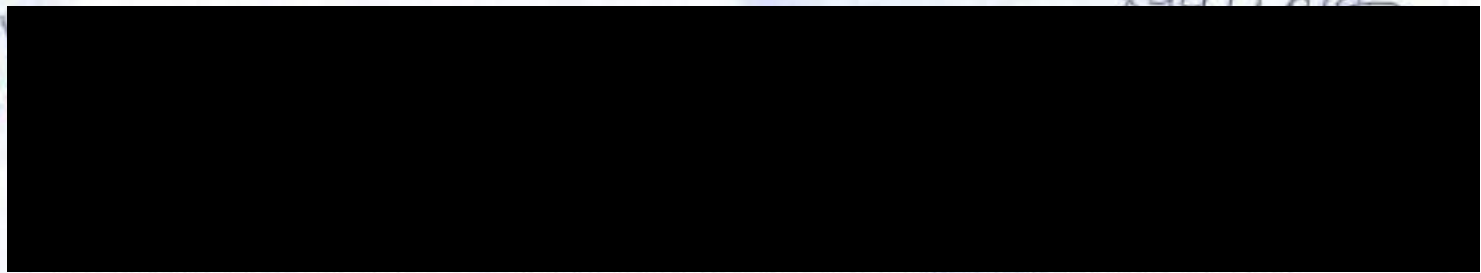
2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

Yours faithfully,

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

899/2019



BY SPEED POST/BY HAND

Date: Monday, October 21, 2019

To,
Shri. S.K. Dutta,
Jt. Advisor (Coord) & Central Public Information Officer (CPIO)
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawa,
Jawaharlal Nehru Marg, Old Minto Road,
New Delhi-110002.

1. Name and Address of the Applicant including phone no. and E-mail Id:



2. Particulars of Information:

a) Concerned Department/ Section : TRAI

b) Particulars of Information required :

What are the norms regarding carry forward of remaining main balance in any number i.e., RC. 35, RC. 65 after expiry of validity periods of 28 days of all operators.

c. Since the month of July, 2019, the Airtel Company refusing to carry forward the remaining balance to the new balance after expiry of validity period, whereas, the other company viz. Vodafone and Idea are still carrying forward the remaining balance to the new one after expiry of its validity periods, whether the action of Airtel is allowed by TRAI.

If yes, provide the rules and regulations regarding various monthly tariff allowed and regulated by TRAI.

d) Furnishing of Xerox Certified copies as asked in clause b & c.

3. I state that the information sought does not fall within the restrictions contained in sections 8 & 9 of the Act and to the best of my knowledge it pertains to your office.

4. Application fee of Rs. 10/- by way of Indian Postal Order of Rs. 10/- is enclosed/affixed herewith and further fees, if any, shall be paid as required under Law.



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F8EA

MA LRAM
7/11

FLRA

3/12



सत्यमेव जयते



भारतीय दूरसंचार विनियामक प्राधिकरण

TELECOM REGULATORY AUTHORITY OF INDIA

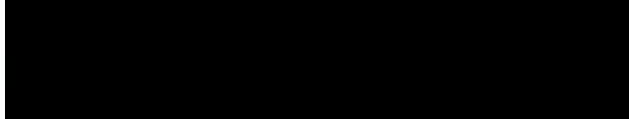
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

URGENT MATTER
UNDER RTI ACT

No. 1(899)/2019-RTI

Dated the 02 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 21.10.2019 for providing information under the provisions of the Right to Information Act, 2005 regarding validity related matter. In this context, the following is furnished:

Point No.	Reply
2(b) & 2 (c)	As per the existing tariff framework, the tariff for mobile services is under forbearance except for the tariff for national roaming service. The service providers have the flexibility to decide the rates and validity for various types of calls, SMS or data offers with multiple combinations for different service areas of their operation. TRAI has mandated Telecom Service Providers (TSPs) to display all tariff offers on their respective websites.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

S.K. Dutta
21/11/19

(S.K.Dutta)

Central Public Information Officer

Tele: 011-23664503

900/2019
DATE: 26.10.2019

Spun fact ①

TO:
THE CENTRAL PUBLIC INFORMATION OFFICER (CPIO)
TELECOM REGULATORY AUTHORITY OF INDIA
MAHANAGAR DOORSANCHAR BHAWAN,
JAWAHARLAL NEHRU MARG,
OLD MINTO ROAD,
NEW DELHI-110 002
KIND ATTN SHRI S.K.DUTTA (JT. ADVISOR & CPIO)

CA

SUBJECT: INFORMATION UNDER RTI ACT'2015

REFERENCE: COMMUNICATION WITH TRAI VIA REFERENCE NUMBER [REDACTED] AGAINST
AIRTEL

SIR,

I AM ENCLOSING HEREWITH AN IPO OF INR 10/- TOWARDS RTI CHARGES AND REQUEST YOU TO
INFORM ME ALL THE DETAILS OF ACTIONS TAKEN AGAINST YOUR COMPLAIN DOCKET NUMBER
[REDACTED] OF SEPTEMBER'2019.

I AM ALSO ENCLOSING MY PAN CARD FOR AS MY ID PROOF.

MY PAN CARD NUMBER [REDACTED]

A. Maj 2019

CA
2/11
Airtel Rms

[REDACTED]

05/11/19



सत्यमेव जयते



सूचना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

भारतीय दूरसंचार विनियामक प्राधिकरण

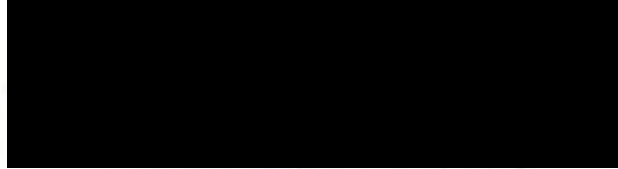
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(900)/2019-RTI

Dated the 15 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 26.10.2019 for providing information under the provisions of the Right to Information Act, 2005 regarding action taken status on complaint related matter. In this context, the following is furnished:

Point No.	Reply
1	<p>It is stated that TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service providers for appropriate action.</p> <p>Accordingly, your complaint dated 29.07.2019 against M/s. Bharti Airtel Ltd. has been forwarded to service provider for taking appropriate action. The copy of report uploaded on the portal by the service provider is enclosed herewith.</p>

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

Encl: As above.

15/11/19
(S.K.Dutta)

Central Public Information Officer
Tele: 011-23664503

Written Complaints

Complaint No	Complaint Date	Service Provider	Service Area	Complaint Category	Complainants Name	Email	Type of Service	Phone No	Landline No
-19-	26/08/2019	Bharti Airtel Ltd. (Airtel)	Kolkata	Individual Complaints	[REDACTED]	[REDACTED].com	Mobile Telephone Service	9 [REDACTED]	

Action Taken

Action Date	Action	Remarks	FileName	View Details
11 Sep 201	CASE DISPOSED OF	Dear Sir, Customer concern was regarding bill plan and account updation related. We have received the confirmation the highlighted issue has been addressed and resolved for concerned airtel number.	DispBP-08-19-0026350.pdf	View
26 Aug 201	TAKEN UP FOR EXAMINATION BY SERVICE PROVIDER	No Remarks	No Document	View
26 Aug 201	LODGED THE COMPLAINTS	No Remarks	BP-08-19-0026.pdf	View

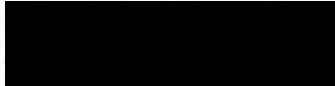
6
9

Subject: UNETHICAL PRACTICES BY AIRTEL
To: "daca@tral.gov.in" <daca@tral.gov.in>

Date: 29-07-19 02:22 PM

From: "Ayush Kumar" <ayushk@rediffmail.com>

WE HAVE GOT TWO POSTPAID CONNECTIONS WITH AIRTEL.
AT THE TIME OF TAKING THE CONNECTION WE WERE PROMISED 20 GB DATA BUT TO OUR SHOCK WE
HAVE RECEIVED ONLY 5GB DATA IN OUR PLAN.
AS SUCH WE DECIDED TO PORT OUT BUT WHEN WE ARE TRYING TO DO THE SAME WE GOT TO KNOW
THAT THE AUTHORISATION DETAILS WHICH SHOULD HAVE BEEN OF ME HAS BEEN PUT UP OF SOMEONE
ELSE TO WHICH WE ARE UNABLE TO PORT OUT THE CONNECTION.
WE HAVE TRIED BRINGING THIS NOTICE TO AIRTEL SEVERAL TIMES EVEN VISITED THEIR STORE BUT
INVAIN.
AS SUCH WE ARE FORCED TO WRITE TO YOU FOR RESOLUTION.



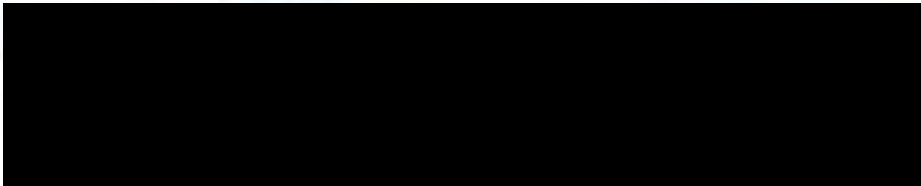
Speed Post

901/2019
①

To,
Public Information Officer,
Telecom Regulatory Authority of India
Jawaharlal Nehru Marg,
(Old Minto Road)
New Delhi: 110 002,

Sir,

Subject: Request for Information under Right to Information Act 2005.



NSL-I, BBPA

Would you, please, like to Inform:-

1. The Permitted Mobile/Internet Recharge Period:-
 - a. 28. Days.
 - Or
 - b. One Month.

NSL-I
BBPA
FL/EA

I hereby inform that following formalities have been completed by me:

1. That I am submitting a Postal Order of requisite Fee of Rs. 10/- by way of Postal Order No.. 472 140206.

2/11
AHT/RM

Dated: 31.10.2019



03/12/19



सत्यमेव जयते



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

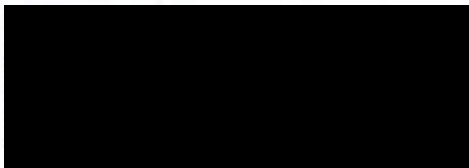
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

URGENT MATTER
UNDER RTI ACT

No. 1(901)/2019-RTI

Dated the 02 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 31.10.2019 for providing information under the provisions of the Right to Information Act, 2005 regarding permitted mobile/internet recharge period related matter. In this context, the following is furnished:

Point No.	Reply
1	As per the existing tariff framework, the tariff for mobile services is under forbearance except for a few services. Accordingly, the Telecom Service Providers have full flexibility in deciding on the rates and conditions such as validity period.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

S.K. Dutta
S.K. Dutta

(S.K.Dutta)

Central Public Information Officer

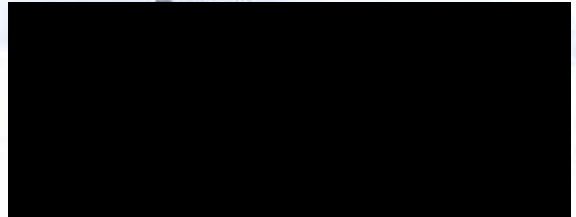
Tele: 011-23664503

903/2019

REGISTERED POST

To:

Telecom Regulatory Authority
of India (TRAI)
Mahatma Jyoti Bapu Bhawan
Jawahar Lal Nehru Rd
Old Minto Rd,
New Delhi - 110002



Date: 18 Oct 2019

**AUTHORITY/PROVISION, UNDER WHICH GENERAL PUBLIC
OF CANTT. BOARD, FAIZABAD HAS BEEN DEBARRED FROM
NETWORK ACCESS FROM (LAST 100 DAYS)**

2019
30/10
CAPS
4/11
So (RMS)

- In respect of above.
- I.P.O. Bearing No. 46838560 attached as information processing fees.

??

Thanking you in anticipation.

Enclosures:

Faithfully yours,

Copy to:

1. Army Headquarters, Sena Bhavan, New Delhi-10.
2. Cantonment Executive Officer, Faizabad Cantt.
3. Station H.Q. DRC, Faizabad.



**URGENT MATTER
UNDER RTI ACT**

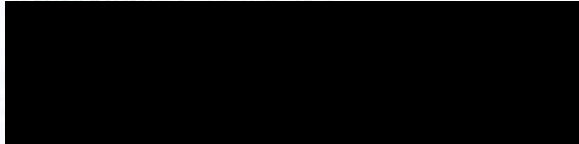
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, (पुराना मिनटो रोड), नई दिल्ली-110002
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg, (Old Minto Road), New Delhi - 110 002

F.No.: 1(903)/2019-RTI

Dated: the 11 November, 2019.

To



SUB.: TRANSFER OF RTI APPLICATION TO PROVIDE INFORMATION UNDER THE PROVISIONS OF RTI ACT, 2005 -reg.

Sir,

Please refer to your RTI application dated 18.10.2019 for providing information under the provision of RTI Act, 2005 regarding mobile network related matter.

2. In this regard, it is informed that the matter under reference does not pertain to TRAI. However, the subject matter in your RTI application pertains to DoT, hence, your application, in original, is being transferred to DoT, in terms of section 6 (3) (ii) of the RTI Act, 2005 for provide information directly to you. You are also requested to contact the above CPIO for further correspondence in this matter.

3. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

S.K. Dutta
11/11/19

(S.K.Dutta)

Central Public Information Officer
Tele: 011-23664503.

Copy to:-

The Dy. Secretary (Coord.) &
Nodal Officer (RTI),
Deptt. of Telecommunications,
Ministry of Communications & IT,
Sanchar Bawan, No. 20, Ashoka Road,
New Delhi - 1100 01.

Along with the above RTI Application, in original, for providing information to the applicant directly, under the provisions of RTI Act, 2005. In case, the subject matter of the application does not pertain to you, the said application may please be transferred to concerned CPIO in your Department.

सूचना प्राप्त करने के लिये आवेदन-पत्र का प्रारूप

(सूचना का अधिकार अधिनियम 2005 की धारा-6 (1))

प्रेषित

लोक सूचना अधिकारी/सहायक सूचना अधिकारी

कार्यालय :- भारतीय दूरसंचार विनियामक प्राधिकरण (डॉ. आई)
जई दिल्ली

(1) आवेदक का पूरा नाम

[REDACTED]

(2) पता :-

[REDACTED]

(3) चाही गई सूचना की विशिष्टिया :-

विभाग कार्यालय का नाम, जिससे सूचना सम्बन्धित है रिलायन्स कम्युनिकेशन्स
लिमिटेड मुम्बई

सूचना की प्रकृति संलग्न :- धारा अधिकारी द्वारा प्रमाणित प्रति
सूचना की अवधि सानसरोवर थाना जयपुर (राजस्थान) मे वर्ज परिवार

चाही गई सूचना का विवरण N: 968 दिनांक 27/01/19 के शीघ्र निराकरण
हेतु अपराधी के मोबाइल No [REDACTED] मे की गई

आदि डी प्रूफ की फोटो कॉपी प्रति

(4) क्या फीस देने का सबूत संलग्न कर दिया है?

1. आवेदन शुल्क रुपये 10/- IPO No 46F926686

डीडी/बैंक्स चैक न.

बैंक का नाम

2. रिकार्ड के निरीक्षण हेतु शुल्क

3. फोटो प्रति शुल्क

(5) यदि आवेदक बीपीएल परिवार से है तो दस रुपये की फीस देय नहीं है।

बीपीएल क्रमांक संख्या

स्थान : जयपुर

दिनांक : 4/11/19

भारतीय दूरसंचार विनियामक प्राधिकरण
महानगर पुणे/भवन, नई दिल्ली-2
06 NOV 2019
व्यवस्थापक सं. 13224

[REDACTED]

आवेदक के हस्ताक्षर



सत्यमेव जयते



अति-आवश्यक मामला
आरटीआई अधिनियम के तहत

भारतीय दूरसंचार विनियामक प्राधिकरण
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
(पुराना मिंटो रोड), नई दिल्ली-110002
फैक्स : + 91 11 23230204

संख्या : 1(904)/2019-आरटीआई

दिनांक // /11/2019

सेवा में,



विषय:- सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अधीन सूचना प्रदान करने के लिए अनुरोध।

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत सूचना प्राप्त करने के लिए आपके दिनांकित 04.11.2019 के आवेदन पत्र का संदर्भ ग्रहण करें जिसमें आपने 9309327775 की आइडी प्रूफ से संबंधित जानकारी मांगी है।

2. उपर्युक्त संबंध में, यह सूचित किया जाता है कि उक्त विषय पर आपके द्वारा मांगी गई सूचना भादूविप्रा में उपलब्ध नहीं है। तथापि आपके आवेदन की विषय-वस्तु दूरसंचार विभाग से संबंधित है। तदनुसार, सूचना का अधिकार अधिनियम 2005 की धारा 6(3)(1) के अनुसरण में आवेदन पत्र की मूल प्रतिलिपि केन्द्रीय लोक सूचना अधिकारी, दूरसंचार विभाग को अंतरित किया जा रहा है। इस संबंध में अग्रिम सूचना के लिए कृपया केन्द्रीय लोक सूचना अधिकारी, दूरसंचार विभाग से नीचे दिए गए पते पर संपर्क करें।

3. सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत "श्री एस. के. मिश्रा, प्रधान सलाहकार(एफ एन्ड ईए)", भारतीय दूरसंचार विनियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, पुराना मिंटो रोड, नई दिल्ली-110002, दूरभाष: 011-23221856, फैक्स: 23235249" भादूविप्रा में अपीलीय प्राधिकारी है।

भवदीय,

एस. के. मिश्रा

(एस. के. मिश्रा)

केन्द्रीय लोक सूचना अधिकारी
दूरभाष : 011-23664503

प्रतिलिपि :-

उप सचिव एवं नोडल अधिकारी(आरटीआई)
दूरसंचार विभाग,
संचार और आईटी मंत्रालय,
संचार भवन, 20 अशोक रोड,
नई दिल्ली - 110001.

सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अंतर्गत [REDACTED] से प्राप्त दिनांकित 04.11.2019 के आवेदन पत्र की प्रतिलिपि पत्र के साथ सूचना प्रदान करने के लिए संलग्न है। यदि आवेदन पत्र की विषय- वस्तु आपसे संबंधित न हो, तो इसे डीओटी के संबंधित केन्द्रीय लोक सूचना अधिकारी को अंतरित कर दिया जाए।

दिनांक : 4/11/19

आवेदक क हस्ताक्षर

905/2019
①

RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50871

Date of Receipt : 07/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Status(Rural/Urban) : Rural

Is Requester Below Poverty Line ? No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

I kindly request you to provide information on the following:

Information Sought :

1. Present position on IUC.
2. Will IUC charge will be scrapped from Jan 2020.

Print Save Close

FREE

BIBPA, NSU-1
11/11
An IRM

5

**URGENT MATTER
UNDER RTI ACT**



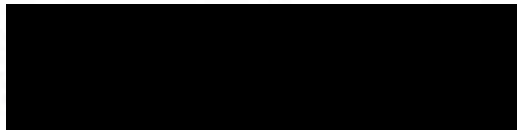
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(905)/2019-RTI

Dated the 21 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 07.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50871 for providing information under the provisions of the Right to Information Act, 2005 regarding IUC related matter. In this context, the following is furnished:

Point No.	Reply
1	TRAI has issued a Consultation Paper on "Review of Interconnection Usage Charges" dated 18 th September, 2019 for seeking the comments of the stakeholders inter alia on the issue of need to revise the applicable date for Bill and Keep regime from 01.01.2020. Comments and counter-comments received in this regard are under examination.
2	It is an enquiry into decision making process. It is not covered under the provisions of the RTI Act, 2005.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

S.K. Dutta
24/11/19

(S.K.Dutta)

Central Public Information Officer
Tele: 011-23664503

906/2019

①

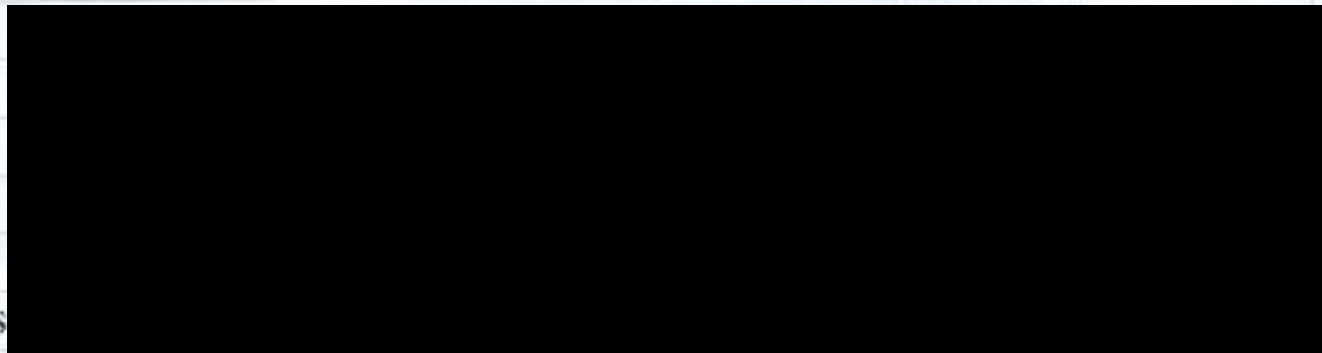
RTI REQUEST DETAILS

Registration No. : TRA01/R/2019/50872

Date of Receipt : 08/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below No.
Poverty Line ? :

Citizenship Status Indian

Amount Paid : 10)

Mode of Payment Payment Gateway

Request Pertains to :

Information Sought :

As you know that Internet services is suspended from last three months in Jammu and kashmir .But We are paying for the same plan from last three month whereas companies are not giving Internet.How the company can charge us for internet services without giving services. This is for all telecom companies. Please regulate it and I need reply for this. Telecom companies cant charge us for Internet services which are suspended in jammu and kashmir.

Print Save Close

NSL, CA

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K/11/17
Sol Res



सत्यमेव जयते

No. 1(906)/2019-RTI



सूचना
का अधिकार

URGENT MATTER
UNDER RTI ACT

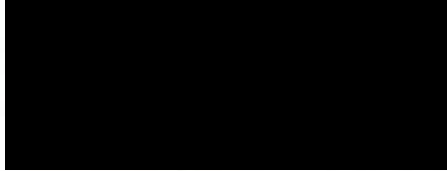
7

भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

Dated the 21/ November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 08.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50872 for providing information under the provisions of the Right to Information Act, 2005 regarding Internet suspension in Kashmir related matter.

2. In your RTI application you had not sought any specific information under RTI Act, 2005 rather your application was in the nature of a complaint regarding charging of payment without giving services by different service providers in Jammu & Kashmir during the last three months. TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. It is for information that TRAI has mandated all Telecom Service Providers to establish a two tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service related complaints at the complaint center of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse. Details of Appellate Authority of the service provider are uploaded and updated on TRAI web site as and when intimated by Service Providers. A subscriber may also obtain details of appellate authority of his service provider on its website.

3. Further, the information in your RTI application seems pertains to DOT, hence, your application has already been transferred online to DoT on 21.11.2019, in terms of section 6 (3) (ii) of the RTI Act, 2005 for provide information directly to you. You are also requested to contact the CPIO of DoT for further correspondence in this matter.

Yours faithfully,

S.K. Dutta
21/11/19
(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

907/2019 ①

RTI REQUEST DETAILS

Registration No. : TRA01/R/2019/50873	Date of Receipt : 09/11/2019
Type of Receipt : Online Receipt	Language of Request : English
Is Requester Below Poverty Line ? : Yes	Citizenship Status : Indian
Amount Paid : 0)	Mode of Payment : Payment Gateway
Request Pertains to :	
Information Sought : 1. Currently According to the record liabilities of company M/s. Aircel Cellular Ltd is merged in which company	
<input type="button" value="Print"/> <input type="button" value="Save"/> <input type="button" value="Close"/>	

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सत्यमेव जयते



सूचना
का अधिकार

URGENT MATTER
UNDER RTI ACT

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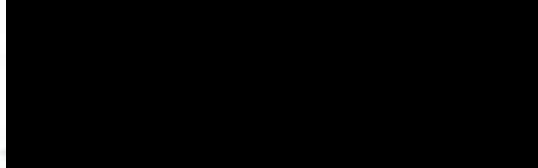
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरु मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(907)/2019-RTI

Dated the 18 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 09.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50873 for providing information under the provisions of the Right to Information Act, 2005 regarding M/s. Aircel Cellular Ltd related matter. In this context, the following is furnished:

Point No.	Reply
1	Information sought by you does not pertain to TRAI. All the Telecom Service Providers are governed by the License Agreement entered with the Department of Telecommunications (DoT), therefore your application has already been transferred to DoT online on 15/11/2019 in terms of section 6 (3) (ii) of the RTI Act, 2005 for furnishing information with reference to the relevant issue.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

S.K. Dutta
18/11/19

(S.K.Dutta)

Central Public Information Officer

Tele: 011-23664503

908/2019 ①

RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50874

Date of Receipt : 09/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status Indian

Amount Paid : 10)

Mode of Payment Payment Gateway

Request Pertains to :

Information Sought :

1 WITHOUT PROVIDING SERVICES OF INTERNATIONAL ROAMING CAN VODAFONE CHARGE OR RAISE BILL TO CONSUMER AS IT HAPPENS IN MY CASE
2 MY MOBILE NO IS [REDACTED] INVOICE NO [REDACTED] DATED 1 AUGUST 2019 FOR RS 4009 IN WHICH 2999 IS CHARGES AS INTERNATIONAL ROAMING WHY

F&A, NSL

Print Save Close

*F&A, NSL-G
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सत्यमेव जयते



सूचना का अधिकार

URGENT MATTER
UNDER RTI ACT

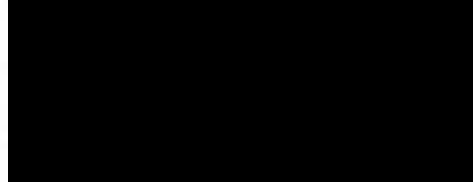
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(908)/2019-RTI

Dated the 02 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application filed online in the RTI portal of Telecom Regulatory Authority of India vide Registration No. TRAOI/R/2019/50874 dated 09.11.2019 for seeking information under the provisions of the Right to Information Act, 2005 regarding international roaming related matter.

Point No.	Reply
1 to 2	You have not sought any specific information on the complaint raised through the RTI. TRAI has no comments to offer on the clarification sought through the query raised by you. Moreover, international roaming charges are under forbearance and TRAI has not specified any charges/tariff for international roaming for postpaid customers.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

o/c Yours faithfully,

21/11/19
(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

969/2019 (1)

RTI REQUEST DETAILS

Registration No. : TRAOL/R/2019/50875

Date of Receipt : 09/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Information Sought :

CPIO/RTI

Please provide me the following information in connection with refund of security deposit by service provider after closure of customer service/account.

Bsnl is having customers refundable security even after one year and more after closing of account which is estimated more than 200 crores . 1. Rules and order for returning refundable security deposits by service provider to customers after termination of service may be provided.

2 . If refund is not granted to customers even after complaint and request what action can be taken by TRAI against service provider. Authority to whom aggrieved customers can address may please be intimated.

3. BSNL is likely to close its service without refund of security deposit please intimate rules by which interest of customers are safeguarded by TRAI . 1 [REDACTED]

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URGENT MATTER
UNDER RTI ACT

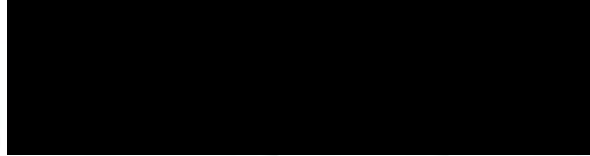
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(909)/2019-RTI

Dated the 21 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 09.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50875 for providing information under the provisions of the Right to Information Act, 2005 regarding refund of security deposit related matter. In this context, the following information is furnished:

Point No.	Reply
1-2	As per the Quality of Service Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 dated 20.03.2009, the security deposits must be refunded within 60 days of closure of connection. Non-compliance for this benchmark for refund of security deposit in a quarter will entail imposition of financial disincentives by TRAI. For any delay in refund beyond this period the customer has to be paid interest at 10% per annum. These regulations are available on TRAI website www.trai.gov.in
3	Information sought by you vide this point is not available in TRAI.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

S.K. Dutta
21/11/19
(S.K.Dutta)

Central Public Information Officer
Tele: 011-23664503

9/10/2019
①

RTI REQUEST DETAILS

Registration No. :	TRAOL/R/2019/80098	Date of Receipt :	08/11/2019
Transferred From :	Department of Telecommunications on 08/11/2019 With Reference Number : DOTEL/R/2019/50924		
Remarks :	The matter pertains to TRAI		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
Letter No. :	Details not provided	Letter Date :	Details not provided
Is Requester Below Poverty Line ? :	Yes	Citizenship Status :	Indian
Amount Paid :	0)	Mode of Payment :	Payment Gateway
Request Pertains to :			
Information Sought :	Reliance Jio Company		
Original RTI Text :	Reliance Jio Company		
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 Anil Das

The Right to Information Act 2005
Application for obtaining information

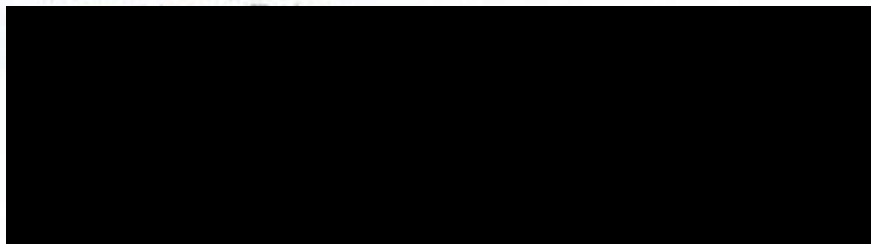
From:-



To:-

Jio Company

Details of Applicant:-



Details of Information: -

1. Please tell me what the meaning of unlimited calls is?
2. What is the Unlimited call limit you have set and how it is used, such as how many minutes can be talked in 1 day and in 1 week, and how many minutes in 1 month?
3. What was the benefit of the Rs 399 plan before 10 October and after 10 October, both calls and data were expanded?
4. If the 3 month unlimited plan is closed within 1 month, what will be the difference between 1 month unlimited plan and 3 month unlimited plan?
5. If the 3-month unlimited plan is closed within 1 month, then what is the benefit of doing the 3-month unlimited plan?
6. As you are given a limit in the data that you cannot use more than 1GB per day and more than 1GB in 1 day, why is the limit of 1 day or 1 week not given in calls.



सत्यमेव जयते



भारतीय दूरसंचार विनियामक प्राधिकरण

TELECOM REGULATORY AUTHORITY OF INDIA

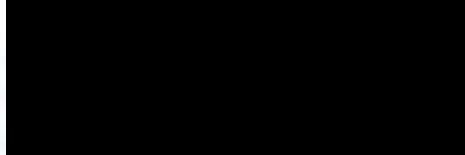
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंगो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

URGENT MATTER
UNDER RTI ACT

No. 1(910)/2019-RTI

Dated the 05 December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 08.11.2019 filed online on the RTI portal of DoT vide registration No.DOTEL/R/2019/50924 which is received through transferred on the RTI portal of TRAI vide registration No.TRAOI/R/2019/80098 for providing information under the provisions of the Right to Information Act, 2005 about unlimited calls, tariff related matter. In this context, the following is furnished:

Point No.	Reply
1	The term 'Unlimited Calls' is not defined in Telecommunication Tariff Order (TTO), 1999.
2 & 6	At present, the tariff for mobile services except for a) National roaming service, b) Rural Landline service and c) USSD is under forbearance. The telecom service providers (TSPs) have flexibility to design and offer tariff as per prevalent market conditions, subject to the condition that these tariffs have to be consistent with the regulatory framework and regulatory principles which <i>interalia</i> include transparency, non-discrimination, non-predation etc. to ensure protection of consumer interest and orderly growth of the sector.
3	The details of Plan Rs.399 before and after 10 th October is enclosed herewith. ✓
4 & 5	The queries raised by you vide these points is not clearly mentioned.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011-23235249.

Encl.: As above.

Yours faithfully,

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

Copy to:

The Dy. Secy. & Nodal Officer (RTI)
Deptt. of Telecommunications
Ministry of Communications & IT
Sanchar Bhawan, 20 Ashoka Road
New Delhi-110001.

For information w.r.t. your above referred online application vide Registration No.DOTEL/R/2019/50924 dated 08.11.2019.

8

11

Name	Old Parameter Value	New Parameter Value
Product Type	Prepaid STV	Prepaid STV
Tariff Summary	1.5 GB data per day for 84 days on a cumulative recharge of Rs.399 along with the plan benefits of free national voice calls in home and roaming and 100 national SMS per day free	1.5 GB data per day for 84 days on a cumulative recharge of Rs.399 along with the plan benefits of free national voice calls in home and roaming and 100 national SMS per day free
Unique Record ID	[REDACTED]	
TSP	Jio	Jio
LSA	UP WEST	UP WEST
Type of Service	LTE	LTE
Prepaid / Postpaid	Prepaid	Prepaid
Launch / Revision / Correction / Withdrawal	LAUNCH	REVISION
Revision Unique Record ID No., if applicable		J122PMST0015
Name of the Product	Prime STV 399	Prime STV 399
Unique Plan ID of the Voucher / of the plans for which exclusively applicable	1003885	1003885
Date of Reporting	28-Jul-2018	15-Oct-2018
Date of Launch / Revision / Correction	26-Jan-2018	01-Oct-2018
Regular / Promotional	Regular	Regular
Special Eligibility Conditions, if any	Jio Prime membership is mandatory. The subscriber can avail this STV of Rs-63 only with 14 advance recharges of PV 28. The cumulative MRP of the recharges is thus Rs. 399	Jio Prime membership is mandatory. The subscriber can avail this STV of Rs 63 only with 14 advance recharges of PV 28. The cumulative MRP of the recharges is thus Rs. 399
Price (Including Processing Fee & GST)	399	399
Validity	84	84
Additional Data - Unit (MB / GB)	GB	GB
Additional Data - Total 4G Data	126	126
Additional Data - Day/Night Data Capping	1.5	1.5
Additional Data - FUP, if any (Yes/No)	Yes	Yes
Miscellaneous - Terms and Conditions, if any	Subscription to Jio Prime is mandatory. 14 advance payments of PV 28 are required	Subscription to Jio Prime is mandatory. 14 advance payments of PV 28 are required
Miscellaneous - Whether details of this service have been uploaded on the website (Either "Yes" or "No" should be entered)	Yes	Yes
Miscellaneous - TSP website link of the Plan	http://www.jio.com/en-in/4g-plans	http://www.jio.com/en-in/4g-plans
Miscellaneous - Any other declarations	Cumulative data under PV and STV will accounted for daily data cap. Total data available under the cumulative recharge is 126	Cumulative data under PV and STV will accounted for daily data cap. Total data available under the cumulative recharge is 126

(R)

Submission
Reason for delay

No
NA

No
NA

Page 1 of 1

3/DAY PACKS

10

13

Validity (days)	459 399
al data (GB)	84
at high speed	84 126
Post which unlimited @ 64 Kbps)	1.5GB per day
Truly unlimited	Onnet Voice
Unlimited(100 / day)	SMS
Complimentary subscription	Jio Apps

Recent
steps
towards

reversing enacted regulation on IUC by TRAI has compelled Jio to recover IUC of 6 paise / minute for all mobile voice calls to other operators. This recovery of IUC will continue only until the IUC charge is made zero by TRAI.

You will have the option to select a suitable IUC TOP-UP voucher starting at Rs 10, that can be used to make such non-Jio calls. To compensate our customers for the cost of these additional IUC top-ups, we will offer additional 1 GB of data for every 10-rupee spent, ABSOLUTELY FREE.

Jio stands firm on its commitment to offer the highest value to its customers and continues to provide free calls on Jio's network and to all landlines. To continue enjoying the benefits of free calling, you may invite others to our Jio family.



सत्यमेव जयते



रूचना
का अधिकार

URGENT MATTER
UNDER RTI ACT

28

भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

F.No. 1(911)/2019-RTI

Dated: the 06 December, 2019.

To



Subject: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your applications dated 08.11.2019, 21.11-2019, 18.11-2019 and 31.10.2019 filed online on the RTI portal of DoT vide their registration Nos. DOTEL/R/2019/50935, DOTEL/R/2019/81057, DOTEL/R/2019/50935/2 and DOTEL/R/2019/50935/1 respectively which are received through online transferred on the RTI portal of TRAI and two application received offline for providing information under the provisions of the Right to Information Act, 2005 about M/s Reliance Jio related matter. In this context, the following is furnished :-

Point No.	Reply
1	TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. The service providers have to redress the complaint of the consumer as per the framework for redressal of complaints by service providers laid down by TRAI through the Telecom Consumers Complaint Redressal Regulation, 2012 dated 05.01.2012.
2&5	The information sought is not available in TRAI.
3	The information sought is available in the TRAI regulation- "Telecom Consumers Protection and Redressal of Grievances Regulations, 2007", amended from time to time and available in the public domain on TRAI website-www.traai.gov.in.
4	TRAI has notified "The Telecom Consumers Protection (Ninth Amendment) Regulations, 2015 (9 of 2015)" on 16th October 2015, to be effective from 1st January 2016. These regulations mandate originating service providers to credit one Rupee for a dropped call to the calling consumers as notional compensation, limited to three dropped calls in a day. The service providers and their associations filed a case in Hon'ble High Court Delhi against this regulation. The Hon'ble High Court pronounced its verdict in TRAI's favor and TRAI issued instructions to service providers for the compliance of above regulation. However, the service providers appealed in the Hon 'ble Supreme Court. The Hon'ble Supreme Court has pronounced its verdict in Service Provider's favor, quashing the regulations. Now, there is no provision for compensation to consumers for call drop.
6	The requisite information does not fall under the definition of information as per section 8 (d) & (e).

29

7	Information sought can be looked in the regulations- The Quality of Service of Broadband Service Regulations 2006 (11 of 2006) and the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 dated 20.03.2009, as amended from time to time. These regulations are available on TRAI website www.trai.gov.in .
8	The requisite information does not fall under the definition of information as per section 2(f) of the RTI Act, 2005. (2f) "information" means any material in any form, including records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports papers, samples, models, data material held in any electronic form and information relating to any private body which can be accessed by a public authority under any other law for the time being in force.

3. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

SK *S.K. Dutta*
6/11/19
(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

Copy to:-

The Dy. Secretary (Coord.) & Nodal Officer (RTI),
Deptt. of Telecommunications,
Ministry of Communications & IT,
Sanchar Bawan, No. 20, Ashoka Road,
New Delhi - 1100 01.

- For information w.r.t. above referred online application Nos.
DOTEL/R/2019/50935, DOTEL/R/2019/81057 and DOTEL/R/2019/50935/2
Dated: 08.11.2019, 21.11-2019 and 18.11-2019 respectively.

Shri Jitendra Garg
Director (PG-1)
Department of Telecommunications
Public Grievances & Investigation
Section, Mahanagar Door Sanchar
Bhawan 6th Floor, Old Minto Road,
New Delhi -110002

-For information w.r.t. your above referred letter dated 22.11.2019.

Shri Yogesh Kumar
Director (MOC-PG) & CPIO
Department of Telecommunications
Section, Mahanagar Door Sanchar
Bhawan 6th Floor, Old Minto Road,
New Delhi -110002

-For information w.r.t. your above referred letter dated 15.11.2019.

9/11/2019

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/2019/80099	Date of Receipt :	08/11/2019
Transferred From :	Department of Telecommunications on 08/11/2019 With Reference Number : DOTEL/R/2019/50935		
Remarks :	The matter related to operationalisation of M/s Jio		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
[REDACTED]			
Letter No. :	Details not provided		Letter Date : Details not provided
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	0 (RTI fee is received by Department of Telecommunications (original recipient))	Mode of Payment	Payment Gateway

Request Pertains to :**Information Sought :** Dear Honorable Minister for Telecom

This is to bring to your kind notice and prompt action their too, we are very positive about your government and expect the same governance under your umbrella , Hope your will also agree that since we have showed trust in you then you also ascertain the same that trust should not be shaken of the tax payer and customer .

The issue is regarding to telecom service provider Jio network services their is so much of call drop and network issues regarding the service provider when ever I tried several times to get it touch with the customer care they are so confident in making mention that services will improve in 3 month or more and sometime no answer .Are they instructed to do the same .Or they have some upper hand in cheating the customers and handle their user base in an insulting manner . Well in that case is there any penalty clause under TRAI that if there is any call drop or network related issue (irrespective of some areas its every where) the service provider will be penalized by imposing penalty and fine .My query is for which I want answer point wise as per prevailing law in India and TRAI rules . And as per my fundamental right being citizen of India .

- 1-What is the action taken by the TRAI if the telecom company is no able to provide a proper service as they are offering.
- 2-How can a company charge advance money in name of offer or scheme if they

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sol km

QOS, FREAA, CA

are totally a failure in term of service .

3- Who is the single point of contact for one shot grievance redressal who can resolve the issue in one time.

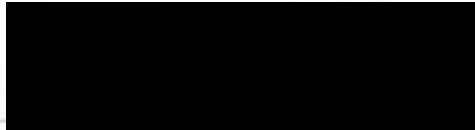
4- What is compensation & what is the procedure and whom to contact , for 1 year association with such company

5-What is the legal provision to file against Jio under IPC as there is difference in what is promised and what is served which falls under Cheating an forgery which is IPC 420.

6-What is the maximum speed provided by them and what are they providing currently.

7-What is the maximum time limit of resolution of any problem.

8-What is the resolution of call drop.



Original RTI Text : Dear Honorable Minister for Telecom

This is to bring to your kind notice and prompt action their too, we are very positive about your government and expect the same governance under your umbrella , Hope your will also agree that since we have showed trust in you then you also ascertain the same that trust should not be shaken of the tax payer and customer .

The issue is regarding to telecom service provider Jio network services their is so much of call drop and network issues regarding the service provider when ever I tried several times to get it touch with the customer care they are so confident in making mention that services will improve in 3 month or more and sometime no answer .Are they instructed to do the same .Or they have some upper hand in cheating the customers and handle their user base in an insulting manner . Well in that case is there any penalty clause under TRAI that if there is any call drop or network related issue (irrespective of some areas its every where) the service provider will be penalized by imposing penalty and fine .My query is for which I want answer point wise as per prevailing law in India and TRAI rules . And as per my fundamental right being citizen of India .

1-What is the action taken by the TRAI if the telecom company is no able to provide a proper service as they are offering.

2-How can a company charge advance money in name of offer or scheme if they are totally a failure in term of service .

3- Who is the single point of contact for one shot grievance redressal who can resolve the issue in one time.

4- What is compensation & what is the procedure and whom to contact , for 1 year association with such company

5-What is the legal provision to file against Jio under IPC as there is difference in what is promised and what is served which falls under Cheating an forgery which is IPC 420.

6-What is the maximum speed provided by them and what are they providing currently.

7-What is the maximum time limit of resolution of any problem.

8-What is the resolution of call drop.

Thanks & With Warm Regards,



3

Print Save Close

912/2019 (1)

85.11.2019

From



To

Shri I. Joseph Manoharan
Senior Research Officer (Coord) & Central Assistant Public Information Officer (CAPIO)
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan,
Jawaharlal Nehru Marg,
Old Minto Road,
New Delhi-110 002
Tele : 011-23664503

Sub: Application filed under the Right to Information Act on the Subscriber base of Digital TV subscribers in Kerala

I am associated with Media industry including Cable TV in the southern states of our country. I request for the following information under the Right to Information Act.

- (1) What is the total Cable TV subscriber base both primary subscribers and secondary subscribers in Kerala?
- (2) What is the subscriber base of each Multi-System Operator both primary and secondary subscribers in Kerala with the breakup of Digital subscriber base (Set Top Box Deployed)?

I understand that these information are provided to the department on a regular basis by the registered MSOs and DTH operators on a monthly basis.

I request that the information may be provided at the earliest.

Thanking you,

Yours faithfully



Encl: Postal receipt for Rs.10/-

B&S

Accs
14/11

Amal Kumar



सत्यमेव जयोते



सूचना का अधिकार

URGENT MATTER
UNDER RTI ACT

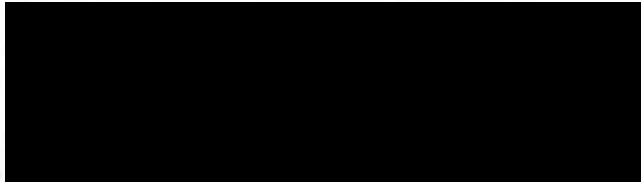
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(912)/2019-RTI

Dated the 26 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 05.11.2019 for providing information under the provisions of the Right to Information Act, 2005 regarding subscriber base of Digital TV subscribers in Kerala related matter. In this context, the following is furnished:

Point No.	Reply			
1	Information sought by you vide this point is not available in TRAI			
2	The subscriber base of some MSOs (operating in Kerala) for the month of September 2019 as reported to TRAI is as follows: -			
	Sl. No.	Name of the MSOs	Total Active Subscriber Base (includes subscribers who have been inactive or temporarily suspended for not more than last 90 days)	
			As a primary subscriber	As a secondary subscriber
	1	Kerala Communicators Cable Ltd. (KCCL)	1,442	26,70,243
	2	Asianet Digital Network	6,43,857	6,19,166
	3	Den Networks Ltd.	20,306	4,38,401
	4	Siti Networks Ltd.	79	77,513

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011-23235249.

Yours faithfully,

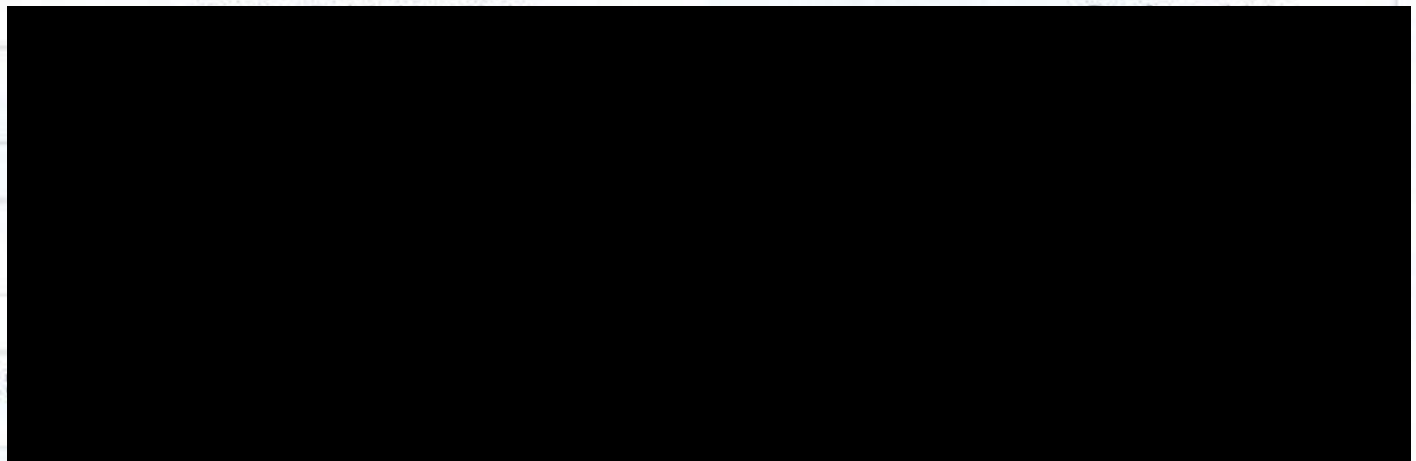
S.K. Dutta
26/11/19

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS

Registration No. :	TRAOIR/2019/80102	Date of Receipt :	11/11/2019
Transferred From :	Department of Telecommunications on 11/11/2019 With Reference Number : DOTEL/R/2019/80941/8		
Remarks :	The application is transferred under section 6(3) of the RTI Act ,2005 to TRAL.		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English



Letter No. :	Details not provided	Letter Date :	Details not provided
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	0 (RTI fee is received by Ministry of Information & Broadcasting (original recipient))	Mode of Payment	Payment Gateway
Request Pertains to :			
Information Sought :	<p>This has reference to the above mentioned RTI application, dated 18.09.2019, received on RTI portal, seeking information under RTI act 2005. As the information sought by applicant is not available with the undersigned, in terms of section 6(3) of RTI act 2005, the said application is hereby transferred for necessary action please. In case, the matter does not pertain to you, the application may be transferred to the concerned CPIOs.</p> <p>Respected,</p> <p>Please check attachment and provide information as per given point and if it belongs to your lower department then please take it and give it.</p> <p>I hope all the information available in digital format. As per Govt. of India we are fully digitized and all information present in one click.</p>		
Original RTI Text :			
<input type="button" value="Print"/> <input type="button" value="Save"/> <input type="button" value="Close"/>			

आदरणीय / आदरणीया,

मेरे निचे दिए हुए बिन्दुओं के आधार पर जानकारी प्रदान करें और यदि किसी बिंदु में कोई समस्या हो तो कारण के साथ जानकारी प्रदान करें।

- १) भारत सरकार को दूरसंचार लोकपाल गठन के लिए सम्बंधित विभाग से दस्तावेज कब दी गयी जानकारी प्रदान करें।
- २) भारत सरकार को दूरसंचार की सेवा देने वाले विभाग की जानकारी प्रदान करें।
- ३) भारत सरकार के अधिकारियों को सरकारी दूरसंचार की सेवा कब से प्रदान किया जा रहा है।
- ४) भारत सरकार अपने राजस्व/धन का उपयोग निजी दूरसंचार के उपयोग के लिए कितने प्रतिशत करता है जानकारी प्रदान करें।
- ५) भारत सरकार के अधीन आने वाले दूरसंचार कंपनी की वित्तीय समस्या का निदान कौन करता है जानकारी प्रदान करें।
- ६) भारत सरकार के अधीन विभाग/कार्यालय के कितने रुपये बकाया है दूरसंचार कंपनियों को देने के लिए जानकारी प्रदान करें।
- ७) भारत सरकार अपने सभी विभागों एवं कार्यालयों को लोकपाल के अधीन लाने का निर्णय कब किया गया जानकारी प्रदान करें।
- ८) भारत सरकार सरकारी संस्थाओं के सेवा गुणवत्ता की निरक्षण कितने समय पर करता है जानकारी प्रदान करें।
- ९) भारत सरकार ग्राहकों की गुणवत्ता में कोताही करने वाले सरकारी विभाग को कैसे चिन्हित करती है जानकारी प्रदान करें।
- १०) भारत सरकार ने कितने जनता से सम्बंधित सरकारी विभागों की सेवा में सुधार किया बीते ६ वर्षों में जानकारी प्रदान करें।
- ११) भारत सरकार की कितनी प्रतिशत जानकारी डिजिटल की जा चुकी है जानकारी प्रदान करें। जिससे आपको जानकारी ग्रहण करने में गति मिली है और अन्य विभागों में फ्रॉलोअप कम हुआ है।
- १२) भारत सरकार के कितने प्रतिशत अधिकारी डिजिटल माध्यम से उपस्थिति दर्ज करते है जानकारी प्रदान करें।
- १३) भारत सरकार के कितने विभाग और कार्यालय डिजिटल माध्यम से जुड़े है और उनकी निगरानी डिजिटल माध्यम से की जाती है जानकारी प्रदान करें।
- १४) भारत सरकार के अधिकारियों की जानकारी आधार से कब जोड़ी गयी और कितने प्रतिशत तक किया गया है जानकारी प्रदान करें।

१५) भारत सरकार ने एक देश एक शिकायत प्रणाली कब लागू किया गया और उस तक पहुंचने की जानकारी प्रदान करें।

१६) जन शिकायतों का सम्पूर्ण समाधान न होने पर अधिकारियों पर क्या दंड लगाया जाता है जानकारी प्रदान करें।

१७) प्रधानमंत्री और राष्ट्रपति कार्यालय एवं आवास, लोकसभा और राज्यसभा भवन में दूरसंचार और इंटरनेट की सुविधा कौन प्रदान कर रहा है जानकारी प्रदान करें।

१८) दूरसंचार विभाग ने दिल्ली स्थित केंद्र सरकारी कार्यालयों में इंटरनेट की सेवा किस विभाग से ली है और यह सुविधा का आरम्भ किस वर्ष से सुरु हुआ जानकारी प्रदान करें।

१९) केंद्र के सरकारी कार्यालय में इंटरनेट की निम्न और उच्च गति क्या है और किस माध्यम द्वारा सेवा प्रदान की जाती है जानकारी प्रदान करें।

२०) केंद्र के सरकारी कार्यालय में इंटरनेट की सेवा बाधित होने पर शिकायत कहा किया जाता है और उनका समाधान कितने दिनों में किया जाता है जानकारी प्रदान करें।



सत्यमेव जयते



सूचना
का अधिकार

सूचना का अधिकार
अधिनियम के तहत अति
तत्काल स्वरूप का मामला

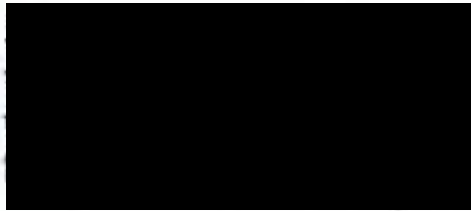
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

फाइल संख्या: 1(913)/ 2019- आरटीआई0

दिनांक: 06 दिसम्बर, 2019

सेवा में,



विषय: सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत जानकारी प्रदान करने हेतु अनुरोध

महोदय,

कृपया सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत 'दूरसंचार लोकपाल तथा तत्संबंध में जानकारी प्रदान करने के लिए दूरसंचार विभाग के आरटीआई के पोर्टल में दिनांक 17 अक्टूबर 2019, 23 अक्टूबर 2019 और 11 अक्टूबर 2019 को क्रमशः पंजीकरण संख्या डीओटीईएल/आर/2019/80941/8 और 2, डीओटीईएल/आर/2019/80971/4 और डीओटीईएल/आर/2019/80941/8 को ऑनलाइन दायर किए गए के आवेदन का संदर्भ ग्रहण करें, जो भारतीय दूरसंचार विनियामक प्राधिकरण के कार्यालय में ऑनलाइन तथा ऑफलाइन अंतरण के माध्यम से प्राप्त हुई हैं। इस संदर्भ में निम्नवत जानकारी उपलब्ध कराई जाती है:

मुद्दा संख्या	उत्तर
1	भारतीय दूरसंचार विनियामक प्राधिकरण ने अन्य बातों के साथ- साथ, "दूरसंचार क्षेत्र में शिकायत/ परिवाद के निपटान के संबंध में सिफारिशों" तथा दूरसंचार लोकपाल के कार्यालय का गठन करने हेतु अपनी सिफारिशें दिनांक 10 मार्च, 2017 को दूरसंचार विभाग (डीओटी) को भेज दी थी। दूरसंचार विभाग ने दिनांक 22 फरवरी, 2019 के पत्र के माध्यम से यह जानकारी प्रदान की थी कि दूरसंचार आयोग ने अपनी दिनांक 01 मई, 2018 को आयोजित बैठक में दूरसंचार लोकपाल के कार्यालय के गठन को अनुमोदित किया था और चूंकि यह भारतीय दूरसंचार विनियामक प्राधिकरण द्वारा की गई सिफारिशों से भिन्न है और इसमें गंभीर कार्यात्मक मुद्दे शामिल होंगे, इसलिए, भारतीय दूरसंचार विनियामक प्राधिकरण अधिनियम की धारा 11 के अनुसार दूरसंचार विभाग से पिछले उचित संदर्भ की प्रतीक्षा है।
2 से 20	इन बिंदुओं के माध्यम से मांगी गई जानकारी भारतीय दूरसंचार विनियामक प्राधिकरण से संबंधित नहीं है। दूरसंचार विभाग इसका उत्तर देने का कष्ट करे।

40

2. भारतीय दूरसंचार विनियामक प्राधिकरण में "सूचना का अधिकार अधिनियम, 2005" की धारा 19(1) के तहत अपीलीय प्राधिकारी "श्री एस0 के0 मिश्रा, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार विनियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, पुराना मिंटो रोड, नई दिल्ली-110002, दूरभाष: 011-23221856, फ़ैक्स: 011-23235249 हैं।

भवदीय,
श्री एस0 के0 दत्ता
4/12/19
(श्री एस0 के0 दत्ता)
केन्द्रीय लोक सूचना अधिकारी
दूरभाष: 011-23664503

प्रतिलिपि :

उप सचिव (समन्वय) तथा नोडल अधिकारी (आरटीआई)
दूरसंचार विभाग,
संचार और सूचना प्रौद्योगिकी मंत्रालय
संचार भवन, 20 अशोक रोड,
नई दिल्ली- 110001

- दिनांक 11 नवम्बर, 2019 की पंजीकरण संख्या डीओटीईएल/आर/2019/ 80941/ 8 के माध्यम से प्राप्त उपयुक्त संदर्भित ऑनलाइन आवेदन के संबंध में सूचना हेतु

श्री योगेश कुमार
निदेशक (एमओसी-पीजी) तथा सीपीआईओ
दूरसंचार विभाग,
संचार और सूचना प्रौद्योगिकी मंत्रालय
एमडीएस भवन, जेएलएन मार्ग (पुराना मिंटो रोड)
जाकिर हुसैन कॉलेज के समीप
नई दिल्ली- 110002

- आपके दिनांक 11 नवम्बर, 2019 के पत्र संख्या 37-162/2019/ एमओसी- पीजी/ आरटीआई तथा दिनांक 11 नवम्बर, 2019 के पत्र संख्या 37-163/2019/ एमओसी- पीजी/ आरटीआई (दो पत्र) के संदर्भ में सूचना हेतु

श्री जितेन्द्र गर्ग
निदेशक (पीजी- 1) तथा सीपीआईओ
दूरसंचार विभाग,
संचार और सूचना प्रौद्योगिकी मंत्रालय
एमडीएस भवन, जेएलएन मार्ग (पुराना मिंटो रोड)
जाकिर हुसैन कॉलेज के समीप
नई दिल्ली- 110002

- आपके दिनांक 06 नवम्बर, 2019 के पत्र संख्या 37-07/2019- पीजी- 1/ आरटीआई तथा दिनांक 15 नवम्बर, 2019 के पत्र संख्या 31-07/2019- पीजी- 1/ आरटीआई (दो पत्र) के संदर्भ में सूचना हेतु

9/14/2019

1

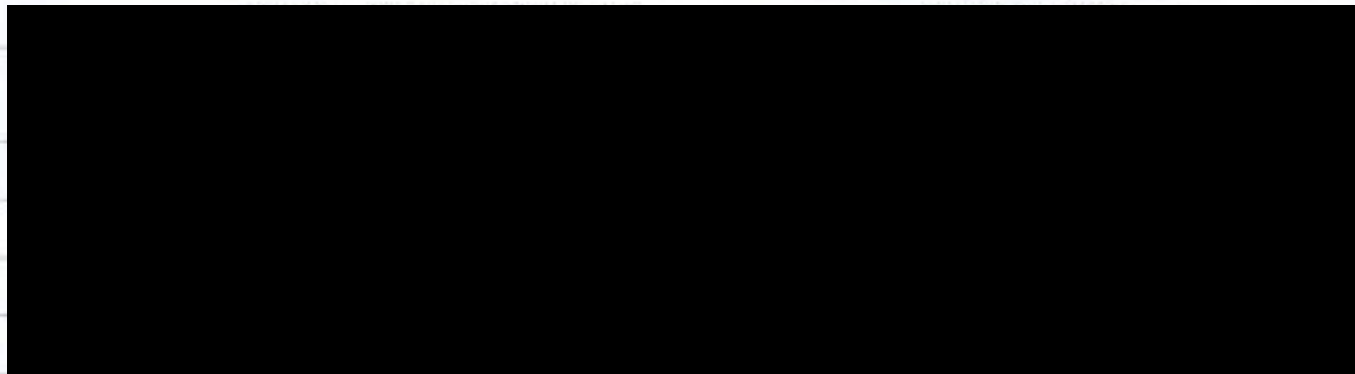
RTI REQUEST DETAILS

Registration No. : TRAOLR/2019/50878

Date of Receipt : 13/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

To,
Public Information Officer,
TRAI
New Delhi.

Please provide following information under RTI

Information Sought :

1. Please provide MNP Circular issued by TRAI for Mobile Portability.
2. Please provide Circular issued by TRAI that Mobile Operator can change postpaid plan without customer consent.
3. If Mobile Operator change the customer post paid plan without customer consent, than what is the penal provision by TRAI/Authority.
4. In last two years how many complaint registered in your office against Vodafone Ltd.
5. Please provide penal action Number /Penalty Amount done by TRAI to Mobile operator in last two years against violation of different laws/act.

MSL-II



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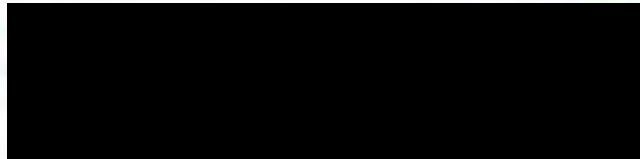
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सत्यमेव जयते

No. 1(914)/2019-RTI

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 13.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50878 for providing information under the provisions of the Right to Information Act, 2005 regarding MNP, complaints against M/s. Vodafone Ltd. and related matter. In this context, the following is furnished:

Point No.	Reply
1	The Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) dated 23.09.2019 as amended from time to time, are accessible on the TRAI website www.trai.gov.in under the head "Regulations" in "Release/Publication".
2 to 3	<p><u>As per the ITC Section-III clause 6</u></p> <p>(v) A tariff plan once offered by an Access Provider shall be available to a subscriber for a minimum period of Six Months from the date of enrolment of the subscriber to that tariff plan. Further, any tariff plan presented, marketed or offered as valid for any prescribed period exceeding six months or having lifetime or unlimited validity in lieu of an upfront payment shall continue to be available to the subscriber for the duration of the period as prescribed in the plan and in the case of lifetime or unlimited validity plans/ as long as the Service Provider is permitted to provide such telecom service under the current license or renewed license. In the case of plan with lifetime validity or unlimited validity, the service provider shall also inform the subscribers of the month and year of expiry of his current license.</p> <p>(vi) The subscriber in the said tariff plan shall be free to choose any other tariff plan even during the said SIX MONTHS period. All requests for change of plan shall be accepted and implemented immediately or from the start of next billing cycle.</p> <p>(vii) For any tariff plan/ the Access Provider shall be free to reduce tariffs at any time provided that no tariff item in that plan shall be increased within said SIX MONTHS period.</p>
4	In TRAI total 17545 complaints are registered against Vodafone Ltd. from 01.11.2017 to 31.10.2019.

Contd.....on next page.

5	TRAI does not levy any penalty on Telecom Service Providers (TSPs). All Telecom Service Providers are governed by License Agreement issued by DoT, therefore, a copy of your application has already been transferred to DoT online on 04.12.2019 in terms of section 6 (3) (ii) of the RTI Act, 2005 for furnishing information with reference to the relevant issue.
---	--

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.



Yours faithfully,

S.K. Dutta
6/12/19

(S.K.Dutta)

Central Public Information Officer

Tele: 011-23664503

9/15/2019

①

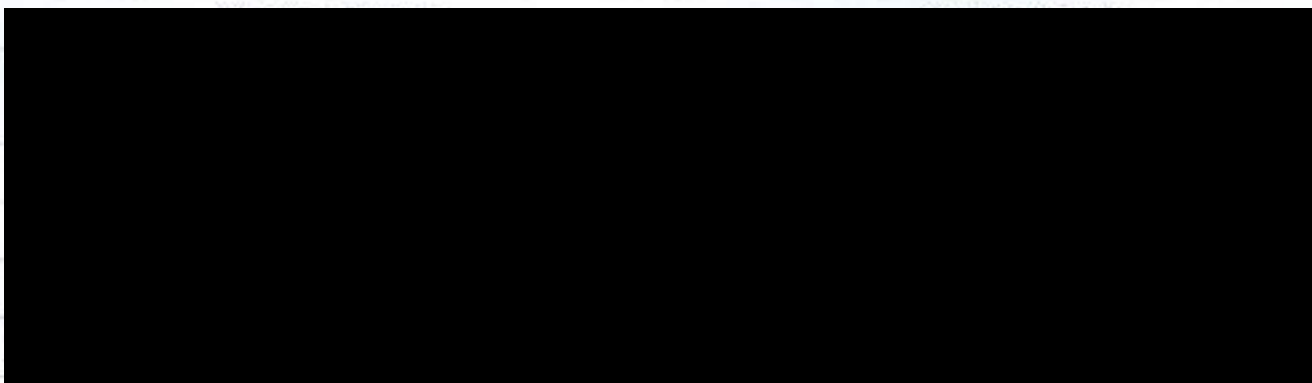
RTI REQUEST DETAILS

Registration No. : TRA01/R/2019/50879

Date of Receipt : 13/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Information Sought :

I am a user of AIRTEL. they are providing recharge options with certain validity period(35 rupees recharge with balance 26.66 with 28 days validity). After the validity the provided amount also expired. I want to know the details of that expired amount goes to which account(whether it goes to government account of company account). If it will not goes to govt account then the company shows that amount in thier profits or not. If TRAI does not have that details please ask the company about the details of expired amount for last 3 years.

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**URGENT MATTER
UNDER RTI ACT**

भारतीय दूरसंचार विनियामक प्राधिकरण

TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(915)/2019-RTI

Dated the December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 13.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50879 for providing information under the provisions of the Right to Information Act, 2005 regarding balance amount related matter.

2. In the above context, it is informed that vide the above referred application you have not sought any specific information through RTI. However, as per the existing tariff framework, the tariff for mobile services is under forbearance except for a few services. Accordingly, the telecom service providers have full flexibility in deciding on the rates and conditions such as validity period.

3. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,


(S.K.Dutta)

Central Public Information Officer
Tele: 011-23664503

9/16/2019

①

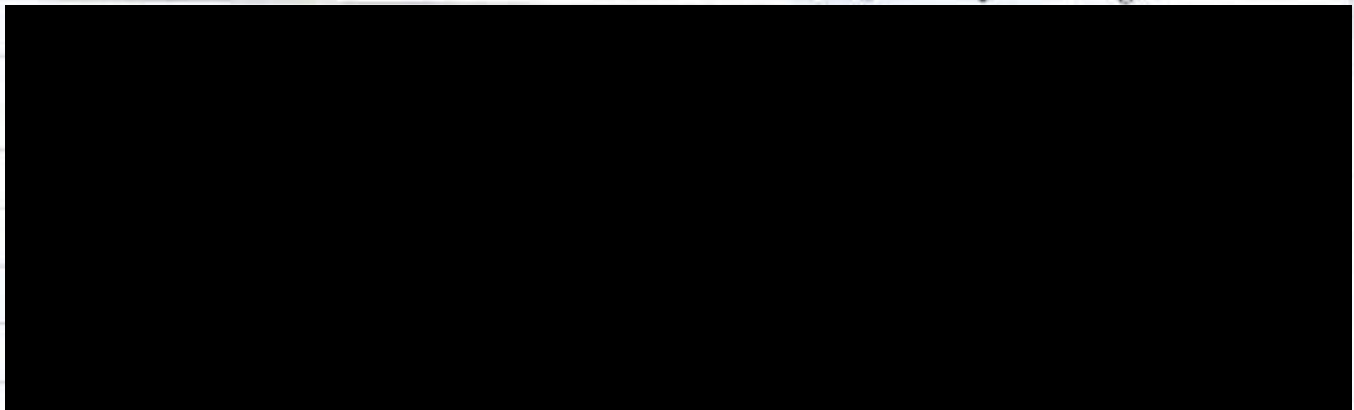
RTI REQUEST DETAILS

Registration No. : TRAOL/R/2019/50880

Date of Receipt : 13/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10.)

Mode of Payment : Payment Gateway

Request Pertains to :

Information Sought : (1) please give information about law to prevent unnecessary promotional message on customers private number.

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**URGENT MATTER
UNDER RTI ACT**

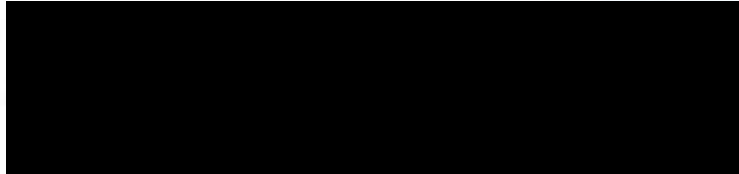
5

भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(916)/2019-RTI

Dated the 04 December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 13.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50880 for providing information under the provisions of the Right to Information Act, 2005 regarding promotional messages related matter. In this context, the following is furnished:-

Point No.	Reply
1	For making promotional, service or transactional related commercial communications, provisions are made under TCCCPR, 2018 Regulation. Entities who are not following such provisions, recipients can register complaint with their telecom service providers. To make system robust, effective, and efficient to control unsolicited commercial communication, new provisions have been introduced in TCCCPR, 2018. Details can be accessed on www.trai.gov.in .

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

S.K. Dutta
4/12/19
(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

9/17/2019



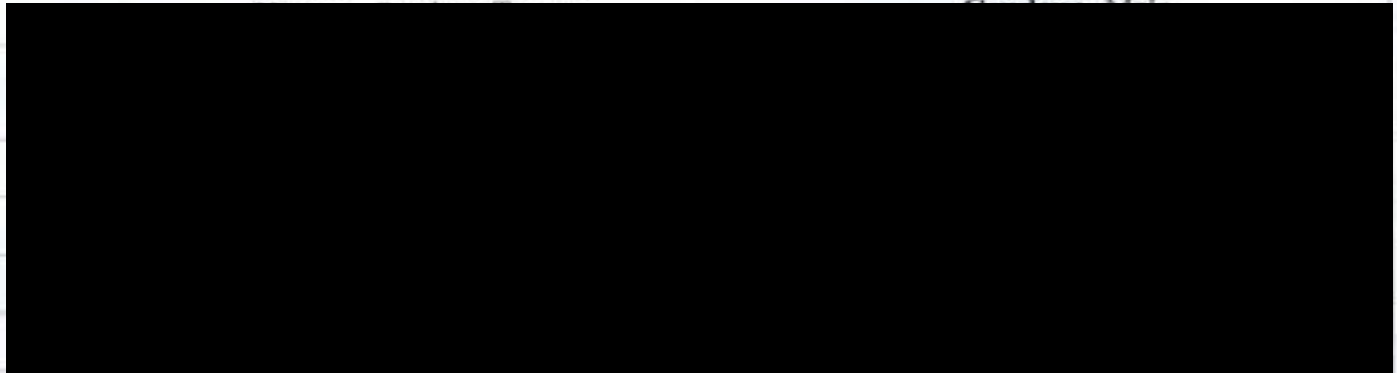
RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50881

Date of Receipt : 13/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status Indian

Amount Paid : 10)

Mode of Payment Payment Gateway

Request Pertains to :

Information Sought :

Is it mandatory to stay in a. Particular mobile service provider for 3 months before a user can port to another mobile service provider.

Please share all the rules regarding MNP also.

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URGENT MATTER
UNDER RTI ACT

4

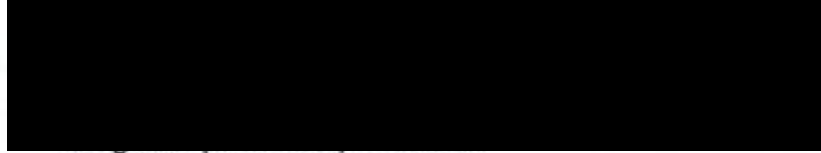
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंगो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(917)/2019-RTI

Dated the 21 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 13.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50881 for providing information under the provisions of the Right to Information Act, 2005 regarding MNP related matter. In this context, the following is furnished:

Point No.	Reply
1	<p>Regulation 6 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) dated 23.09.2009 as amended from time to time,</p> <p>6. Eligibility criteria for making a porting request-- Every subscriber shall be eligible to make a request for porting his mobile number:</p> <p>Provided that--</p> <p>(a) "a period of ninety days has expired from the date of activation of his mobile connection in the case of a mobile number not ported earlier; or from the date of activation of his mobile number after its last porting, in the case of a mobile number which has been ported earlier, as the case may be".</p> <p>The Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) dated 23.09.2009 as amended from time to time, are accessible on the TRAI website www.trai.gov.in under the head "Regulations" in "Release / Publication".</p>

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

S.K. Dutta
21/11/19
(S.K.Dutta)

Central Public Information Officer

Tele: 011-23664503

9/18/2019 (1)

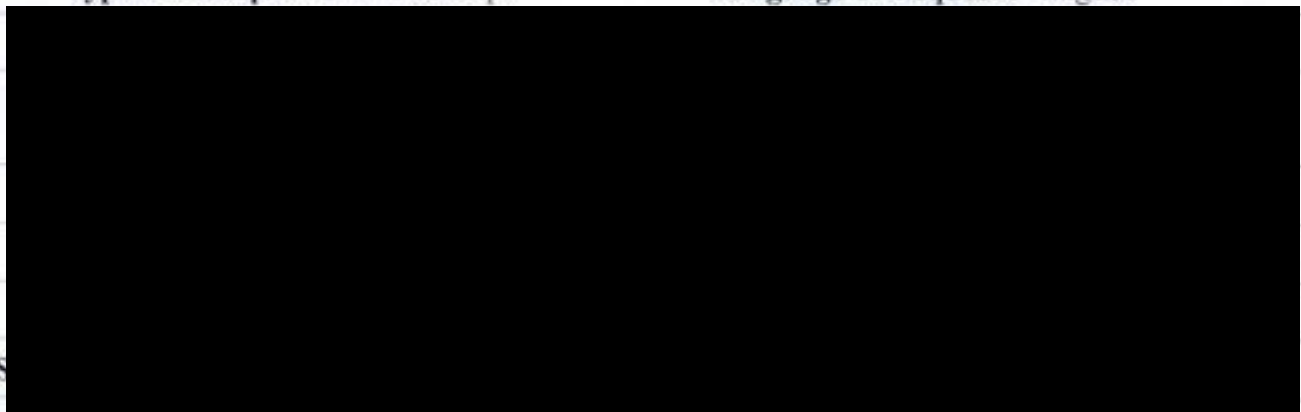
RTI REQUEST DETAILS

Registration No. : TRAOLR/2019/50882

Date of Receipt : 13/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Information Sought : please provide detailed bill of my vodafone prepaid number- [redacted] or May,19 to Aug,19

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**URGENT MATTER
UNDER RTI ACT**

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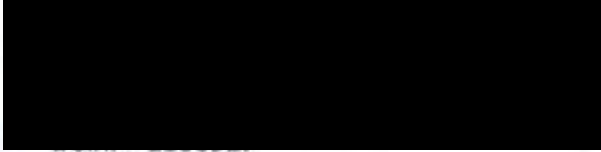
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(918)/2017-RTI

Dated the 18 November, 2019

To,



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Madam,

Please refer to your application filed online in the RTI portal of Telecom Regulatory Authority of India vide Registration No. TRAOI/R/2019/50882 dated 13.11.2019 for seeking information under the provisions of the Right to Information Act, 2005 regarding detailed bill of Vodafone prepaid mobile number 8929211124.

2. In this regard, it is intimated that the information sought by you is not available in TRAI. This information may be available with the Service Provider. It is further informed that RTI Act does not require the Public Information Officer (PIO) to collect the information from other entities. PIO is only required to supply the information in the form as held by the Public Authority. Therefore, TRAI is not in a position to provide the said information by collecting from the Service provider.

Yours faithfully,

S.K. Dutta
18/11/19

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

9/19/2019

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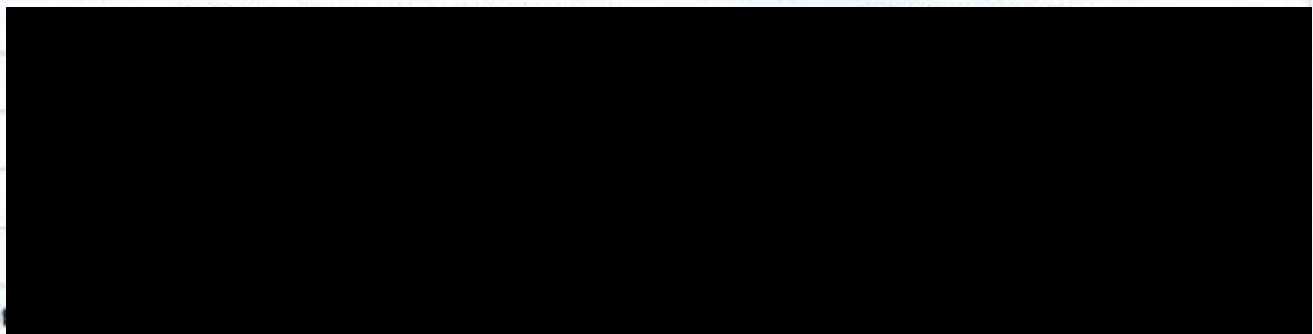
RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50884

Date of Receipt : 14/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Information Regarding Cable Operator in Ahmednagar City , Maharsbtra pin 414001.

Information Sought :

1. Name , Address and Contact Number of Cable Operator.
2. Registration Number .
3. Authorized process and required documents to provide connection at customer home.
4. Authorized process and required document to acknowledge Payment collection process from customer.
5. Number of connections.

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सत्यमेव जयते



URGENT MATTER
UNDER RTI ACT

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भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(919)/2019-RTI

Dated the 21 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 14.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50884 for providing information under the provisions of the Right to Information Act, 2005 regarding Cable operators related matter.

Point No.	Information
1, 2 & 5	This information may be available with Dept. of Post. therefore your applications has already been transferred to DoT online on 22/11/2019 in terms of section 6 (3) (ii) of the RTI Act, 2005 for furnishing information with reference to the relevant issue.
3	Sub-regulation 4 of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and consumer Protection (Addressable Systems) Regulations, 2017 (No. 2 of 2017) dated 3rd March 2017 as amended from time to time stipulates the procedure for new connection.
4	Sub-regulation 18 to 23 of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and consumer Protection (Addressable Systems) Regulations, 2017 (No. 2 of 2017) dated 3rd March 2017 as amended from time to time stipulate the billing and payment procedure for availing the Broadcasting Service related to television from distributors or its linked local cable operators. The said regulation is available on the Authority's website:- www.trai.gov.in/sites/default/files/QOS_Regulation_03_03_2017.pdf

3. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

22/11/19

(S.K.Dutta)

Central Public Information Officer
Tele: 011-23664503

920/2019

RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50887

Date of Receipt : 14/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status Indian

Amount Paid : 10)

Mode of Payment Payment Gateway

Request Pertains to :

Information Sought : Please provide year-wise data from 2011 to 2018 on the average cost to subscriber for per GB wireless data (in Rupees).

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सत्यमेव जयते



सूचना का अधिकार

**URGENT MATTER
UNDER RTI ACT**

**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(920)/2019-RTI

Dated the

December, 2019



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Madam,

Please refer to your applications dated 14.11.2019 filed online in the RTI portal of TRAI vide Registration Nos. TRAOI/R/2019/50887 and TRAOI/R/2019/50888 for providing information under the provisions of the Right to Information Act, 2005 regarding average cost to subscriber for per GB wireless data related matter.

Point No.	Information																		
1	Average cost to subscriber for per GB wireless data (in Rupees) is available w.e.f. 2014, which is as under: <table border="1"><thead><tr><th>S. No.</th><th>Year</th><th>Average cost to subscriber for per GB wireless data (in Rupees)</th></tr></thead><tbody><tr><td>1</td><td>2014</td><td>268.97</td></tr><tr><td>2</td><td>2015</td><td>226.30</td></tr><tr><td>3</td><td>2016</td><td>75.57</td></tr><tr><td>4</td><td>2017</td><td>19.35</td></tr><tr><td>5</td><td>2018</td><td>11.78</td></tr></tbody></table>	S. No.	Year	Average cost to subscriber for per GB wireless data (in Rupees)	1	2014	268.97	2	2015	226.30	3	2016	75.57	4	2017	19.35	5	2018	11.78
S. No.	Year	Average cost to subscriber for per GB wireless data (in Rupees)																	
1	2014	268.97																	
2	2015	226.30																	
3	2016	75.57																	
4	2017	19.35																	
5	2018	11.78																	

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

(S.K. Dutta)

**Central Public Information Officer
Tele: 011-23664503**

921/2019
①

RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50890

Date of Receipt : 14/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Please provide me the following details

1. Total number of mobile service providers in India
2. Names of mobile service providers in India
3. Total number of mobile phone connections in India
4. State wise number mobile phone connections
5. Mobile service providers and the number of connections they provide at present in each state

Information Sought :

6. Total number of DTH service providers in India
2. Names of DTH service providers in India
3. Total number of DTH connections in India
4. State wise number DTH connections
5. DTH service providers and the number of connections they provide at present in each state

Thanking you,



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सत्यमेव जयते



**URGENT MATTER
UNDER RTI ACT**

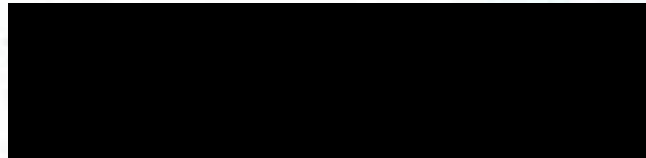
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(921)/2019-RTI

Dated the 27 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 14.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50890 for providing information under the provisions of the Right to Information Act, 2005 regarding Mobile/DTH service provider, and Mobile/DTH connection related matter. In this context, the following is furnished:

Point No.	Reply
1 to 5	<p>TRAI publishes Telecom Subscription Data every month and IS uploaded in the official website. This report contains data relating to Wireless Subscribers, Service-Area 'Arise & Telecom Service Provider Wise (TSPs). The same are accessible in the URL: https://main.trai.gov.in/release-publication/reports/telecom-subscriptions-reports (Page No.14 of the report).</p> <p>Further, the State/UT Wise subscriber base (Wireless) are published in The Indian Telecom Services Performance Indicators Reports quarterly and IS also available on the TRAI website at URL: https://main.trai.gov.in/release-publication/reports/performance-indicators-reports. The latest release pertains to quarter ending June 30th, 2019.</p>
6 to 7	<p>The total number of DTH service providers in India:4 (four)</p> <ul style="list-style-type: none"> • M/ s Tata Sky Ltd. • M / s Dish TV India Ltd. • M / s Bharti Telemedia Ltd. • M/s Sun Direct TV Pvt. Ltd.
8,9 & 10	<p>S. No. The figures are provided by the DTH operators on PAN-INDIA basis and not state-wise. The Total Active Subscriber Base is reported on monthly basis to TRAI. The total active subscriber base (operator wise) for the month of September 2019 is given below:-</p>

		Name of DTH Operators	Total Active Subscriber Base (includes subscribers who have been inactive or temporarily suspended for not more than last 90 days)
	1	M/s. Bharti Telemedia Ltd	1,62,07,305
	2	M/s. Dish TV India Ltd.	2,16,40,027
	3	M/s. Sun Direct TV Pvt. td.	95,46,735
	4	M/s. Tata Sky Ltd.	2,19,08,880

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

epk

S.K. Dutta
26/11/19

(S.K.Dutta)

Central Public Information Officer

Tele: 011-23664503

23/2019
①

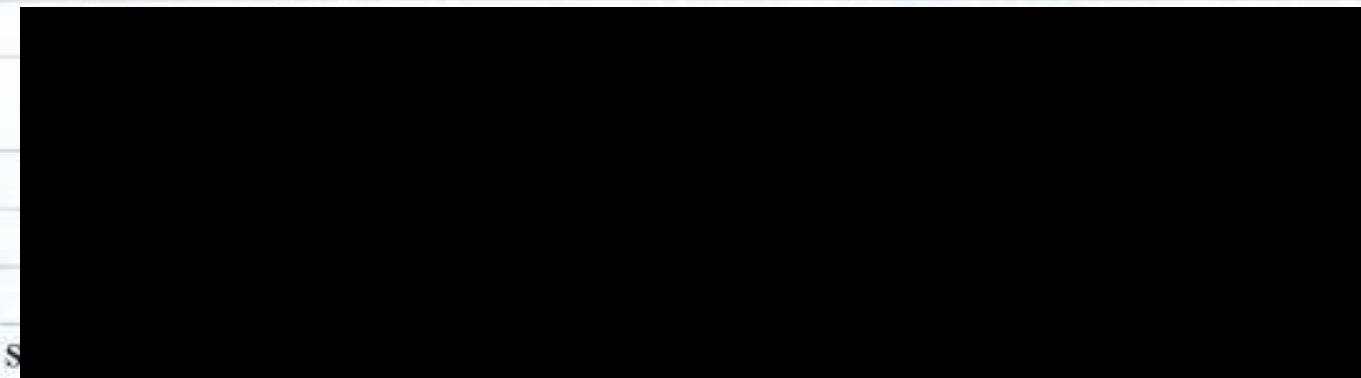
RTI REQUEST DETAILS

Registration No. : TRAOIR/2019/50893

Date of Receipt : 15/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status Indian

Amount Paid : 10)

Mode of Payment Payment Gateway

Request Pertains to :

Respected Office,
Kindle provide me the following information.

Information Sought :

1. Do the website that we visit on phone have authority to pick up our mobile phone numbers without consent and than contact us via calls or sms.
2. what action can we take against the unknown commercial service providers, who obtain contact numbers from unknown sources and then reach out the individual.
3. what are the steps taken by Department of Telecommunication or TRAI for effective implementation of Do Not Disturb option and other measures to protect privacy against undesirable calls.

Print Save Close

Qas
18/11
Am (RSC)



सत्यमेव जयते



सूचना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(923)/2019-RTI

Dated the 12th December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Madam,

Please refer to your application dated 15.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50893 for providing information under the provisions of the Right to Information Act, 2005 regarding DND and related matter. In this context, the following is furnished:

Point No.	Reply
1	Information sought by you vide this point is not available in TRAI.
2 to 3	For making promotional, service or transactional related commercial communications, provisions are made under TCCCPR, 2018 Regulation. Entities who are not following such provisions, recipients can register complaint with their telecom service providers. To make system robust, effective and efficient to control unsolicited commercial communication, new provisions have been introduced in TCCCPR, 2018. Details can be accessed on www.trai.gov.in .

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

Janaki
12/12/19

(P. Janaki)

Central Assistant Public Information Officer

Tele: 011-23664220

9/24/2019

RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/80103

Date of Receipt : 15/11/2019

①

Transferred From : Department of Telecommunications on 15/11/2019 With Reference Number :
DOTEL/R/2019/50954

Remarks : The matter relates to TRAI

Type of Receipt : Electronically Transferred from Other Public Authority

Language of Request : English



Letter No. : Details not provided

Letter Date : Details not provided

Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 0 (RTI fee is received by Department of Telecommunications (original recipient))

Mode of Payment : Payment Gateway

Request Pertains to :

Information Sought :

Sir
From the year Reliance Jio starts it telecommunications busine ,how many complaints DOT has received (from states- Maharashtra)Karnataka/MP/AP)against jio lyf handset type smartphone lyf c45-whiteIf the complaints were received before expire of warranty period,has jio given complainants free replacements or refunded handsets cost to them Or such complaints still pending with u because jio insisting only on servicing Please confirm
With regards
[Redacted]

Original RTI Text :

Sir
From the year Reliance Jio starts it telecommunications busine ,how many complaints DOT has received (from states- Maharashtra)Karnataka/MP/AP)against jio lyf handset type smartphone lyf c45-whiteIf the complaints were received before expire of warranty period,has jio given complainants free replacements or refunded handsets cost to them Or such complaints still pending with u because jio insisting only on servicing Please confirm
With regards
[Redacted]



**URGENT MATTER
UNDER RTI ACT**

2

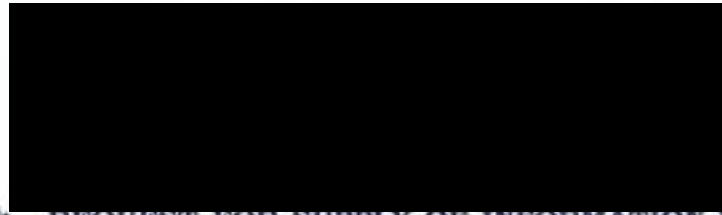
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरु मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(924)2019-RTI

Dated the 20 November, 2019

To,



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 15.11.2019 filed online on the RTI portal of DoT vide registration No. DOTEL/R/2019/50954 which is received through transferred on the RTI portal of TRAI vide registration no. TRAOI/R/2019/80103 for providing information under the provisions of the Right to Information Act, 2005 about number of complaints received by DoT against Reliance Jio from Maharashtra/ Karnataka /MP/AP states related matter.

2. In this context it is intimated that information sought by you vide the above referred application is not available in TRAI.

[Signature]
Yours faithfully,
[Signature]
20/11/19
(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

Copy to:

The Dy. Secy. & Nodal Officer (RTI)
Deptt. of Telecommunications
Ministry of Communications & IT
Sanchar Bhawan, 20 Ashoka Road
New Delhi-110001.

For information w.r.t. your
aforesaid application transferred
online to TRAI vide Regd. No.
TRAOI/R/2019/80103, dated
15.11.2019.

925/2019
①

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/2019/80104	Date of Receipt :	15/11/2019
Transferred From :	Department of Telecommunications on 15/11/2019 With Reference Number : DOTEL/R/2019/50968		
Remarks :	The matter relates to TRAI		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
Letter No. :	Details not provided	Letter Date :	Details not provided
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	0 (RTI fee is received by Department of Telecommunications (original recipient))	Mode of Payment	Payment Gateway
Request Pertains to :			
Information Sought :	SIR PLEASE PROVIDE INFORMATION REGARDING RELIANCE JIO OPERATING AT TOWN bhabhar Tehsil Bhabhar District Banaskantha Pin 385320		
	<ol style="list-style-type: none"> 1. NO OF MOBILE TOWERS INSTALLED ALONG WITH THEIR LOCATION. 2. CAPACITY OF TOWERS INSTALLED TO HANDLE VOICE AND DATA 3. DETAILS OF PROPOSED TOWERS IN ANY 4. COPIES OF MOBILE TOWER DATA AND VOICE PERFORMANCE REPORT SUBMITTED BY JIO 5. REPORT REGARDING CONSUMERS LOAD ALONG WITH LOAD BEARING CAPACITY 6. COPIES OF SERVICES REGULATIONS BY TRAI WHICH ENSURES CONSUMERS GET GOOD INTERNET SPEEDS 7. WHETHER RS 10 LAKH PENALTY PER TOWER WAS CHARGED FOR CALL DROPS REPORTS 8. COPIES OF COMPLAINTS RECEIVED BY TRAI REGARDING SLOW INTERNET SPEED FROM ALL AREAS COVERED UNDER BOLANGIR DISTRICT IN ODISHA IN THE LAST 6 MONTHS 9. WHAT ARE THE MEASURES TAKEN BY TRAI TO ENSURE INTERNET SPEED OFFERED BY RELIANCE JIO AND PROOF OF EFFECTIVENESS IN FORM OF REPORTS IN SUPPORT OF THE SAME FOR THE LAST 1 YEAR. 10. COPIES OF INTERNET PERFORMANCE REPORT DURING EACH HOUR COMPRISING CLEARLY STATING PERFORMANCE OF ALL JIO 		

DoT, BBPA
NSC-2
18/11
MVA (RMS)

TOWERS LOCATED AT AND NEAR KANTABANJI TOWN.

11. SIGNAL STRENGTH REPORT FOR THE LAST 3 MONTHS ALONG WITH MAXIMUM LIMIT ALLOWED AS PER LAW.

12. COPIES OF MONTHLY AND QUARTERLY RETURNS SUBMITTED BY RELIANCE JIO AS PER TRAI ACT 1997 AND RULES MADE THERE UNDER.

SIR PLEASE PROVIDE INFORMATION REGARDING RELIANCE JIO OPERATING AT TOWN bhabhar Tehsil Bhabhar District Banaskantha Pin 385320

1. NO OF MOBILE TOWERS INSTALLED ALONG WITH THEIR LOCATION.

2. CAPACITY OF TOWERS INSTALLED TO HANDLE VOICE AND DATA

3. DETAILS OF PROPOSED TOWERS IN ANY

4. COPIES OF MOBILE TOWER DATA AND VOICE PERFORMANCE REPORT SUBMITTED BY JIO

5. REPORT REGARDING CONSUMERS LOAD ALONG WITH LOAD BEARING CAPACITY

6. COPIES OF SERVICES REGULATIONS BY TRAI WHICH ENSURES CONSUMERS GET GOOD INTERNET SPEEDS

Original RTI Text :

7. WHETHER RS 10 LAKH PENALTY PER TOWER WAS CHARGED FOR CALL DROPS REPORTS

8. COPIES OF COMPLAINTS RECEIVED BY TRAI REGARDING SLOW INTERNET SPEED FROM ALL AREAS COVERED UNDER BOLANGIR DISTRICT IN ODISHA IN THE LAST 6 MONTHS

9. WHAT ARE THE MEASURES TAKEN BY TRAI TO ENSURE INTERNET SPEED OFFERED BY RELIANCE JIO AND PROOF OF EFFECTIVENESS IN FORM OF REPORTS IN SUPPORT OF THE SAME FOR THE LAST 1 YEAR.

10. COPIES OF INTERNET PERFORMANCE REPORT DURING EACH HOUR COMPRISING CLEARLY STATING PERFORMANCE OF ALL JIO TOWERS LOCATED AT AND NEAR KANTABANJI TOWN.

11. SIGNAL STRENGTH REPORT FOR THE LAST 3 MONTHS ALONG WITH MAXIMUM LIMIT ALLOWED AS PER LAW.

12. COPIES OF MONTHLY AND QUARTERLY RETURNS SUBMITTED BY RELIANCE JIO AS PER TRAI ACT 1997 AND RULES MADE THERE UNDER.

Print

Save

Close

10

**URGENT MATTER
UNDER RTI ACT**



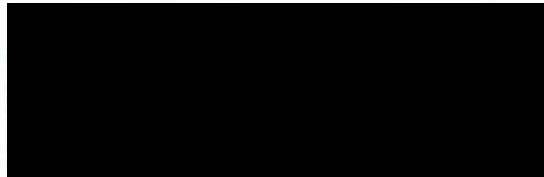
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(925)/2019-RTI

Dated the 05 December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your applications dated 07.11.2019 & 15.11.2019 filed online in the RTI portal of DoT vide their registration Nos. DOTEL/R/2019/50968 which are received in TRAI office through online transferred and offline from Director (CS-III) & CPIO vide their letter dated 22.11.2019 for providing information under the provisions of the Right to Information Act, 2005 about installation of mobile tower, internet speed and related matter. In this context, the following is furnished:

Point No.	Reply
1	Telecom Service Providers provide data Licensed Service Area-wise only and not District-wise. As reported by the Telecom Service Provider, the number of RJIO's Base Transceiver Stations (BTSs) in Gujarat License Service Area as on September 2019 is 49002.
2 to 5, 7 & 10-11	Information sought by you vide these points is not available in TRAI.
6	TRAI has not mandated any speed for mobile network as the speed in wireless network cannot be guaranteed.
8	TRAI Act 1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service providers for appropriate action and no follow up action is taken by TRAI on individual complaints. TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint center of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint center, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.
	Total number of 21 complaints received regarding poor speed of broadband/internet related issues during the period 01.06.2019 to 30.11.2019 in the Orissa Circle against Telecom Service Providers, have been forwarded to the concerned service providers.

9	The requested information is not available in TRAI. Further, the speed of mobile internet is dependent on a number of factors such as closeness to the cell serving the customer, the number of users being served by the cell, the traffic handled by the cell, the u. equipment/mobile handset used by the customer etc. As such the mobile users may experience different speeds at different locations and time of usage.
12	The monthly subscriber base report and the Quarterly Wireless Services Report submitted by M/s. Reliance JIO are compiled in the 'Monthly Telecom Subscription Data' and the Quarterly Performance Indicators Report' and are uploaded in the TRAI website under the link: https://main.traigov.in/release-publication/reports/performance-indicators-reports .

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

oh

S.K. Dutta
5/11/19
(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

Copy to:

The Dy. Secretary (Coord.) & Nodal Officer (RTI)
Deptt. of Telecommunications
Ministry of Communications & IT
Sanchar Bhawan, 20 Ashoka Road
New Delhi – 110001.

- For information w.r.t. above referred
online application
No.DOTEL/R/2019/50968 dated
15.11.2019.

Shri A.K. Singh
Director (CS-III) & CPIO
Deptt. of Telecommunications
Ministry of Communications & IT
Sanchar Bhawan, 20 Ashoka Road
New Delhi – 110001.

- For information w.r.t. above referred
letter dated 22.11.2019.

926/2019 (4)

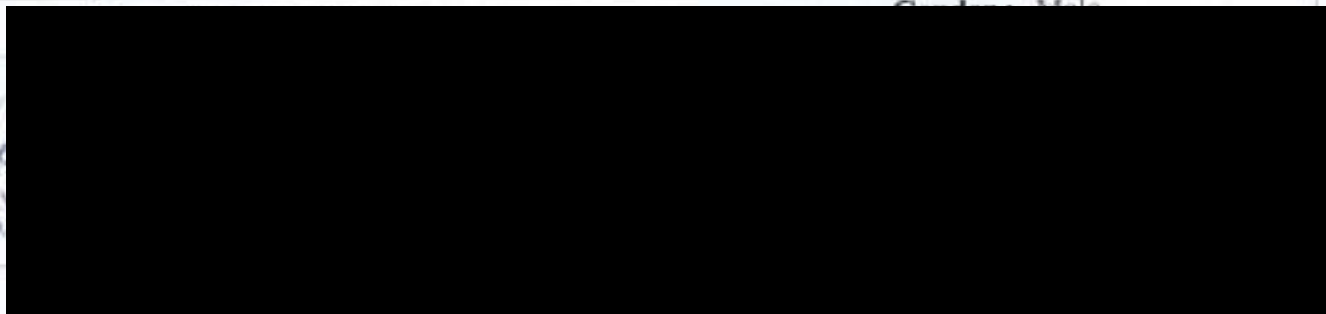
RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50897

Date of Receipt : 16/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Status(Rural/Urban) : Rural

Education Status : Above Graduate

Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :



UCC Date: 2019-08-18 10:08:00

Action Taken: Opted Preference

Information Sought :

Dear Team,
Need more information on the resolution Opted Preference .
To the best of my knowledge i have registered for DND since 2012, and i have not opted for any of such promotional sms. requesting you to provide information on the circumstances that led you to close the complaint with Opted Preference.

Regds,



Print Save Close

Address seems to be Kerala St at Mo

MS, 805

Ans
19/11
AmALM



सत्यमेव जयते



सूचना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

5

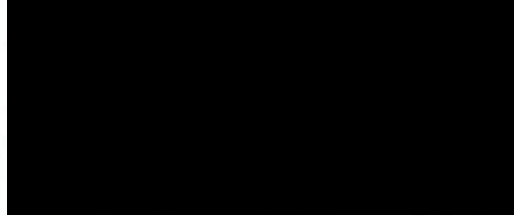
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(926)/2019-RTI

Dated the 22 November, 2019

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE
RIGHT TO INFORMATION ACT, 2005.**


Sir,

Please refer to your application dated 16.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50897 for providing information under the provisions of the Right to Information Act, 2005 regarding resolution Opted Preference related matter.

2. In this regard, it is intimated that the information sought by you is not available in TRAI. This information may be available with the Service Provider. It is further informed that RTI Act does not require the Public Information Officer (PIO) to collect the information from other entities. PIO is only required to supply the information in the form as held by the Public Authority. Therefore, TRAI is not in a position to provide the said information by collecting from the Service provider.

3. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

 S.K. Dutta
22/11/19

(S.K.Dutta)

Central Public Information Officer

Tele: 011-23664503

927/2019

(1)

No 37-160/2019/MOC-PG/RTI
Government of India
Ministry of Communications
Department of Telecommunication
Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg,
(Old Minto Road), Near Zakir Hussain College New Delhi-110002.

Dated: 14. 11. 2019

To



भारतीय दूरसंचार विनियमन प्राधिकरण
महानगर दूरसंचार भवन, नई दिल्ली-2
14 NOV 2019
डाक सं. 13692

Sub: RTI application from Sh. Thirumalai Dasas K seeking information under RTI Act, 2005.

Sir,

This is with reference to your online RTI application dated 22.10.2019 registration No. DOTEL/R/2019/80968 received in this office on 01.11.2019 as forwarded by Nodal Officer (RTI), DoT, through RTI Portal.

2. The reply is as under:

Para	Reply
1.	The Grievance Action Status /Report available with this CPIO w.r.t. Registration No. DOCAF/E/2019/04073 at PG portal is enclosed (five pages). The grievances was disposed of based on the reply received from the M/s Bharti Airtel Ltd.
2.	Mechanism of Redressal of Public Grievances in DoT is available at website: dot.gov.in/public-grievances . No other information is available with this CPIO.

Your RTI application is also forwarded to CPIO TRAI for providing the additional information, if any, directly to you.

3. The appeal, if any, against the above may be preferred before Shri Arjun Singh, DDG (PG), & Appellate Authority, Department of Telecommunications, Room No. 612, Mahanagar Doorsanchar Bhawan Jawahar Lal Nehru Marg, Old Minto Road (Near Zakir Hussian College), New Delhi 110002, within 30 days from the date of this letter.

Yogesh Kumar
(Yogesh Kumar)
Director (MOC- PG) & CPIO

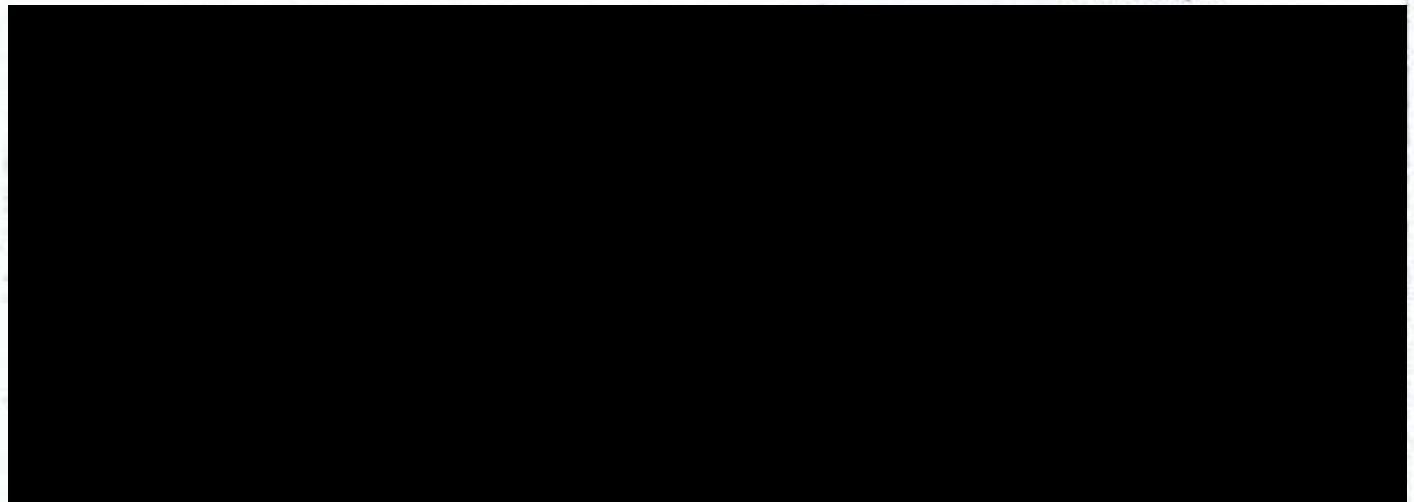
✓ Copy to: Shri S.K. Dutta, CPIO, TRAI, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg (Old Minto Road) New Delhi-110002. With a request to provide the related information, if available, to the applicant directly of RTI application (copy enclosed).

CA
RTI
& (BWD)
CA

RTI REQUEST DETAILS (आरटीआई अनुरोध विवरण)

2

Registration Number (पंजीकरण संख्या):	DOTEL/R/2019/80968	Date of Receipt (प्राप्ति की तारीख):	22/10/2019
Transferred From (से स्थानांतरित):	Department of Consumer Affairs on 22/10/2019 With Reference Number : DOCAF/R/2019/50851		
Remarks(टिप्पणी):	For relevant information		
Type of Receipt (रसीद का प्रकार):	Electronically Transferred from Other Public Authority	Language of Request (अनुरोध की भाषा):	English



Requester Letter Number (निवेदक पत्र संख्या):	Details not provided	Letter Date:	Details not provided
Is Requester Below Poverty Line ? (क्या आवेदक गरीबी रेखा से नीचे का है?):	No	Citizenship Status (नागरिकता)	Indian
Amount Paid (राशि का भुगतान):	0 (Received by Department of Consumer Affairs) (original recipient)	Mode of Payment (भुगतान का प्रकार)	Payment Gateway
Request Pertains to (अनुरोध निम्नलिखित संबंधित है):	Yogesh Kumar, Dir(MoC-PG)		

Information Sought (जानकारी मांगी):

Sir/Madam , Please find attached file for messages from Airtel. The Fixed / Broadband connection number is [REDACTED] more often than not the service goes out of order but they charge without any deduction / rebate for the period of disconnection / interruption in the service. But they charge fine for even a day delay for payment. Poor network speed also. Many complaints submitted to DoTEL and Airtel
Wrt above
I would like to have the following information
1) The details of actions taken as on date by DoTEL, TRAI
2) The details of competent authority in charge with whom further complaints be submitted
Thanking You

Original RTI Text (मूल आरटीआई पाठ):

Sir/Madam , Please find attached file for messages from Airtel. The Fixed / Broadband connection number is [REDACTED] more often than not the service goes out of order but they charge without any

deduction / rebate for the period of disconnection / interruption in the service. But they charge fine for even a day delay for payment. Poor network speed also. Many complaints submitted to DoTEL and Airtel

3

Wrt above

I would like to have the following information

- 1) The details of actions taken as on date by DoTEL, TRAI
- 2) The details of competent authority in charge with whom further complaints be submitted

Thanking You

Print

Save

Close



सत्यमेव जयते



सूचना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

9

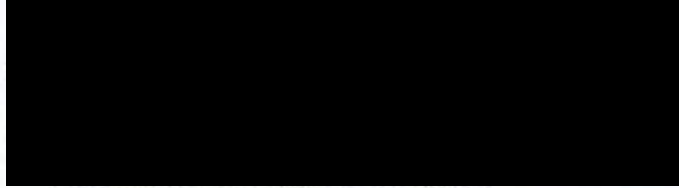
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(927)/2019-RTI

Dated the 25 November, 2019

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS
OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 22.10.2019 received from DoT vide letters No. 37-160/2019/MOC-PG/RTI, dated 14.11.2019 for providing information under the provisions of the Right to Information Act, 2005 regarding fixed line/broadband related matters. In this context, the following is furnished:

Point No.	Reply
1	<p>TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service provider for appropriate action. TRAI have received complaint through email dated 02.06.2019 from the applicant and the same has been forwarded to the concerned service provider i.e. M/s. Bharti Airtel Limited for taking appropriate action. The action taken report as uploaded on TCCMS Portal by the service provider is enclosed herewith.</p> <p>TRAI has mandated all Telecom Service Providers to establish a two tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse. Details of Appellate Authority of the service provider are uploaded and updated on TRAI website as and when intimated by Service Providers. A subscriber may also obtain details of Appellate Authority of his service provider on its website.</p>

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

25/11/19
(S.K. Dutta)

**Central Public Information Officer
Tele: 011-23664503**

10

Copy to:-

Yogesh Kumar
Director (MOC-PG) & CPIO
Ministry of Communications
Deptt. of Telecommunications,
Mahangar Doorsanchar Bhawan,
Jawaharlal Nehru Marg, Old Minto Road,
New Delhi - 1100 02

Along with the above RTI Application, the original, for providing information to the applicant directly, under the provisions of RTI Act, 2005. In case, the subject matter of the application does not pertain to you, the said application may please be transferred to concerned CPIO in your Department.



Written Complaints

Complaint No.	Complaint Date	Service Provider	Service Area	Complaint Category	Complainant Name	Email	Type of Service	Phone No.	Landline No.
PB-06-19-0013	10/06/2019	Bharti Airtel Ltd. (Airtel)	Chennai	Individual Complaints	[REDACTED]	[REDACTED]	Internet & Broadband Service	N.A	N.A

Action Taken

Action Date	Action	Remarks	FileName	View Details
15 Jun 201	CASE DISPOSED OF	Dear Sir, Customer raised a service related issue. Hence, the issue has been addressed and resolved.	DispPB-06-19-0013350.pdf	View
10 Jun 201	TAKEN UP FOR EXAMINATION BY SERVICE PROVIDER	No Remarks	No Document	View
10 Jun 201	LODGED THE COMPLAINTS	No Remarks	PB-06-19-0013.pdf	View

Subject: Airtel Broadband # Poorest Speed # 04449529522

To: airtelpresence@in.airtel.com,
airteltraicomplaints <airteltraicomplaints@airtel.com>,
airtel dotcomplaints <airtel.dotcomplaints@airtel.com>,
121@in.airtel.com, nch-ca@gov.in,
NCHJagoGrahak <info@nationalconsumerhelpline.in>,
consumer@tn.gov.in, "Deputy Advisor, TRAI" <daca@trai.gov.in>

Date: 02-06-19 01:49 PM

12

Screenshot_20190602-133815_Speed Test.jpg (267kB)

Screenshot_20190602-133837_Speed Test.jpg (258kB)

Hi

The service is poor. Frequently disconnected. Speed is useless. Every month you are charging heavily and exploiting. This kind of unfair trade practices has to be stopped and deficiency in services has to be corrected.

T

- Screenshot_20190602-133815_Speed Test.jpg -

RTI REQUEST DETAILS

Registration No. : TRA01/R/2019/50896

Date of Receipt : 16/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Information Sought :

sir mere pass ek postpaid no hai airtel ka jiska network nahi aata hai bar bar complaint karne ke baad bhi airtel ne koi karwahi nahi kari mei post paid no prepaid kara diya 3 mahine baad phir bhi thik nahi hua meine mnp karana chaha lekin ab airtel ka kehna hai ki ab port bhi nahi hoga kyo ki apko prepaid mei 90 din pure karne padege.

plz gave me full and final information of mobile number portibility.

Print Save Close

NSL-I

NSL-II, CA

19/11

SoL RM



URGENT MATTER
UNDER RTI ACT

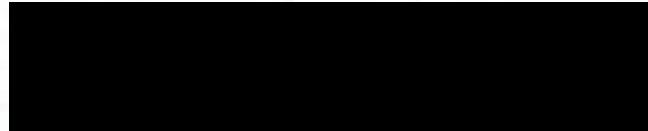
5

भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(928)/2019-RTI

Dated the 26 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Madam,

Please refer to your application dated 16.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50896 for providing information under the provisions of the Right to Information Act, 2005 regarding MNP related matter.

Point	Information
1	Regulation 6 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) dated 23.09.2009 as amended from time to time, 6. Eligibility criteria for making a porting request-- Every subscriber shall be eligible to make a request for porting his mobile number: Provided that-- (a) "a period of ninety days has expired from the date of activation of his mobile connection in the case of a mobile number not ported earlier; or from the date of activation of his mobile number after its last porting, in the case of a mobile number which has been ported earlier, as the case may be". However it may be noted that conversion of pre-paid to post-paid and vice versa is not considered as a new connection. The Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) dated 23.09.2009 as amended from time to time, are accessible on the TRAI web site www.trai.gov.in under the head "Regulations" in "Release/Publication".

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

S.K. Dutta
26/11/19

(S.K.Dutta)

Central Public Information Officer
Tele: 011-23664503

सेवा में,

श्रीमान् लोक सूचना पदाधिकारी जी,

भारतीय दूरसंचार नियामक प्राधिकरण (TRAI)

नई दिल्ली-110002

विषय- सूचना का अधिकार अधिनियम-2005 के तहत CDR उपलब्ध कराने के संबंध में-

महाशय,

निवेदन पूर्वक कहना है कि मैं [REDACTED]

[REDACTED] मुझे तथा मेरे परिवार को दहेज उत्पीड़न तथा अपहरण जैसे संगीन मामले में झूठा केस करके फंसा दिया गया है। जिस लड़की के अपहरण को आधार बनाया गया है उस लड़की का न अपहरण हुआ और न कोई भगवाया था। उसने खुद अपनी मर्जी से अपने जीजा के साथ भाग कर मंदिर में शादी कर ली जबकी उस लड़की की बही बहन जिससे लड़के की शादी हुई थी, जिंदा है।

दोनों बहनों की रजामंदी से भाग कर लड़की स्वयं अपने जीजा से शादी कर ली। इसी बात का आधार बनाकर मुझे तथा मेरे परिवार को अपहरण और दहेज उत्पीड़न जैसे संगीन धारा लगाकर केस कर दिया जबकि हमलोग उसके (जीजा लड़का) परिवार के नहीं हैं, पड़ोसी पटीदार हैं और घर मकान, खेती बारी सब अलग है फिर भी लड़के के परिवार के साथ साथ हमलोगों को भी लपेट दिया है। इस बीच पुलिस इतना परेशान की कि सभी लोग डिप्रेसन के शिकार हो गए और आज भी दिलो दिमाग पर छाया रहता है। केस कोर्ट में चल रहा है। पिछले दो सालों से तारीख पर तारीख मिल रही है। इज्जत, मान प्रतिष्ठा गई सो अलग; समय और पैसे की बर्बादी भी जारी है।

महाशय, प्रश्न यह उठता है कि आपको ये सब लिखने का क्या मतलब। चूंकि लड़की भाग कर अपनी मर्जी से जीजा से शादी की, इसके बाद उन दोनों लड़का-लड़की ने लड़के के घर फोन किया और इसकी जानकारी लड़के के घर वालों को दी। उसके बाद मेरे मो0 पर जिसका नं0 है- 99 39 23 88 49 पर फोन करके बताया। लड़की के घरवालों ने मेरे मो0 पर फोन कर पूछे कि ये दोनों लड़का लड़की विवेक के घर मतलब लड़के के घर पर हैं क्या? मैंने बताया कि ये दोनों तो मंदिर में शादी कर लिए, फोन आया था। इतनी सी बात सुनकर लड़की के घर वाले लड़के के घर पर पहुँचे। उसके घर से जानकारी लिए। मेरा घर पड़ोस में ही है, इस लिए मेरे यहाँ भी आए। मैंहमनों की तरह लगातार हुआ और उनलोगों को बह नं0 दिया जिससे फोन आया था। फिर लड़की के पिता ने कहा कि अपने ही मोबाईल से जरा बात कर दीजिए, उस लड़की से मैंने अपने ही मोबाईल से बात करा दिया। लड़की ने स्पष्ट शब्दों में कहा कि "हमें केंसी ने नहीं भगवाया और न मेरा अपहरण हुआ है। मैंने अपनी मर्जी से अपने जीजा के साथ मंदिर में शादी की हूँ। ये सब आपलोगों (अर्थात उसके माता पिता) और घर के अन्य सदस्य के चलते जीजा से शादी करनी पड़ी।"

इतना कुछ होने के बाद भी लड़की के पिता ने अपनी लाज बचाने के लिए लड़की अपहरण एवं दहेज उत्पीड़न जैसे झूठा केस करके हमारे परिवार को बदनाम किया एवं पुलिस से उठवाकर सामाजिक प्रतिष्ठा के साथ खिलवाड़ किया। आज वह लड़की अपने जीजा के साथ शादी कर एक वर्षीय बच्ची की माँ है और अपने घर में खुशहाल है। परेशान हैं हमलोग निर्दोष पड़ोसी पटीदार।

महाशय, इस कॉल डिटेल्स रिकॉर्ड में बहुत कुछ साक्ष्य के रूप में कैद है, जो कोर्ट में प्रस्तुत करने से सच उजागर होगा। मुझे जिस नं0 के CDR चाहिए वे इस प्रकार हैं-

1. दिनांक 22-07-2017 एवं 23-07-2017 को मेरे नं0 [REDACTED] पर आए हुए कॉल एवं किए गए कॉल का ऑडियो रिकॉर्ड।
2. मेरे मोबाईल नं0 [REDACTED] पर एक नं0 [REDACTED] से आए हुए कॉल एवं इस पर किए गए कॉल का ऑडियो रिकॉर्ड।

P.T.O. →

3. मेरे पिताजी के मो0 नं0 [REDACTED] किए गए और आए हुए कॉल का ऑडियो रिकॉर्ड।
नोट- मेरे पिताजी का मो0 नं0 [REDACTED] 11 जुलाई-2017 में उनके नाम भगवान सिंह के नाम पर रजिस्टर्ड था।
सर,

यह सत्यापित ऑडियो रिकॉर्ड मेरे तथा मेरे परिवार के सदस्यों को निर्दोष साबित करने के लिए एक बहुत बड़ा साक्ष्य है। इसमें इस केस से पुरी वही सारी जानकारियाँ छुपी हैं जो इस केस के सच्चाई से परदा उताने के लिए काफी हैं।

अतः मैं श्रीमान से सादर अनुरोध करता हूँ कि यह जानकारी मुझे उपलब्ध कराने की कृपा की जाय या जिस किसी ऑथोरिटी के माध्यम से उपलब्ध हो, वहाँ इस पत्र को Transfer किया जाय।

संलग्नक-

1. एक 10 रु0 का IPO जिसका नं0 है 48F 902151-

2. अपना तथा अपने पिताजी का स्वअभिप्रेमाणित आधार कार्ड की छाया प्रति.

इसका फिस कितना लगेगा , यह जानकारी नहीं होने के चलते मैं पर्याप्त शुल्क नहीं भेज पा रहा हूँ। कृपया मुझे सूचित किया जाय कि इसका पुरा शुल्क कितना और कैसे अदा करें ताकि सूचना यथा शीघ्र उपलब्ध हो सके।

Date-- 04.11.2019 , Monday.



सत्यमेव जयते



अति-आवश्यक मामला
आरटीआई अधिनियम के तहत

भारतीय दूरसंचार विनियामक प्राधिकरण
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
(पुराना मिंटो रोड), नई दिल्ली-110002

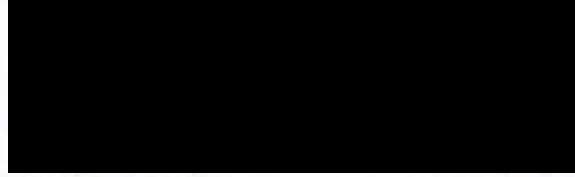
फैक्स : + 91 11 23230204

संख्या : 1(929)/2019-आरटीआई

दिनांक

21/11/2019

सेवा में,



विषय:- सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अधीन सूचना प्रदान करने के लिए अनुरोध।

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत सूचना प्राप्त करने के लिए आपके दिनांकित 04.11.2019 के आवेदन पत्र का संदर्भ ग्रहण करें जिसमें आपने 9939238849 की कॉल डिटेल्स से संबंधित जानकारी मांगी है।

2. उपर्युक्त संबंध में, यह सूचित किया जाता है कि उक्त विषय पर आपके द्वारा मांगी गई सूचना भादूविप्रा में उपलब्ध नहीं है। तथापि आपके आवेदन की विषय-वस्तु दूरसंचार विभाग से संबंधित है। तदनुसार, सूचना का अधिकार अधिनियम 2005 की धारा 6(3)(11) के अनुसरण में आवेदन पत्र की मूल प्रतिलिपि केन्द्रीय लोक सूचना अधिकारी, दूरसंचार विभाग को अंतरित किया जा रहा है। इस संबंध में अग्रिम सूचना के लिए कृपया केन्द्रीय लोक सूचना अधिकारी, दूरसंचार विभाग से नीचे दिए गए पते पर संपर्क करें।

भवदीय,

21/11/19
(एस. के. दत्ता)

केन्द्रीय लोक सूचना अधिकारी
दूरभाष : 011-23664503

प्रतिलिपि :-

उप सचिव एवं नोडल अधिकारी(आरटीआई)
दूरसंचार विभाग,
संचार और आईटी मंत्रालय,
संचार भवन, 20 अशोक रोड,
नई दिल्ली - 110001.

सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अंतर्गत [Redacted] से प्राप्त दिनांकित 04.11.2019 के आवेदन पत्र का प्रतिलिपि पत्र के साथ सूचना प्रदान करने के लिए संलग्न है। यदि आवेदन पत्र की विषय- वस्तु आपसे संबंधित न हो, तो इसे डीओटी के संबंधित केन्द्रीय लोक सूचना अधिकारी को अंतरित कर दिया जाए।

APPLICATION UNDER RTI ACT Blore

8/4/2019

Trai Regional office.

Ground floor, Telephone house

No 1, Ras bhawan Road, behind G.P.O.,
Blore - 560001

Sub:- CDR - CALL Data information of my
own telephone mobile [REDACTED] (IDEA)
FROM 8/12/2015 TO 2/12/2015.
(i.e FROM DEC 2ND 2015 TO DEC 8TH 2015)

SIR

I REQUIRE CALL DATA OF MY OWN
PHONE EVEN WHEN I REQUESTED IDEA
COMPANY AND THEY TOLD THERE IS NO PROVISION
FOR THEM IN GIVING CALL DATA.

So PLEASE PROVIDE ME AS SOON
AS POSSIBLE. SINCE I REQUIRE URGENTLY

Dot

) P.O NO = 544 07339688100
REPLY BY REG POST
) P.O NO = 48F 60870



**URGENT MATTER
UNDER RTI ACT**

**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, (पुराना मिनटो रोड), नई दिल्ली-110002
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg, (Old Minto Road), New Delhi - 110 002

F.No.: 1(930)/2019-RTI

Dated: the 21 November, 2019

To
Shri C. K. Harish,
No. 87, IInd Cross, IInd Phase,
Menakshi Layout(Near Vithola Appartment)
Kalena Agrahara, Bannerughatta Road
Bangalore, Karnataka -76

**SUB.: TRANSFER OF RTI APPLICATION TO PROVIDE INFORMATION UNDER
THE PROVISIONS OF RTI ACT, 2005 -reg.**

Sir,

Please refer to your application dated 05.04.2019 received through Sr. Research Officer, TRAI Regional Office, Bangaluru vide their letter No.TRAI/RO/BG/RTI/2019-20/ dated 08.11.2019, for providing information under the provisions of the Right to Information Act, 2005 about CDR of mobile number 9844199926 related matter.

2. In this regard, it is informed that the matter under reference does not pertain to TRAI. However, the subject matter in your RTI application pertains to DoT, hence, your application, in original, is being transferred to DoT, in terms of section 6 (3) (ii) of the RTI Act, 2005 for provide information directly to you. You are also requested to contact the above CPIO for further correspondence in this matter.

Yours faithfully,

S.K. Dutta
21/11/19

(S.K.Dutta)

Central Public Information Officer
Tele: 011-23664503.

Copy to:-

The Dy. Secretary (Coord.) &
Nodal Officer (RTI),
Deptt. of Telecommunications,
Ministry of Communications & IT,
Sanchar Bawan, No. 20, Ashoka Road,
New Delhi - 1100 01.

Along with the above RTI Application, in original, for providing information to the applicant directly, under the provisions of RTI Act, 2005. In case, the subject matter of the application does not pertain to you, the said application may please be transferred to concerned CPIO in your Department.

Ms. Latha H.C.,
Senior Research Officer,
TRAI, R.O, Bengaluru,
Ground Floor, Telephone House,
Rajbhavan Road, Bengaluru - 560001.

- For information w.r.t. above referred
letter dated 08.11.2019.

931/2019

सेवा में,

श्री एस०के० मित्रा
प्रधान सलाहकार (एफ० एण्ड ई०ए०)
भारतीय दूर संचार विनियामक प्राधिकरण
महानगर दूरसंचार भवन
जवाहर लाल नेहरू मार्ग
पुराना मिन्दो रोड, नई दिल्ली-110002

01/10

विषय - एयरटेल कं० के पार्टनर (डिस्ट्रीब्यूटर) द्वारा (LAPU) डैमो मो० नं० [REDACTED] का डुप्लीकेट सिम बनकर 9214/-रूपया निकालने के सम्बन्ध में।

महोदय,

सूचना का अधिकार अधिनियम 2005 के उपबंधों के अधीन सूचना प्रदान करने के लिए अनुरोध -

- 1- एयरटेल डैमो (LAPU) मो० नं० [REDACTED] का सिम नं० [REDACTED] का किस तारीख व किस सन में एक्टिवेशन हुआ ?
- 2- उक्त मो० नं० 9 [REDACTED] किस नाम के पहचानपत्र पर एक्टिवेट हुआ ?
- 3- उक्त मो० नं० [REDACTED] किस एजेंसी से एक्टिवेट हुआ ?
- 4- उक्त मो० नं० 9 [REDACTED] का दोबारा किस पहचान पत्र व किस दिनांक व सन को किस एयरटेल के पार्टनर (डिस्ट्रीब्यूटर) के यहाँ से डुप्लीकेट सिम जारी हुआ व उस वक्त कितना रीचार्ज रकम मौजूद थी।

DoT

प्रार्थी

दिनांक- 7-11-2019

जि

संलग्न -

- 1- भारतीय पोस्टल आर्डर संख्या 46F 449747
- 2- [REDACTED] (TRAI) द्वारा भेजे गये पत्र की छायाप्रति।
- 3- एयरटेल कं० द्वारा भेजे गये पत्र की छायाप्रति।





सत्यमेव जयते

संख्या : 1(856)/2019-आरटीआई
सेवा में,



अति-आवश्यक मागला
आरटीआई अधिनियम के तहत

भारतीय दूरसंचार विनियामक प्राधिकरण
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
(पुराना मिंटो रोड), नई दिल्ली-110002

फैक्स : + 91 11 23230204

दिनांक 16/10/2019

विषय:- सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अधीन सूचना प्रदान करने के लिए अनुरोध।

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत सूचना प्राप्त करने के लिए आपके दिनांकित 03.10.2019 के आवेदन पत्र का संदर्भ ग्रहण करें जिसमें आपने सिम एक्टिवेशन से संबंधित जानकारी मांगी है।

2. उपर्युक्त संबंध में, यह सूचित किया जाता है कि उक्त विषय पर आपके द्वारा मांगी गई सूचना भादूपत्रा में उपलब्ध नहीं है। तथापि आपके आवेदन की विषय-वस्तु दूरसंचार विभाग से संबंधित है। तदनुसार, सूचना का अधिकार अधिनियम 2005 की धारा 6(3)(1) के अनुसरण में आवेदन पत्र मूल रूप से केन्द्रीय लोक सूचना अधिकारी, दूरसंचार विभाग को अंतरित किया जा रहा है। इस संबंध में अग्रिम सूचना के लिए कृपया केन्द्रीय लोक सूचना अधिकारी, दूरसंचार विभाग से निम्नलिखित पते पर संपर्क करें।

3. सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत "श्री एस. के. मिश्रा, प्रधान सलाहकार(एफ एन्ड ईए)", भारतीय दूरसंचार विनियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, पुराना मिंटो रोड, नई दिल्ली-110002, दूरभाष: 011-23221856, फैक्स: 23235249" भादूपत्रा में अपीलीय प्राधिकारी हैं।

भवदीय,

एस के दत्ता

16/10/19

(एस. के. दत्ता)

केन्द्रीय लोक सूचना अधिकारी

दूरभाष : 011-23664503

प्रतिलिपि :-

उप सचिव एवं नोडल अधिकारी(आरटीआई)
दूरसंचार विभाग,
संचार और आईटी मंत्रालय,
संचार भवन, 20 अशोक रोड,
नई दिल्ली - 110001.

सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अंतर्गत [REDACTED] से प्राप्त दिनांकित 03.10.2019 के आवेदन पत्र की प्रतिलिपि पत्र के साथ सूचना प्रदान करने के लिए संलग्न है। यदि आवेदन पत्र की विषय- वस्तु आपसे संबंधित न हो, तो इसे डीओटी के संबंधित केन्द्रीय लोक सूचना अधिकारी को अंतरित कर दिया जाए।



सत्यमेव जयते



अति-आवश्यक मामला
आरटीआई अधिनियम के तहत

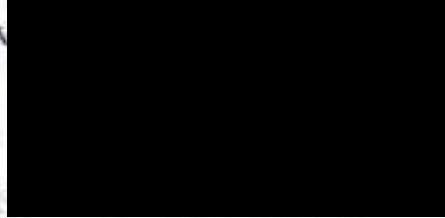
भारतीय दूरसंचार विनियामक प्राधिकरण
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
(पुराना मिंटो रोड), नई दिल्ली-110002

फैक्स : + 91 11 23230204

दिनांक 16/10/2019

संख्या : 1(856)/2019-आरटीआई

सेवा में,



विषय:- सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अधीन सूचना प्रदान करने के लिए अनुरोध।

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत सूचना प्राप्त करने के लिए आपके दिनांकित 03.10.2019 के आवेदन पत्र का संदर्भ ग्रहण करें जिसमें आपने सिम एक्टिवेशन से संबंधित जानकारी मांगी है।

2. उपर्युक्त संबंध में, यह सूचित किया जाता है कि उक्त विषय पर आपके द्वारा मांगी गई सूचना भादृविप्रा में उपलब्ध नहीं है। तथापि आपके आवेदन की विषय-वस्तु दूरसंचार विभाग से संबंधित है। तदनुसार, सूचना का अधिकार अधिनियम 2005 की धारा 6(3)(1) के अनुसरण में आवेदन पत्र मूल रूप से केन्द्रीय लोक सूचना अधिकारी, दूरसंचार विभाग को अंतरित किया जा रहा है। इस संबंध में अग्रिम सूचना के लिए कृपया केन्द्रीय लोक सूचना अधिकारी, दूरसंचार विभाग से निम्नलिखित पते पर संपर्क करें।

3. सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत "श्री एस. के. मिश्रा, प्रधान सलाहकार(एफ एन्ड ईए)", भारतीय दूरसंचार विनियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, पुराना मिंटो रोड, नई दिल्ली-110002, दूरभाष: 011-23221856, फैक्स: 23235249" भादृविप्रा में अपीलीय प्राधिकारी है।

भवदीय,

एस. के. दत्ता

16/10/19

(एस. के. दत्ता)

केन्द्रीय लोक सूचना अधिकारी

दूरभाष : 011-23664503

प्रतिलिपि :-

उप सचिव एवं मोडल अधिकारी(आरटीआई)
दूरसंचार विभाग,
संचार और आईटी मंत्रालय,
संचार भवन, 20 अशोक रोड,
नई दिल्ली - 110001.

सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अंतर्गत प्राप्त दिनांकित 03.10.2019 के आवेदन पत्र की प्रतिलिपि पत्र के साथ सूचना प्रदान करने के लिए संलग्न है। यदि आवेदन पत्र की विषय- वस्तु आपसे संबंधित न हो, तो इसे डीओटी के संबंधित केन्द्रीय लोक सूचना अधिकारी को अंतरित कर दिया जाए।

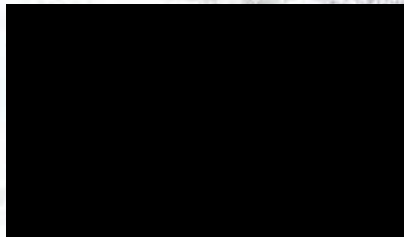
Bharti Airtel Ltd.
India & South Asia
Airtel Center, Plot No. 16,
Udyog Vihar, Phase - IV,
Gurgaon - 122 015

www.airtel.in
Call +91 124 4222222
Fax +91 124 4248063



BY REGISTERED POST

July 4, 2019



Subject: Reply to your Application under Right to Information Act, 2005

Dear Mr. Gupta

This has reference to your captioned application purportedly seeking information / documents under Right to Information Act, 2005 ('RTI Act').

In this regard, please be informed that **Bharti Airtel Limited is not a 'Public Authority' as envisaged under the said Act, and, as such, does not fall within the ambit of the RTI Act.** Accordingly, your above referred letter is being hereby returned along with the postal order sent by you therewith, in original.

For Bharti Airtel Limited


(Authorized Signatory)

Encl: Application in original



सत्यमेव जयते

संख्या : 1(931)/2019-आरटीआई
सेवा में,



अति-आवश्यक मामला
आरटीआई अधिनियम के तहत

भारतीय दूरसंचार विनियामक प्राधिकरण
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
(पुराना मिंटो रोड), नई दिल्ली-110002
फैक्स : + 91 11 23230204

दिनांक 21/11/2019

विषय- सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अधीन सूचना प्रदान करने के लिए अनुरोध।

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत सूचना प्राप्त करने के लिए आपके दिनांकित 07.11.2019 के आवेदन पत्र का संदर्भ ग्रहण करें जिसमें आपने सिम एक्टिवेशन से संबंधित जानकारी मांगी है।

2. उपर्युक्त संबंध में, यह सूचित किया जाता है कि उक्त विषय पर आपके द्वारा मांगी गई सूचना भादूविप्रा में उपलब्ध नहीं है। तथापि आपके आवेदन की विषय-वस्तु दूरसंचार विभाग से संबंधित है। तदनुसार, सूचना का अधिकार अधिनियम 2005 की धारा 6(3)(11) के अनुसरण में आवेदन पत्र मूल रूप से केन्द्रीय लोक सूचना अधिकारी, दूरसंचार विभाग को अंतरित किया जा रहा है। इस संबंध में अग्रिम सूचना के लिए कृपया केन्द्रीय लोक सूचना अधिकारी, दूरसंचार विभाग से निम्नलिखित पते पर संपर्क करें।

भवदीय,
एस. के. दत्ता
21/11/19

(एस. के. दत्ता)

केन्द्रीय लोक सूचना अधिकारी
दूरभाष : 011-23664503

प्रतिलिपि :-

उप सचिव एवं नोडल अधिकारी(आरटीआई)
दूरसंचार विभाग,
संचार और आईटी मंत्रालय,
संचार भवन, 20 अशोक रोड,
नई दिल्ली - 110001.

सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अंतर्गत [REDACTED] से प्राप्त दिनांकित 07.11.2019 के आवेदन पत्र की प्रतिलिपि पत्र के साथ सूचना प्रदान करने के लिए संलग्न है। यदि आवेदन पत्र की विषय- वस्तु आपसे संबंधित न हो, तो इसे खीओटी के संबंधित केन्द्रीय लोक सूचना अधिकारी को अंतरित कर दिया जाए।

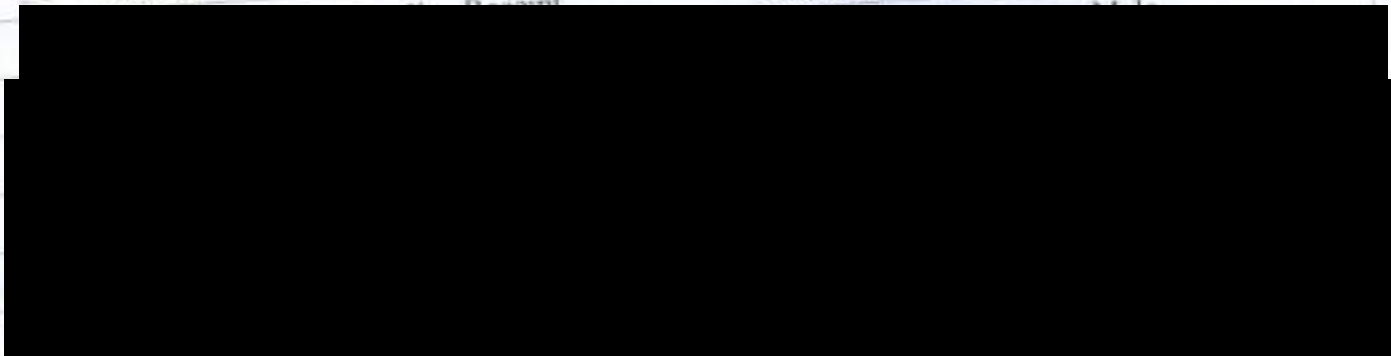
RTI REQUEST DETAILS

11

Registration No. : TRA01/R/2019/50900

Date of Receipt : 19/11/2019

Language of Request : English



Status(Rural/Urban) : Rural

Citizenship Status : Indian

Is Requester Below Poverty Line ? : Yes

Mode of Payment : Payment Gateway

Amount Paid : 0)

Request Pertains to :

Information Sought : Please provide the policy of termination / account closure of dishtv and refund policy when surrender the hardware.

Print Save Close

B&CS

BECS
Koolu
Anil Ravi



सत्यमेव जयते



रूचना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(932)/2019-RTI

Dated the 02-December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 19.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50900 for providing information under the provisions of the Right to Information Act, 2005 regarding policy of termination/account closure of Dish TV and refund policy related matter. In this context, the following is furnished:

Point No.	Reply
1	<p>In this regard, it is informed that TRAI has issued the Telecommunication (Broadcasting And Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 which is available on TRAI web site at the URL:- https://main.trai.gov.in/sites/default/files/QOS_Regulation_03_03_2017.pdf</p> <p>The regulation 16 (1) & 24 (8) of the above said regulations reads as under:</p> <p>16. Disconnection of broadcasting services related to television.- (1) Every distributor of television channels or its linked local cable operator, as the case may be, shall, upon request from the subscriber, disconnect the connection of broadcasting services related to television to such subscriber from the date indicated by the subscriber in his request and refund the deposits due to the subscriber, subject to fulfilment of the terms and conditions for providing services as agreed by the distributor and the subscriber, within seven days thereafter:</p> <p><i>Provided that the subscriber shall make such request for disconnection at least fifteen days prior to the requested date of disconnection.</i></p> <p>24. Supply and installation of the customer premises equipment. - (8) In case of rental scheme, the distributor of television channels or its linked local cable operator, as the case may be, shall specify the monthly rental</p>

amount for customer premises equipment and other terms and conditions, if any:

Provided that it shall be permissible for the distributor or its linked local cable operator, as the case may be, to specify an interest-free refundable security deposit as may be considered appropriate by him:

Provided further that ownership of the customer premises equipment offered by the distributor or its linked local cable operator, as the case may be, under such schemes shall remain with the distributor or its linked local cable operator, as the case may be.

The above-mentioned regulations are applicable for all Distributor Platform Operators (DPOs) including DTH operators.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

S.K. Dutta

2/12/19

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

933/2019
1

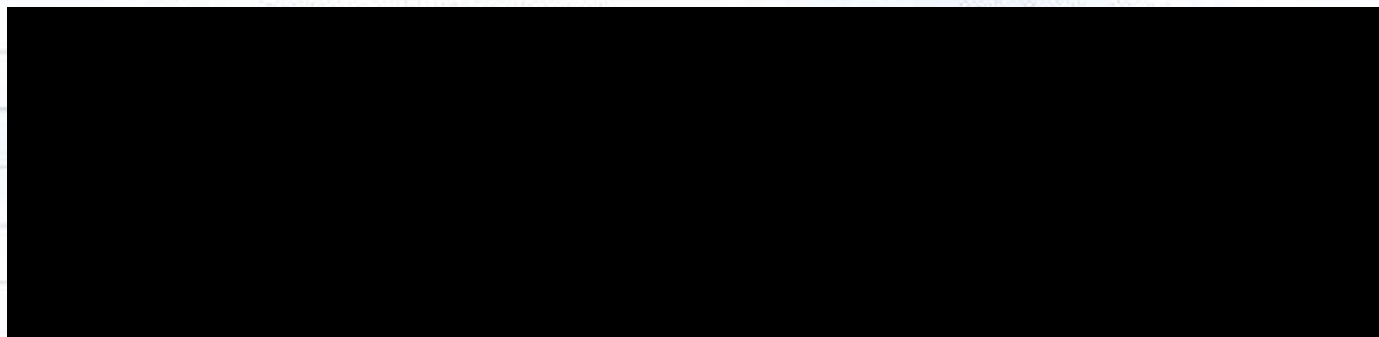
RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50902

Date of Receipt : 20/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Dear Sir/Madam

As I am consumer of Idea network M.N [REDACTED] am facing problem of sms out going and income. Main issue is that I am unable to received any sms except the sms from Idea cellular service I have contact customer care they have told me to replace the sim then your problem will solver but after replacing the problem remain same and then I have complain once again they have told me the problem will solve on 19/11/2019. But no solution had made they have closed the complain. when I tall to executive they once again reopen the complain. (complain Number was [REDACTED])

Information Sought : I am requesting you that kindly refund the amount which I have paid during the sim exchange in cash and help me in solving the problem which I am facing.

Kindly do the needful.

Thanks

[REDACTED]

CA, NSL-V
20/11
Ant (Rov)

Print Save Close



सत्यमेव जयते



सूचना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(933)/2019-RTI

Dated the 12 December, 2019

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE
RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 20.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/SO902 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint against M/s. Idea Cellular about outgoing and incoming SMS and related matter. In this context, the following is furnished:

Point No.	Reply
1	Vide the application, you have not sought any specific information under RTI Act, 2005 rather you have sought redressal of your grievance against M/s. Idea Cellular. The Telecom Consumers Complaint Redressal Regulation, 2012 dated 05.01.2012, provide grievance redressal mechanism viz, Complaint Centre, Appellate Authority and Advisory Committee. These regulations are already available in public domain and can be accessed at the TRAI website http://www.trai.gov.in under regulations.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

Janu
12/12/19
(P. Janaki)

Central Assistant Public Information Officer
Tele: 011-23664220

934/2019
①

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/2019/80111	Date of Receipt :	21/11/2019
Transferred From :	Department of Telecommunications on 21/11/2019 With Reference Number : DOTEL/R/2019/50989		
Remarks :	Matter pertains to TRAI		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
[REDACTED]			
Status (Rural or Urban) :	Status :		
Letter No. :	Details not provided	Letter Date :	Details not provided
Is Requester Below Poverty Line ? :	Yes	Citizenship Status :	Indian
Amount Paid :	0)	Mode of Payment :	Payment Gateway
Request Pertains to :			
Information Sought :	how many calls have been dropped so far in the year 2019 related to our jio mobile number [REDACTED]		
Original RTI Text :	how many calls have been dropped so far in the year 2019 related to our jio mobile number [REDACTED]		
<input type="button" value="Print"/> <input type="button" value="Save"/> <input type="button" value="Close"/>			

DoS
21/11
Ant/RMS



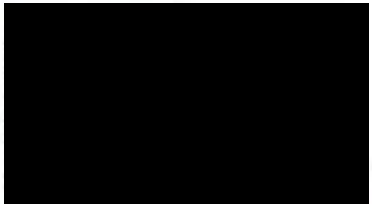
भारतीय दूरसंचार विनियामक प्राधिकरण

TELECOM REGULATORY AUTHORITY OF INDIA
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(934)/2019-RTI

Dated the 26 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 21.11.2019 filed online in the RTI portal of DoT vide registration No.DOTEL/R/2019/50989 which is received through transferred on the RTI portal of TRAI vide registration No.TRAOI/R/2019/80111 for providing information under the provisions of the Right to Information Act, 2005 about number of calls drop of JIO mobile number 9198742320 related matter.

2. In the above context, it is intimated that the information sought by you vide the above referred application is not available in TRAI.

3. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

(Signature)
26/11/19
(S.K.Dutta)

Central Public Information Officer
Tele: 011-23664503

Copy to:

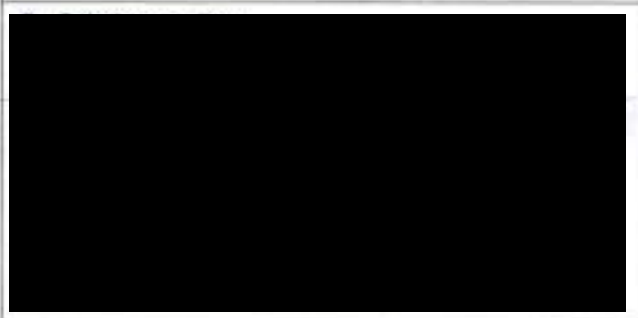
The Dy. Secretary (Coord.) & Nodal Officer (RTI)
Deptt. of Telecommunications
Ministry of Communications & IT
Sanchar Bhawan, 20 Ashoka Road
New Delhi - 110001.

- For information w.r.t. above referred
online application
No.DOTEL/R/2019/50989 dated
21.11.2019.

935/2019 (1)

Application for Obtaining Information

(under section 6(1) of Right to Information Act 2005)

Applicant Name & Address	Public Authority Details
	The Central Public Information Officer, (Under RTI Act 2005), O/o. Chairman, TRAI, NEW DELHI - 110002

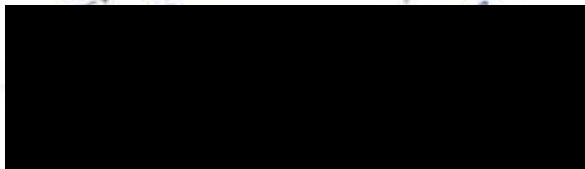
Application No. 469/2019, dated 13-10-2019

Provide me certified copies of below information as early as possible or within 30 days under section 6(1), 7(1) and 2(j)(ii) of Right to Information Act 2005.

- ~~ASIS~~
1. Provide me certified copies of Regulating on OVER-THE-TOP (OTT) Apps Streaming TV Channels in India till today.

Here enclosed Rs. 10-00, IPO No. 46F 113435 as application fee under Right to Information (Regulation of Fee and Cost) Rules 2005.

Yours sincerely



~~ASIS~~
BE is
21/11
Ant (R...)



URGENT MATTER
UNDER RTI ACT

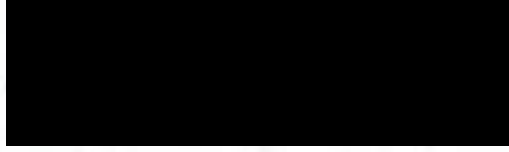
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(935)/2019-RTI

Dated the 02 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 13.10.2019 for providing information under the provisions of the Right to Information Act, 2005 regarding Over-The-Top Apps Streaming TV Channels related matter. In this context, the following is furnished:

Point No.	Reply
1	These is no regulation issued by TRAI for regulating an Over-The-Top (OTT) Apps streaming TV channels in India.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

S.K. Dutta
21/11/19
(S.K.Dutta)

Central Public Information Officer
Tele: 011-23664503

15/11/2019 936/2019

Shri S.K Dutta
 Jt advisor and CPIO
 TRAI, Mahanagar Doorbenchar Bhanan
 Jawahar Lal Nehru Marg, Old Nithobad
 New Delhi - 110002

Request for Information under RTI act 2005

Sir

With reference to above seeking information on following points:-

- ① What action TRAI taken against Independent TV for non operation since June - 2019?
- ② How can anyone Complaint against any mistandect done by cable operator and to whom we can complaint kindly provide details.
- ③ Is TRAI given any direction to Independent TV to return money to their subscribers.
- ④ Independent TV changed plans after TRAI directions as they said TRAI directed us to convert long term plan to Base pack by removing HD channels is there any kind of directions given by TRAI

Yours faithfully

enclosing 10 note having serial
 60 E 172001 for RTI fee
 BLN 21/11 AMLRM



सत्यमेव जयते



पुरवना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

भारतीय दूरसंचार विनियामक प्राधिकरण

TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(936)/2019-RTI

Dated the 04-December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 15.11.2019 for providing information under the provisions of the Right to Information Act, 2005 regarding Independent TV related matter. In this context, the following is furnished:

Point No.	Reply
1,3 & 4	<p>It is informed that the Ministry of Information and Broadcasting (MIB) has issued a letter to M/s Independent TV dated 31st July 2019, wherein MIB has decided the following:-</p> <p>(i) the interim renewal of DTH licence granted in the name of M/s. Independent TV Ltd. shall stand <u>suspended</u> for the present and will be reconsidered only on when resume transmission of channels;</p> <p>(ii) the company shall take immediate steps to settle each of the grievances to the satisfaction of the customers within a tight time frame and get it audited externally; and</p> <p>(iii) the company shall not solicit new customers until the transmission resumes on its DTH platform.</p>
2	<p>It is informed that TRAI Act does not envisage handling of individual consumer complaints. Consumers are advised to take up their complaints with their respective service providers. However, complaints, if any, received in TRAI are forwarded to the respective service providers for an early resolution.</p>

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011-23235249.

Yours faithfully,

S.K. Dutta
4/12/19

(S.K.Dutta)

Central Public Information Officer
Tele: 011-23664503

937/2019

@



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
संभागीय कार्यालय, कोलकाता



Regional Office, Kolkata

भारत भवन, पहली मंजिल, 3 - सी. आर. एवेन्यू, कोलकाता - 700 072
Bharat Bhawan, 1st Floor, 3 - C. R. Avenue, Kolkata - 700 072

Phone : (033) 2236-1405/2237-1404, Fax: (033) 2237-1402, E-mail: adv.kolkata@trai.gov.in

No. 13-1/2013/TRAI/Kol

Dated at Kolkata - 72

the 13th November 2019

TO
The Senior Research Officer (MR & RTI)
Telecom Regulatory Authority of India
New Delhi - 110 002

Sub:- Forwarding of RTI application.

Sir/Madam,

The undersigned is hereby directed to forward one application (as enclosed herewith) under section 6 of the RTI Act, 2005 seeking information vide no. nil Dt. 07.11.2019 from CA [REDACTED]

You are requested to take necessary action in this regard please.

Yours sincerely,

Nilay
12/11/19
(Nilay Dutta)
Senior Research Officer
TRAI Regional Office, Kolkata

Dot

Dot

CA

21/11

So CRMO

Enclosures:- as stated above.

E M



To
The Central Public Information Officer,
TRAI Regional Office,
Bharat Bhawan,
3, C.R. Avenue, Kolkata 700072.

Sub: Application under section 6 of the RTi Act, 2005 seeking information.

Sir,

I am sending herewith a complaint dated 11.11.2018 addressed to Secretary of Saraswati Apartment at 208, Dum Dum Park, and a copy of the reply dated 1.05.2019 for favour of your kind perusal and record. The contents of the documents are self-explanatory. In this connection the following may be furnished:-

1. The name, telephone number, designation of the officer who conducted preliminary inspection with regard to site of the said tower before giving sanction by TRAI.
2. The copy of the said Inspection Report and its immediate subsequent Report and also a copy of the recent Inspection Report.
3. Whether approval of the Municipality was considered before giving sanction with regard to soil condition of the building and surrounding circumstances, like residential complex, school etc.
4. Whether TRAI considered the soil condition of the Building at 207, Dum Dum Park, which was tilted when 208 building construction had started?
5. What are the base limit at which antennas are set in the said Tower? Whether they are within standard.
6. How many antennas are affixed on the Tower? Whether faces of the antennas are in safe side?
7. A copy of the agreement entered into with the tenants of the 208 building and the Promoter for allowing the use of the top of the floor for construction of the mobile tower.
8. Whether TRAI considered the structural stability of the building according to the Development Control Rule? If so, a copy of the said report along with a copy of the Development Control Rule may be furnished.
9. Whether TRAI obtained the consent of the adjoining residents before giving the sanction? If so, each copy may be enclosed.
10. What are the magnitude of Electro Magnetic Field Radiation emits from the Antennas vis-à-vis its normal magnitude.
11. It is known that periodic audit of the tower is being carried out by DOT. Kindly furnish the last audit report to know the EMP exposure.

Copy
Matter
DOT

ADJUTANT
Sir Matter from mt.
not return to TRAI.
Kindly revert in
include reply in the
in above to the way
from the DOT may
not accordingly
13/11/19

JA(2)
CP10 is at TRAI
HS. PLS spk.
13/11/19
13/11/19

12. How the TRAI has permitted to fix antennas at a short height as against other towers have put antennas at a significant higher height in the same area?
13. As much as 10 antennas mounted at a very lower height have surely emitted high concentration of radiation exposure to the high population density area, how this has been permitted?
14. Whether any Medical Study to analyse possible harmful effects to the residents of the nearby building from mobile tower was carried out? If so, a copy of such Medical Study Report may be furnished.
15. It is known that Govt. of India, in the year 2008, adopted the International Commission for Non Ionizing Radiation Protection (ICNIRP) Guidelines. Kindly furnish a copy of the same.
16. The above information have larger public interest as compared to any information to be withheld.
17. I am sending a sum of rupees ten towards the cost of application in the form of IPO No. 23F 018244.

Enclosed: As stated above.





सत्यमेव जयते



सूचना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

6

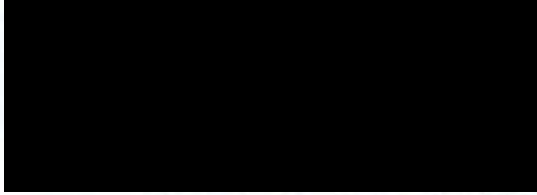
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(937)/2019-RTI

Dated the 11th December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 07.11.2019 received through Sr. Research Officer, TRAI Regional Office, Kolkata vide their letter No. 13-1/2013/TRAI/Kol dated 13.11.2019, for providing information under the provisions of the Right to Information Act, 2005 regarding mobile towers related matters. In this context, the following is furnished:

Point No.	Reply
1 to 17	<p>The installation of mobile tower does not fall under the purview of TRAI and no permission is required by the service provider from TRAI for erection of mobile towers. TRAI has not issued any guidelines, directions or orders in this regard. It is further informed that TRAI does not issue any certificate/NOC and the matter is dealt by DoT.</p> <p>However, it is informed that for regulating the EMF emissions from a mobile tower, Department of Telecommunications has prescribed stricter precautionary norms for exposing limit for base station emissions. The details related to EMF and steps taken by DoT is available on DoT website http://www.dot.gov.in/journey-emf.</p> <p>Therefore, your application, in original, is being transferred to DoT, in terms of section 6 (3) (ii) of the RTI Act, 2005 to provide information directly to you. You are also requested to contact the below mentioned CPIO for further correspondence in this matter.</p>

Yours faithfully,

Janaki
(P. Janaki)

Central Assistant Public Information Officer

Tele: 011-23664220

Contd.....on 2/-

Copy to:

1) The Dy. Secretary (Coord.) & Nodal
Officer (RTI)
Department of Telecommunications
Ministry of Communications & IT
Sanchar Bhawan, 20 Ashoka Road,
New Delhi - 110 001.

An application dated 07.11.2019 in
original of S [REDACTED] is
enclosed herewith for providing
information under the provisions of RTI
Act, 2005 directly to the applicant. In
case, the subject matter of the application
does not pertain to you, the application
may be transferred to concerned CPIO in
DoT.

2) Shri Nilay Dutta
Senior Research Officer,
TRAI Regional Office, Kolkata
Bharat Bhawan, 1st Floor,
3 - C R Avenue, Kolkata - 700072.

-For information w.r.t. above referred
letter dated 13.11.2019.



938/2019 ①

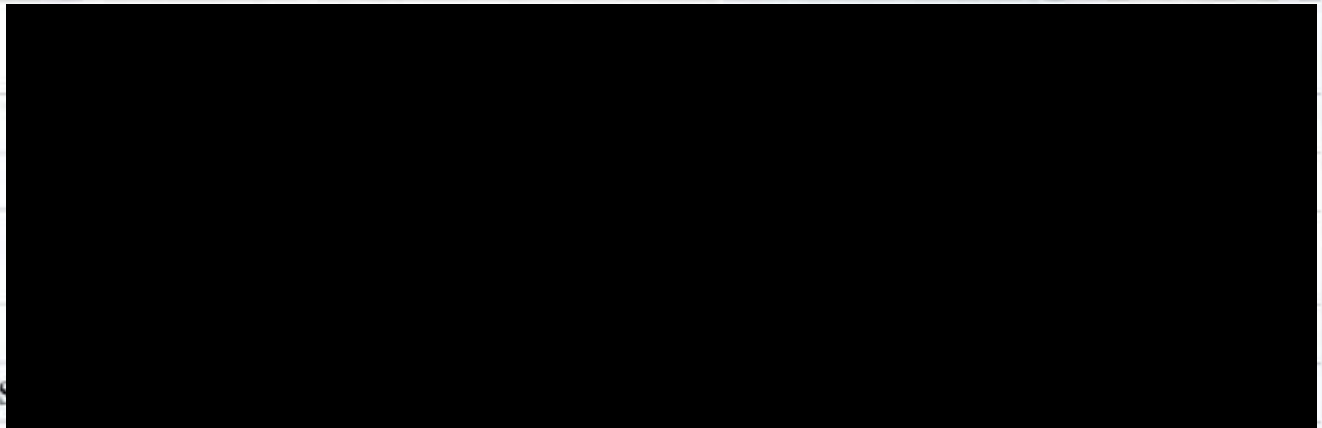
RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50907

Date of Receipt : 22/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

PLEASE PROVIDE FOLLOWING INFORMATION :

Information Sought : OPERATOR WISE (PSU AND GOVERNMENT) STATISTICS FOR THE PERIOD 2015 TO 2019 ;

77

01. TOTAL MOBILE SUBSCRIBERS IN INDORE.
02. TOTAL INTERNET SUBSCRIBERS IN INDORE.
03. TOTAL BROADBAND SUBSCRIBERS IN INDORE.

Nsl - I, BBPA
Nsl - II

25/11



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(938)/2019-RTI

Dated the 04 December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Madam,

Please refer to your application dated 22.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50907 for providing information under the provisions of the Right to Information Act, 2005 regarding mobile subscribers in Indore related matter. In this context, the following is furnished:

Point No.	Reply
1	TRAI publishes data relating to Wireless Subscribers, Service-Area wise & Telecom Service Provider wise (TSPs). District wise data is not available and not maintained in TRAI. Telecom Subscription Data is published every month and is uploaded in the official website is same are accessible in the URL: https://main.trai.gov./release-publication/reports/telecom-subscriptions-reports (Page No.14 of the report).
2 & 3	The information sought by you is not available in TRAI

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

(S.K.Dutta)

Central Public Information Officer

Tele: 011-23664503

To
The Secretary,
Saraswati Apartment,
208, Dum Dum Park,
Kolkata 700055.

Date 11.11.2018

Sub: Complaint against Saraswati Apartment for blowing polluted air into the passage of the premises of Raycon Park and causing injury in person and property.

I am directed by the Executive Committee of Raycon Park Residents Welfare Association, Dum Dum Park, Kolkata in its meeting held on 28.10.2018 to bring to your notice the following facts:-

1. That an illegal construction of Mobile Tower has been made on the top of building of Saraswati Apartment and the machine for the Mobile Tower has been kept in the ground floor of the said building facing the door towards the Building of Raycon Park and antennas of the Tower are facing into the nearby gov. school and playground and residential complex which is within the distance of 100 meters. The heavy load put on the building without considering the poor soil condition of both the buildings has caused tiltation of the buildings.
2. That one gigantic sized of A C has been installed in the ground floor for keeping the Machine of the Tower cool.
3. That your building has two passages – one in eastern side and another of the Western Side of the building. The Western Side of the passage is being used by you as common passage and Eastern side of the passage is not used as there is existing a big sized box containing two holes through which the polluted air of the Machine is extracted .
4. That instead of putting the box directly facing the gate in the north of the passage of Eastern Side, it has deliberately been put tilted towards the common passage of Raycon Park compelling to inhale the polluted air by residents compulsorily while passing through the passage.
5. That because of constant inhaling the polluted air the residents of the Raycon Park Building feel extremely uneasy and unwell and have been victim of unusual diseases of short sighted, loss of hearing, mental trouble, sleeping and breathing problem, skin diseases and death by cancers also.
That the victim of cancer deaths has taken place only after installation of mobile tower whereas prior to installation of tower no cancer death has taken place amongst the same families staying more than thirty years prior to installation.
7. That because of our cordial neighborhood relation, mutual understanding and friendship in many respect and also cultural participation in many times, we have brought the thing verbally before you many times for rectification but unfortunately you have paid no heed to it.
8. That for betterment of the residents of this building and also maintaining good relation with you all, you are hereby again requested to remove the Mobile Tower from the top of Saraswati Apartment Building and refrain from blowing polluted air into the premises of Raycon Park forthwith.
9. That the tiltation of building and blowing polluted air into the premises of Raycon Park has caused injury in person and property of the building for which it requires to pay compensation to Raycon Park.

Dr F
21/11
Avt. (RWS)

Yours faithfully,

Date : 01-05-19.

To



Dear Sir,

With reference to your earlier letter received on dated 17.11.18 and 7.4.19, I inform you as per our G.B. meeting held on 10.02.2019, which is given here :-

1. Facing of A.C. machine is changed after getting your letter. ~~Now~~ alignment of A.C. machine is 90° towards road facing.
2. Construction of mobile tower has been made on the top of Saraswati Apartment as per proper specification as we are staying in the same residential building.
3. Pollution or any radiation or wave from mobile tower which is permissible limit or not, is maintained by TRAI, in certain interval period as per act of TRAI.

Hope you have got reliable answer. After all we are neighborhood relation, mutual understanding and friendship in many respect and we also maintain the same.

Thanking you,

Yours faithfully


(UJWAL KAR)

(Surajit Kar)

Secretary of Saraswati Apartment Owner's Association
208 Dum Dum Park, Kolkata - 700055



**URGENT MATTER
UNDER RTI ACT**

**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, (पुराना मिनटो रोड), नई दिल्ली-110002
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg, (Old Minto Road), New Delhi - 110 002

F.No.: 1(940)/2019-RTI

Dated: the 27 November, 2019

To



SUBJECT: TRANSFER OF RTI APPLICATION TO PROVIDE INFORMATION UNDER THE PROVISIONS OF RTI ACT, 2005 -reg.

Sir,

Please refer to your application dated 11.11.2019 received through Sr. Research Officer, TRAI Regional Office, Kolkata vide their letter No 13-1/2013/TRAI/KOI dated 13.11.2019, for providing information under the provisions of the Right to Information Act, 2005 about mobile tower related matter.

2. In this regard, it is informed that the matter under reference does not pertain to TRAI. However, the subject matter in your RTI application pertains to DoT, hence, your application, in original, is being transferred to DoT, in terms of section 6 (3) (ii) of the RTI Act, 2005 for provide information directly to you. You are also requested to contact the below mentioned CPIO for further correspondence in this matter.

Yours faithfully,

S.K. Dutta
13/11/19
(S.K.Dutta)

Central Public Information Officer
Tele: 011-23664503.

Copy to:-

The Dy. Secretary (Coord.) &
Nodal Officer (RTI),
Deptt. of Telecommunications,
Ministry of Communications & IT,
Sanchar Bawan, No. 20, Ashoka Road,
New Delhi - 1100 01.

Along with the above RTI Application, in original, for providing information to the applicant directly, under the provisions of RTI Act, 2005. In case, the subject matter of the application does not pertain to you, the said application may please be transferred to concerned CPIO in your Department.

Mr. Nilay Dutta,
Senior Research Officer,
TRAI Regional Officer
Bharat Bhawan, 1st Floor,
3- C.R. Avenue, Kolkata
West Bengal - 700072.

- For information w.r.t. above referred letter dated 13.11.2019.

To
The Public Information Officer
O/o Telephone regulatory authority of India
Manager Door Sanchar Bhawan
Next to kirhussain Jawahar Lal Nehru Marg
New Delhi

1. Full Name of The Applicant :

Father Name/Spouse Name :

2. Permanent Address :

3. Correspondence Address : Same

4. Particulars of The Information Solicited

a) Subject Matter of Information (1): Call detail of customers own prepaid mobile number

b) The period to which information relates (2):- 01/1/2017 to 14/11/2019

c) Specific Details of Information required: information regarding one customer who is holder of prepaid mobile number of any mobile operator. I want to know is customer intitale to collect call detail of his incoming and outgoing for own cell phone number. What is a procedure and how old detail can be provided by operator under RTI act. What is the procedure for applying for cell detail for his own self use mobile number.

d)

Whether information is required by Post or in person: by speed post

In case by Post (ordinary/registered or speed post) : N/a

7. Do you agree to pay the required fee? : yes

8. Have you deposited application fee? (If Yes, Details of such deposit) yes IPO No. 49F 011309

9. Whether belongs to below Poverty Line category? :
(If yes, you furnished the proof of the same with application?)

Place: Ludhiana

Signature of Applicant

Enclose- (1) IPO No. 49F 011309 for rupees- 10/-

Broad Category of the subject to be indicated (such as grant of government service matters/Licenses
IRelvant period for which information is required to be indicated. Specific details of the information are required to be indicated.

DOT

DOT

21/11

So/RM



**URGENT MATTER
UNDER RTI ACT**

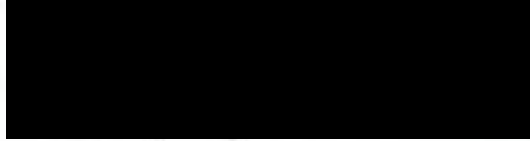
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, (पुराना मिनटो रोड), नई दिल्ली-110002
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg, (Old Minto Road), New Delhi - 110 002

F.No.: 1(941)/2019-RTI

Dated: the 27 November, 2019

To



**SUBJECT: TRANSFER OF RTI APPLICATION TO PROVIDE INFORMATION
UNDER THE PROVISIONS OF RTI ACT, 2005 -reg.**

Sir,

Please refer to your RTI application dated nil for providing information under the provision of RTI Act, 2005 regarding call details of prepaid customers related matter.

2. In this regard, it is informed that the matter under reference does not pertain to TRAI. However, the subject matter in your RTI application pertains to DoT, hence, your application, in original, is being transferred to DoT, in terms of Section 6 (3) (ii) of the RTI Act, 2005 for provide information directly to you. You are also requested to contact the below mentioned CPIO for further correspondence in this matter.

Yours faithfully,

S.K. Dutta
27/11/19
(S.K.Dutta)

**Central Public Information Officer
Tele: 011-23664503**

Copy to:-

The Dy. Secretary (Coord.) &
Nodal Officer (RTI),
Deptt. of Telecommunications,
Ministry of Communications & IT,
Sanchar Bawan, No. 20, Ashoka Road,
New Delhi - 1100 01.

Along with the above RTI Application, in original, for providing information to the applicant directly, under the provisions of RTI Act, 2005. In case, the subject matter of the application does not pertain to you, the said application may please be transferred to concerned CPIO in your Department.

942/2019

RTI Matter

No.800-01/2019/AS-II/272
Government of India
Ministry of Communications & IT
Department of Telecommunications
Access Services-II
Sanchar Bhawan, 20, Ashoka Road, New Delhi-110 001

Dated: 14.11.2019

To



Subject: Information under the RTI Act, 2005.

Please refer to your online RTI application Registration No. DOTEL/R/2019/80986 dated 25.10.2019 received in this office on 08.11.2019.

2. The information in respect of the RTI Application pertaining to this CPIO is as follows:
 - (i) In respect of query No.1, no such information in respect of the queries raised in your RTI application is available with this CPIO. Hence the information may be treated as NIL.

However, your RTI application is being transferred under Section 6(3) of RTI Act, 2005 to Sh.S.K.Dutta, CPIO, Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002 for providing information, if any, directly to you/ transferring to the concerned CPIO.
 - (ii) In respect of query No.2 no instructions have been issued by DoT regarding deletion of Aadhaar data from the dabatabase
3. Appeal, if any, may be preferred, within thirty days of the receipt of this letter to Shri S.B. Singh, DDG(AS) & Appellate Authority, Department of Telecom, Room No.1008, Sanchar Bhavan, 20, Ashoka Road, New Delhi-110001, E-mail ID: ddgas1-dot@nic.in and Tele.No.011-23717050(O).

DoT
14/11/19

(Vivek Srivastava)
Director (AS-II) & CPIO
Tele No.011-23718054(O)
E-mail ID: diras2-dot@nic.in

✓ Copy to: Sh.S.K.Dutta, CPIO, Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002 for providing information, if any, directly to the applicant/ transferring to the concerned CPIO

RTI REQUEST DETAILS (आरटीआई अनुरोध विवरण)

Registration Number (पंजीकरण संख्या) :	DOTEL/R/2019/80986	Date of Receipt (प्राप्ति की तारीख) :	25/10/2019
Transferred From (से स्थानांतरित):	Department of Financial Services on 25/10/2019 With Reference Number : DOFSR/R/2019/90231		
Remarks(टिप्पणी) :	<p>The reply has already been sent on the points i.e. 3 & 4, related with FI Section/DFS. Points 1 & 2 relate to the Department of Telecommunications, the RTI application is transferred to DOT under the RTI Act 2005 for providing information directly to the applicant.</p>		
Type of Receipt (रसीद का प्रकार) :	Electronically Transferred from Other Public Authority	Language of Request (अनुरोध की भाषा) :	English
[REDACTED]			
[REDACTED]			
[REDACTED]			
(Rural/Urban) :			
Requester Letter Number(निवेदन पत्र संख्या) :	Details not provided	Letter Date :	Details not provided
Is Requester Below Poverty Line ? (क्या आवेदक गरीबी रेखा से नीचे का है?) :	No	Citizenship Status (नागरिकता)	Indian
Amount Paid (राशि का भुगतान) :	0 (Received by Unique Identification Authority of India) (original recipient)	Mode of Payment (भुगतान का प्रकार)	Payment Gateway

*Recd on 13/11/19
272/Dir(AS-II)/19*

PS

Request Pertains to (अनुरोध निम्नलिखित संबंधित है) :	Vivek Srivastava, Dir(AS-II)
Information Sought (जानकारी मांगी):	However, the RTI application is being transferred under Section 6(3) of RTI Act, 2005 to Deptt of Financial Services S for providing information, if any, directly to the applicant / transferring to the concerned CPIO.
Original RTI Text (मूल आरटीआई पाठ):	<p>according to RTI data As of 01.07.2018 out of 126.80 crore mobile subscribers 91.76 crore were attached to Aadhar. i.e. 72.36% mobile subscribers were verified through Aadhar based e KYC before supreme court verdict. Later in 2018 Supreme court verdict said Aadhar is not mandatory to get mobile subscribers. On 22.10.2018 in RTI reply Telecom Department said that Orders of Honble Supreme court are in the process of implementation.</p> <p>Q1. After 01.07.2018, how many new mobile subscribers are registered, and out of these, how many opted to complete verification process using AADHAR.</p> <p>Q2. Steps taken by department of telecom, for those subscribers who want their Aadhar data be deleted from the database of service providers. AND are ready to complete KYC process using other documents. Refer notifications, if any issued in this regard.</p> <p>Q3. How many bank accounts are attached to Aadhar as on now.</p> <p>Q4. Is there any provision to De-link Aadhar from bank by replacing it with other ID card.</p>
<input type="button" value="Print"/> <input type="button" value="Save"/> <input type="button" value="Close"/>	



**URGENT MATTER
UNDER RTI ACT**

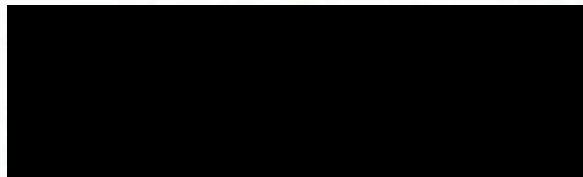
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, (पुराना मिनटो रोड), नई दिल्ली-110002
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg, (Old Minto Road), New Delhi - 110 002

F.No.: 1(942)/2019-RTI

Dated: the 27 November, 2019

To



**SUB.: TRANSFER OF RTI APPLICATION TO PROVIDE INFORMATION
UNDER THE PROVISIONS OF RTI ACT, 2005 -reg.**

Sir,

Please refer to your application dated 25.10.2019 received from the Director (AS-II) & CPIO, DoT vide letter No. 800-01/2019/AS-II/272, dated 14.11.2019 for providing information under the provisions of the Right to Information Act, 2005 regarding mobile subscriber and De-link Aadhar from bank related matters.

2. In this regard, it is informed that the matter under reference does not pertain to TRAI, hence, the information sought is not available in TRAI. However, the subject matter in your RTI application pertains to DoT. You are requested to contact the below mentioned CPIO for further correspondence in this matter.

Yours faithfully,

S.K. Dutta
27/11/19

(S.K. Dutta)

**Central Public Information Officer
Tele: 011-23664503**

Copy to:-

Sh. Vivek Srivastava
Director (As-II) & CPIO
Deptt. of Telecommunications,
Ministry of Communications & IT,
Access Services-II
Sanchar Bawan, No. 20, Ashoka Road,
New Delhi - 1100 01.

For information w.r.t. your above
mentioned letter dated 14.11.2019.

943/2019 (1)

RTI REQUEST DETAILS

Registration No. : TRAOL/R/2019/50909

Date of Receipt : 22/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Please provide the information. Copy of the complaint attached.

Information Sought :

- 01. What is the status of my complaint
- 02. What is the Complaint number
- 03. Please provide the information about what are the next steps regarding my complaint.

Print Save Close

CA, QoS

22/11

MA CRMS



Manish Agarwal <manish@wecare.digital>
helpline@nccptrai.gov.in, uccqos@traf.gov.in
c: Golocalz <golocalz.in@gmail.com>

Fri, Nov 22, 2019 at 2:13 PM

Namaskar / नमस्कार

I would like to know, weather telemarketing registration is mandatory in the mentioned use case, if no such registration is taken will it be a violation, if yes then what is the penalty, fine or charges will be applicable or the action / prosecution applicable.

Organization Name: Landmark Worldwide Breakthrough Technologies Private Limited

USE CASE 01: Landmark Worldwide is a learning and development company, involved in conducting training and workshop programs. As part of the **mandatory** assignments, engaging program / workshop participants to call to end and new customers to tell the benefits of the program and register for the future programs conducted by Landmark Worldwide.

Major Violation in such practice:

01. Participants are using personal mobile phones to call.
02. Participants are not designated employees of the company Landmark Worldwide.
03. Participants nor Landmark Worldwide have taken the initiative to register under the Telemarketer platform or act.
04. Give the undue advantage to promote and grow business which is not available to other companies and organizations.

USE CASE 02: As part of the **mandatory** assignments, engaging program / workshop participants to call to a **database** owned by Landmark Worldwide to tell the benefits of the program and register for the future programs conducted by Landmark Worldwide.

Violation in such practice:

8

01. Participants are using personal mobile phones to call.
02. Participants are not designated employees of the company Landmark Worldwide.
03. Participants nor Landmark Worldwide have taken the initiative to register under the Telemarketer platform or act.
04. Give the undue advantage to promote and grow business which is not available to other companies and organizations.


Please advise what action can be initiated against such violations.

Enclosed: Calling Script / Templated used to call end customer, by the company.

Pranam / प्रणाम,

[Redacted Signature]

Linkedin Support Track Status WA

 Calling Template.pdf
1637K



No. 1(943)/2019-RTI

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your three applications dated 22.11.2019 & 25.11.2019 (two) filed online in the RTI portal of TRAI vide Registration Nos. TRAOI/R/2019/50909, No. TRAOI/R/2019/50915 and No. TRAOI/R/2019/50917 respectively for providing information under the provisions of the Right to Information Act, 2005 regarding action taken status on complaint about unregistered telemarketer related matter.

Point No.	Reply
1 to 3	TRAI does not handle individual complaints of Consumers. Consumers are advised to take up their complaints with their Service Providers.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

(P. Janaki)

Central Assistant Public Information Officer
Tele: 011-23664220



**URGENT MATTER
UNDER RTI ACT**

भारतीय दूरसंचार विनियामक प्राधिकरण

TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

Dated the 12th December, 2019

984/20190

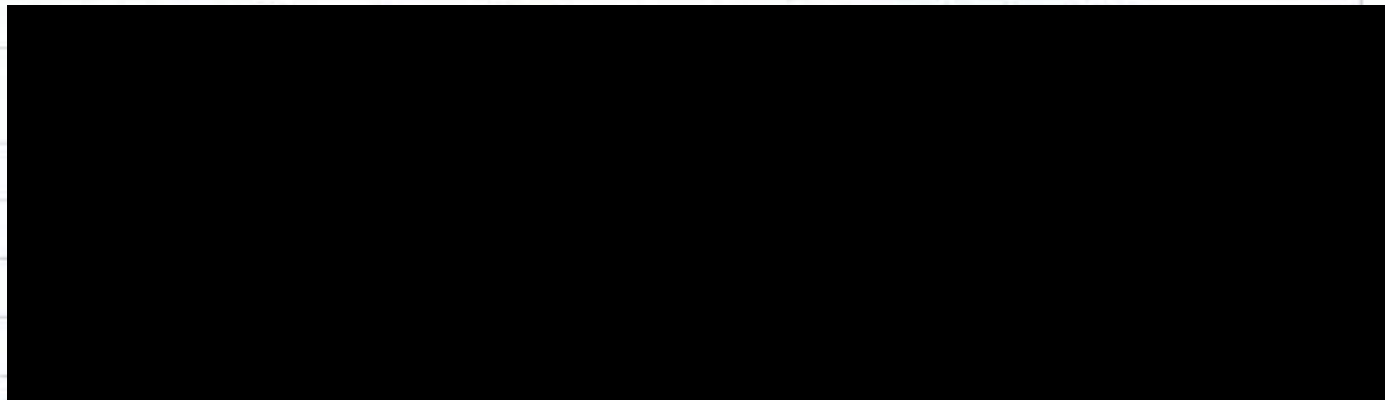
RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50911

Date of Receipt : 23/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Information Sought :

Dear Sir I am Consumer of Jio telecommunication Company with Contact number [REDACTED] I have faced on call drops on this. We need informations:-
1- Total Call drops on the given number [REDACTED] From 1 January 2019 till 20 November 2019

Print Save Close

005 / CA
SO (RTI)



URGENT MATTER
UNDER RTI ACT

भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(944)/2019-RTI

Dated the 06 December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.


Sir,

Please refer to your application dated 23.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50911 for providing information under the provisions of the Right to Information Act, 2005 regarding call drops related matter.

Point No.	Reply
1	Information on call drops on a particular numbers is not available on the records of TRAI.

3. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,


S.K. Dutta
01/12/19

Central Public Information Officer
Tele: 011-23664503

945/2019

①

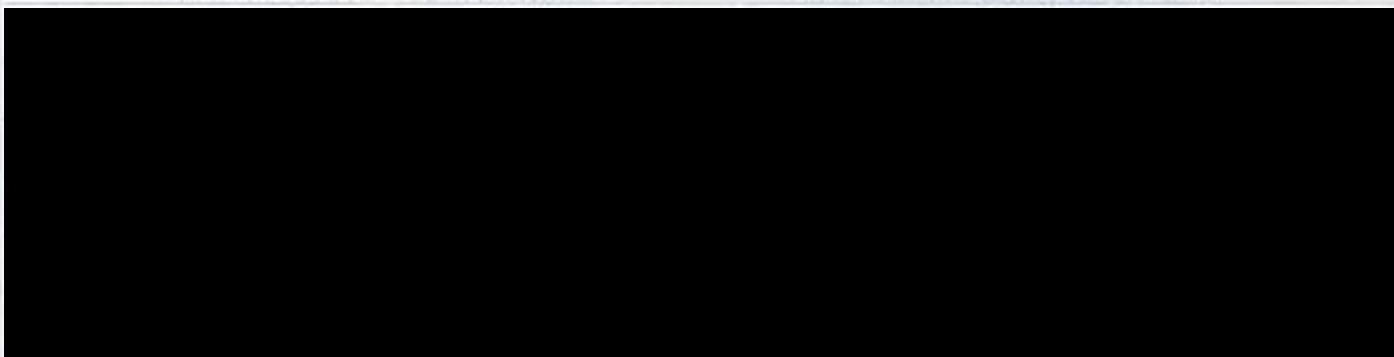
RTI REQUEST DETAILS

Registration No. : TRAOLR/2019/50913

Date of Receipt : 24/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Information Sought :

The application is being filed to the Telecom Regulatory Authority of India (TRAI). The applicant requests for a clarification upon the requirement of documents for setting up a broadband connection on a leased property with the help of an Internet Service Provider (ISP) in the absence of a lease agreement.

The intention of the applicant or the lessee behind such clarification is not that the lessee does not want to execute a lease deed. Rather, the lease deed is in the process of being drafted and being registered with the registrar.

Because, it is a matter of urgency as the property is to be used for commercial purposes the lessee with the due permission of the lessor (already taken) wishes to install a broadband connection on the leased premises beforehand but as discussed does not have the lease deed as required by the TRAI regulations at the very moment. As the applicant has not been able to get a clear reply from any authority, through the medium of RTI the applicant would like to know which document maybe submitted to the ISP so as to get a broadband installed at the leased premises in absence of a lease agreement or lease deed.

BBPA

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24/11

MRS



**URGENT MATTER
UNDER RTI ACT**

**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंगो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(945)/2019-RTI

Dated the 02 December, 2019

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE
RIGHT TO INFORMATION ACT, 2005.**

Madam,

Please refer to your application dated 24.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50913 for providing information under the provisions of the Right to Information Act, 2005 regarding broadband connection on a leased property related matter. In this context, the following is furnished:

Point No.	Reply
1	Information sought by you does not pertain to TRAI. The same may be available with the Department of Telecommunications (DoT), therefore your application has already been transferred to DoT online on 02/12/2019 in terms of section 6 (3) (ii) of the RTI Act, 2005 for furnishing information with reference to the relevant issue.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

S.K. Dutta
21/12/19

(S.K.Dutta)

Central Public Information Officer

Tele: 011-23664503

946/2019

①

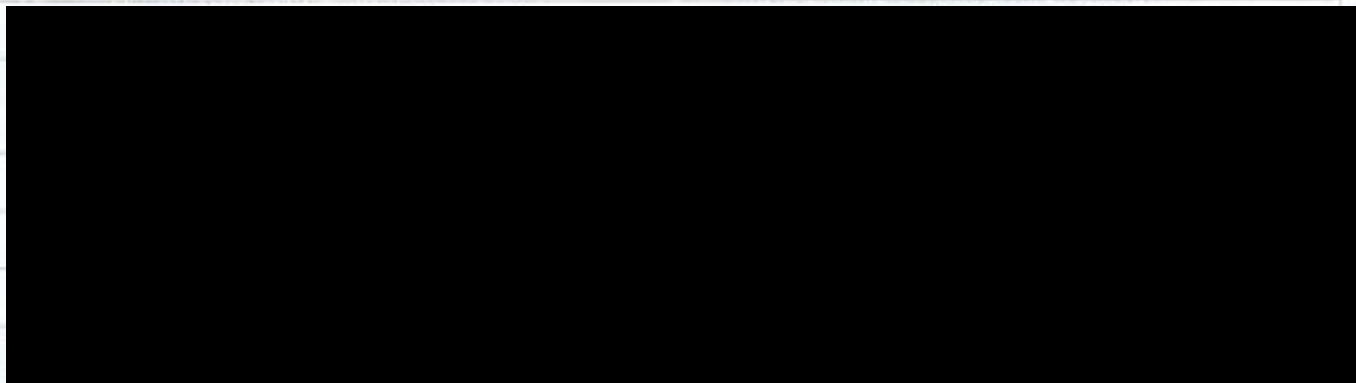
RTI REQUEST DETAILS

Registration No. : TRAOI/R/2019/50914

Date of Receipt : 25/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status Indian

Amount Paid : 10)

Mode of Payment Payment Gateway

Request Pertains to :

Kindly provide below information-

Information Sought :

1. There is a Network Capacity Fee of Rs. 130 per month paid by a subscriber for 100 SD channels in India for dish TV channels. My question is that in whose account this 130 Rs. go - any government entity or private entity. Kindly provide name of entity who take away this chunk of Rs. 130 or provide breakup of amount if goes to more than one entity

2. There is additional Network Capacity Fee of Rs. 20 for additional 25 channels allowed by TRAI per month paid by a subscriber. My question is that in whose account this additional NCF of Rs. 20 go - any government entity or private entity. Kindly provide name of entity who take away this chunk of Rs. 20 or provide breakup of amount if goes to more than one entity.

BLC

26/11

So CRM



सूचना
का अधिकारी



सत्यमेव जयते

भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(946)/2019-RTI

Dated the 02 November, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 25.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50914 for providing information under the provisions of the Right to Information Act, 2005 regarding Network Capacity Fees related matter. In this context, the following is furnished:

Point No.	
1 & 2	<p>TRAI has notified the Telecommunication (Broadcasting and Cable) Services (Eighth) (Address able Systems) Tariff Order, 2017 (No. 1 of 2017) on 03.03.2017. The applicant may refer to clause 4 of the said tariff order relating to "Declaration of network capacity fee and manner of offering of channels by distributors of television channels". The complete text of the Tariff order alongwith Explanatory Memorandum is available on the TRAI website under the link. https://channeltariff.trai.gov.in/data/Tariff_Order_English_3%20March_2017.pdf.</p> <p>You may also refer to Frequently Asked Questions, Tariff and related Information for New Regulatory Framework on Broadcasting & Cable Services which are available on the web site under the link: https://channeltariff.trai.gov.in/data/FAQ_BnCS.pdf.</p>

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

2/11/19

(S.K.Dutta)

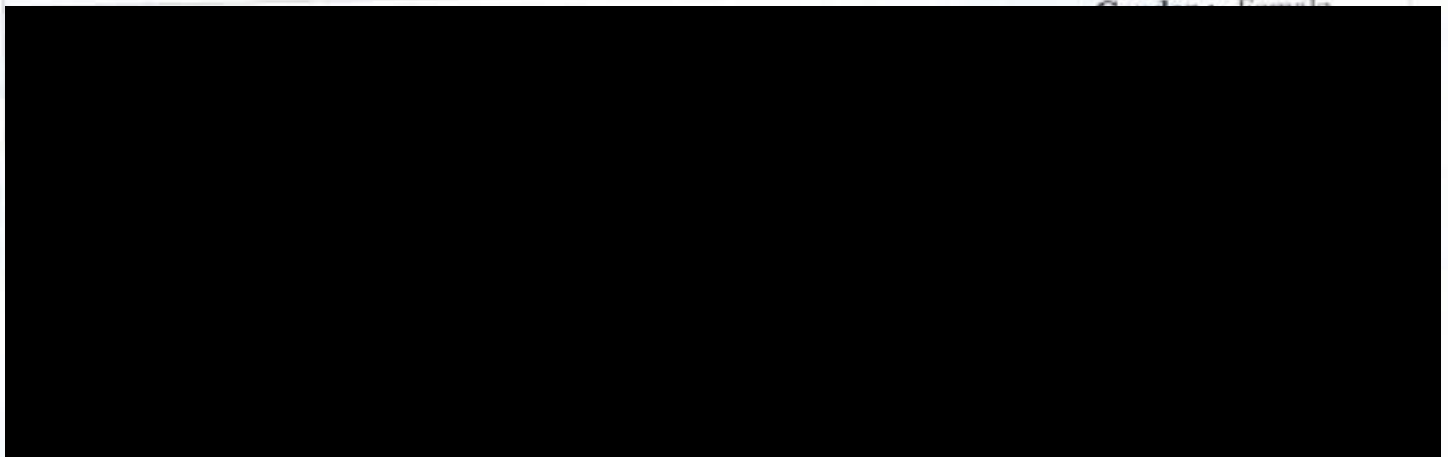
Central Public Information Officer
Tele: 011-23664503

947/2019

①

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/2019/80114	Date of Receipt :	23/11/2019
Transferred From :	Department of Telecommunications on 23/11/2019 With Reference Number : DOTEL/R/2019/81065		
Remarks :	pertains to TRAI		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English



Letter No. :	Details not provided	Letter Date :	Details not provided
Is Requester Below Poverty Line ? :	No	Citizenship Status :	Indian
Amount Paid :	0 (RTI fee is received by Telecom Regulatory Authority of India (original recipient))	Mode of Payment :	Payment Gateway
Request Pertains to :			
Information Sought :	Please provide year-wise data from 2011 to 2018 on the total number of internet users in the rural and urban areas according to 2011 census.		
Original RTI Text :	Please provide year-wise data from 2011 to 2018 on the total number of internet users in the rural and urban areas according to 2011 census.		
<input type="button" value="Print"/> <input type="button" value="Save"/> <input type="button" value="Close"/>			

NSL

SO (A-3)

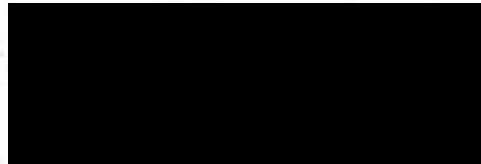


भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंगो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(947)/2019-RTI

Dated the 04 December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Madam,

Please refer to your applications dated 23.11.2019 filed online on the RTI portal of DoT vide registration Nos. DOTEL/R/2019/81065 and DOTEL/R/2019/81066 which is received through online transferred on the RTI portal of TRAI vide registration nos. TRAOI/R/2019/80114 and TRAOI/R/2019/80115 for providing information under the provisions of the Right to Information Act, 2005 about internet users related matter. In this context, the following is furnished:

Point	Information
1	Total number of Internet Subscribers in the rural and urban areas from 2011 to 2018 is available on TRAI website under the link: "https://main.trai.gov.in/release-publication/reports/performance-indicators-reports."

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

S.K. Dutta
4/12/19

(S.K.Dutta)

**Central Public Information Officer
Tele: 011-23664503**

Copy to:

The Dy. Secretary (Coord.) & Nodal Officer (RTI)
Deptt. of Telecommunications
Ministry of Communications & IT
Sanchar Bhawan, 20 Ashoka Road
New Delhi - 110001

- For information w.r.t. above referred online application Nos. DOTEL/R/2019/81065 and DOTEL/R/2019/81066 dated 23.11.2019.

948/20190

दिनांक : 20.11.2019

सेवा में,

श्रीमान सूचना एवं जनसम्पर्क अधिकारी

भारतीय दूरसंचार विनियामक प्राधिकरण (TRAI)

दिल्ली

विषय : - सूचना के लिए आवेदन

महोदय,

आपसे अनुरोध है कृपया सूचना का अधिकार अधिनियम 2001 के अंतर्गत निम्न सूचना प्रदान करें।

1. देश भर में जितने भी MSO/DTH ऑपरेटर हैं उनकी सूची प्रदान करें।
2. साथ ही सभी MSO/DTH ऑपरेटर के देश भर में जितने भी Subscribers हैं उनकी क्रमवार एक सूची प्रदान करें।

धन्यवाद

BKWS
L
21/11
So (KWS)



सत्यमेव जयते



आरटीआई अधिनियम के तहत
अत्यावश्यक मामला

भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

संख्या: 1(948)/ 2019- आरटीआई0

दिनांक: 06 दिसम्बर, 2019

सेवा में,



विषय: सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत जानकारी प्रदान करने हेतु अनुरोध
महोदय,

कृपया सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत 'एमएसओ/डीटीएच संबंधी मामलों के संबंध में जानकारी प्रदान करने के लिए अपने दिनांक 20 नवम्बर, 2019 के आवेदन का संदर्भ ग्रहण करें। इस संदर्भ में निम्नवत जानकारी उपलब्ध कराई जाती है:

मुद्दा संख्या	उत्तर										
1	<p>यह सूचित किया जाता है कि मल्टी सिस्टम आपरेटर, सूचना और प्रसारण मंत्रालय (एमआईबी) द्वारा उन्हें जारी किए गए पंजीकरण द्वारा अभिशासित होते हैं। इसलिए, सूचना का अधिकार अधिनियम, 2005 के तहत आपके आवेदन की प्रति सूचना का अधिकार अधिनियम, 2005 की धारा 6(3) II की शर्तों के अधीन आपको सीधे ही उक्त जानकारी उपलब्ध कराने के लिए सूचना और प्रसारण मंत्रालय को अंतरित की जा रही है।</p> <p>इसके अलावा, यह भी जानकारी प्रदान की जाती है कि वर्तमान में चार डीटीएच आपरेटर हैं जिनका अखिल भारतीय प्रचालन है। इनके नाम नीचे दिए गए हैं-</p> <table border="1"><thead><tr><th>क्रम संख्या</th><th>डीटीएच आपरेटर का नाम</th></tr></thead><tbody><tr><td>1.</td><td>मैसर्स भारती टेलीमीडिया लिमिटेड</td></tr><tr><td>2.</td><td>मैसर्स डिश टीवी इंडिया लिमिटेड</td></tr><tr><td>3.</td><td>मैसर्स सन डायरेक्ट टीवी प्राइवेट लिमिटेड</td></tr><tr><td>4.</td><td>मैसर्स टाटा स्काई लिमिटेड</td></tr></tbody></table>	क्रम संख्या	डीटीएच आपरेटर का नाम	1.	मैसर्स भारती टेलीमीडिया लिमिटेड	2.	मैसर्स डिश टीवी इंडिया लिमिटेड	3.	मैसर्स सन डायरेक्ट टीवी प्राइवेट लिमिटेड	4.	मैसर्स टाटा स्काई लिमिटेड
क्रम संख्या	डीटीएच आपरेटर का नाम										
1.	मैसर्स भारती टेलीमीडिया लिमिटेड										
2.	मैसर्स डिश टीवी इंडिया लिमिटेड										
3.	मैसर्स सन डायरेक्ट टीवी प्राइवेट लिमिटेड										
4.	मैसर्स टाटा स्काई लिमिटेड										

जैसा कि भारतीय दूरसंचार विनियामक प्राधिकरण को संसूचित किया गया है, सितम्बर, 2019 के माह के लिए चार डीटीएच सब्सक्राइबर आधार निम्नवत है:-

डीटीएच आपरेटर का नाम	कुल सक्रिय सब्सक्राइबर आधार (इसमें ऐसे सब्सक्राइबर भी शामिल हैं जो असक्रिय हैं अथवा पिछले 90 दिनों की अधिकतम अवधि से अस्थायी रूप से निलंबित हैं)
मैसर्स डिश टीवी इंडिया लिमिटेड	21,640,027
मैसर्स टाटा स्काई लिमिटेड	21,908,880
मैसर्स सन डायरेक्ट टीवी प्राइवेट लिमिटेड	9,546,735
मैसर्स भारती टेलीमीडिया लिमिटेड	16,207,305

जैसा कि भारतीय दूरसंचार विनियामक प्राधिकरण को संसूचित किया गया है, सितम्बर, 2019 के माह के लिए कुछ एमएसओ का सब्सक्राइबर आधार निम्नवत है:-

क्रम संख्या	मल्टी सिस्टम आपरेटर (एमएसओ) का नाम	कुल सक्रिय सब्सक्राइबर आधार (इसमें ऐसे सब्सक्राइबर भी शामिल हैं जो असक्रिय हैं अथवा पिछले 90 दिनों की अधिकतम अवधि से अस्थायी रूप से निलंबित हैं)
1.	मैसर्स सिटी नेटवर्क लिमिटेड	91,23,506
2.	मैसर्स जीटीपीएल हैथवे	53,48,116
3.	मैसर्स हैथवे डिजिटल प्राइवेट लिमिटेड	53,17,812
4.	मैसर्स डेन नेटवर्क लिमिटेड	43,02,873
5.	मैसर्स तमिलनाडु आरसु केबल टेलीविजन कारपोरेशन लिमिटेड	27,73,246
6.	मैसर्स केरल कम्यूनीकेटर्स केबल लिमिटेड	26,71,685
7.	मैसर्स फास्टवे ट्रांसमिशन प्राइवेट लिमिटेड	24,72,239
8.	मैसर्स केएएल केबल्स	18,45,802
9.	मैसर्स इंडसइंड मीडिया एंड कम्यूनीकेशन्स लिमिटेड (जीएटीवी)	15,76,135

10.	मैसर्स वी0के0 डिजिटल प्राइवेट लिमिटेड	14,29,049
11.	मैसर्स एशियानेट डिजिटल प्राइवेट लिमिटेड	14,86,996
12.	मैसर्स ई- इंफ्रास्ट्रक्चर एंड एंटरटेनमेंट इंडिया प्राइवेट लिमिटेड	11,82,753
13.	मैसर्स यूसीएन केबल नेटवर्क प्राइवेट लिमिटेड	7,11,108
14.	मैसर्स एक्ट डिजिटल होम एंटरटेनमेंट प्राइवेट लिमिटेड	6,46,070

2. सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत "श्री एस. के. मिश्रा, प्रधान सलाहकार(एफ एन्ड ईए)", भारतीय दूरसंचार विनियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, पुराना मिंटो रोड, नई दिल्ली-110002, दूरभाष: 011-23221856, फ़ैक्स: 23235249" भादूविप्रा में अपीलीय प्राधिकारी हैं।

भवदीय,
 मुख की दस्ता
 6/12/19
 (श्री एस0 के0 दत्ता)
 केन्द्रीय लोक सूचना अधिकारी
 दूरभाष: 011-23664503

प्रतिलिपि :

श्री पी0 नागार्जुन,
 अवर सचिव तथा केन्द्रीय लोक सूचना अधिकारी
 सूचना और प्रसारण मंत्रालय
 'ए' स्कंध, शास्त्री भवन,
 नई दिल्ली - 110001

सूचना का अधिकार अधिनियम के तहत [REDACTED] द्वारा दिनांक 20 नवम्बर, 2019 को प्राप्त आवेदन की प्रति सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत जानकारी उपलब्ध कराने के लिए एतद्वारा संलग्न है। यदि आवेदन की विषयवस्तु आपसे संबद्ध न हो तो आवेदन को दूरसंचार विभाग में संबंधित केन्द्रीय लोक सूचना अधिकारी को अंतरित किया जाए।

949/2019
①

No.20-803/2019/AS-I
Ministry of Communications
Department of Telecommunications
(Access Services-I Division)
(1203, Sanchar Bhawan, Ashoka Road, New Delhi)

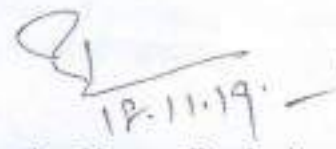
Dated: November, 2019.

OFFICE MEMORANDUM

Subject: Transfer of RTI application (Regn. No.DOTEL/R/2019/50855) dated 05.10.2019 of Shri Akshay Kumar Bhat, seeking information under RTI Act, 2005.

This has reference to the above-mentioned RTI application, dated 05.10.2019, received on RTI Portal seeking information under RTI Act, 2005. As the information sought by the applicant is not available with the undersigned, in terms of Section 6(3) of RTI Act, 2005, the said application is hereby transferred for necessary action please. In case, the matter does not pertain to you, the application may be transferred to the concerned CPIO(s).

2. It is requested that the requisite information may please be sent directly to the applicant.


12.11.19

(Dhananjay Kumar Ranjan)
Director (AS) & CPIO

To

- ✓ Nodal Officer (RTI), TRAI, Mahanagar Doorsanchar Bhawan, JLN Marg, Old Minto Road, N. Delhi -110002 - for providing information, if any to the applicant directly.
2. Director (Admin & West) & CPIO, O/o DGT HQ for providing information directly to the applicant.

CA

Copy to :

2/11

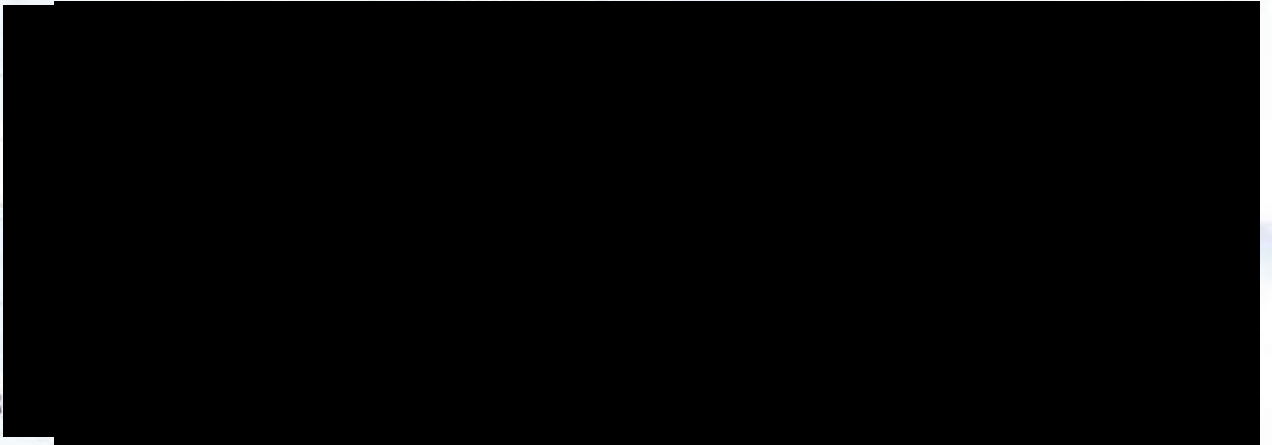
[Redacted Name]

with the request to communicate in future with above mentioned CPIO who is the concerned officer in the matter.

So (RMS)

RTI REQUEST DETAILS (आरटीआई अनुरोध विवरण)

Registration Number (पंजीकरण संख्या): DOTEL/R/2019/50855 Date of Receipt (प्राप्ति की तारीख): 05/10/2019
 Type of Receipt (रसीद का प्रकार): Online Receipt Language of Request (अनुरोध की भाषा): English



Is Requester Below Poverty Line ? (क्या आवेदक गरीबी रेखा से नीचे का है?): No Citizenship Status (नागरिकता): Indian
 Amount Paid (राशि का भुगतान): 10 (original recipient) Mode of Payment (भुगतान का प्रकार): Payment Gateway
 Request Pertains to (अनुरोध निम्नलिखित संबंधित है): Dhananjay Kr. Ranjan, Dir(AS)

Dear Govt,

I am using the Jio service provider for the past two years. And I am currently living in [REDACTED] And I have raised a complaint in July 2018 for through my phone number [REDACTED] complaint subject internet slow issue in our area due to a high number of users. Jio executive said action will be taken within 120 days to solve issues. After raising 3rd complaint. Even after one year also there is no action has been taken by their technical team. They are projecting as 4g internet speed provider but still lower than 2g speed. When we are calling their customer support and check the status of the complaint we are not getting the right information. I just want to know the complaint status. And I am enough with their false assurance. I need to know the right information regarding my complaint as below.

Information Sought (जानकारी मांगी):

1. whether an action is taken or not.
2. What is the status of that process
3. If not initiated when it is going to implement
4. What is the compensation for the waste of our time and money

I am raising this notice on behalf of people who suffered from the same issues. This is a common issue for most of the service users in this particular area.

Print Save Close



सत्यमेव जयते



सूचना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

5

**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(949)/2019-RTI

Dated the 06 December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 05.10.2019 received from DoT vide letters No. 20-803/2019/AS-I, dated 18.11.2019 which was filed online on the RTI portal of Department of Telecommunication (DoT) vide registration No. DOTEL/R/2019/50855 for providing information under the provisions of the Right to Information Act, 2005 regarding M/s Reliance Jio related matters. In this context, the following is furnished:

Point No.	Reply
1	It is stated that you have sought information regarding complaints lodged by you with M/s Reliance Jio Infocom Ltd, Directly . Status of such complaints lodged directly with service providers by the subscribers is not maintained in TRAI. Thus, there is no information to provide from TRAI.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

Copy to:

Sh. Dhananjay Kumar Ranjan
Director (AS) & CPIO
Ministry of Communications
Deptt. of Telecommunications
(Access Services - I Division)
1203, Sanchar Bhawan, Ashoka Road
New Delhi - 110001.

For information w.r.t. your letter 20-803/2019/AS-I, dated 18.11.2019

950/2019 (1)

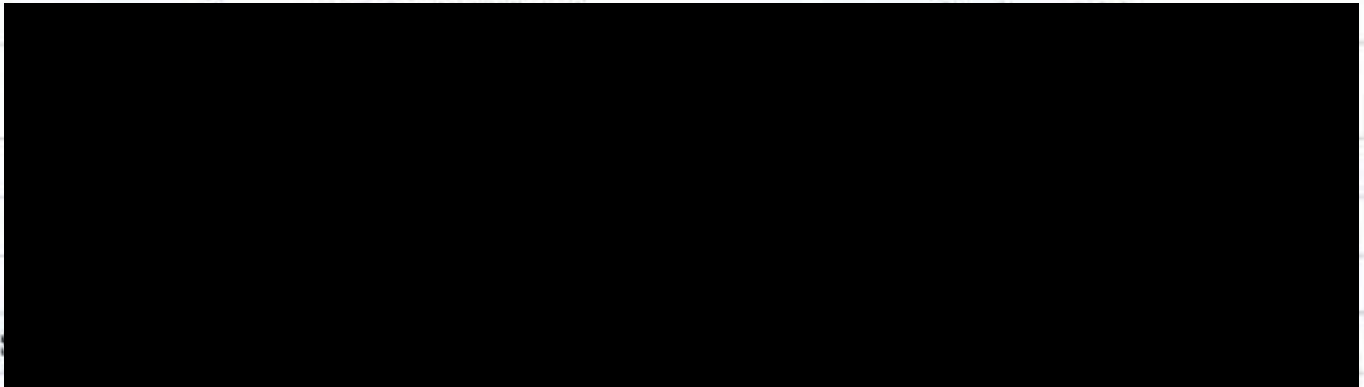
RTI REQUEST DETAILS

Registration No. : TRAOLR/2019/50918

Date of Receipt : 21/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Information Sought : please download attachments

Print Save Close

EA, QoS
27/11
Ant (Roe)

सूचना के अधिकार अधिनियम 2005 के तहत मांगी गई सूचना :

1. दिनांक-Nov 15, 2019, 8:02 PM को दिए गए आवेदन द्वारा किए गए विभागीय कारवाई कि एक प्रति उपलब्ध कराई जाए।

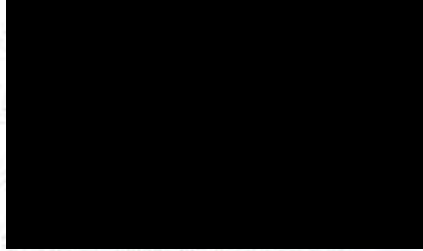
• आवेदन का प्रारूप •

विषय :- इन्टरनेट स्पीड काफी धीमी रहने एवं CALL DROP के सम्बन्ध में।

महाशय,

उपर्युक्त विषय के सम्बन्ध में सादर सूचित करना है की मेरे निम्न लोकेशन में NETWORK रहने के बावजूद भी इन्टरनेट स्पीड एवं CALLING SERVICE काफी दयनीय/निंदनीय हैं। जो खेद का विषय हैं।

LOCATION-



ST.- BIHAR

अन्य समस्या :-

1. 4-5 बार में CALL CONNECT होना , जबकि अन्य नेटवर्क से एक बार में CALL CONNECT होता है।
2. CALL रिसीव होने के बाद तुरंत ही साउंड कट जाना। इसके उपरान्त CALL DROP हो जाता है, ऐसी घटना मेरे (94-XXXX-XXXX) बाइल से लगभग बीस दिनों में 100-150 बार CALL DROP हुआ है। इस परिस्थिति में कंपनी स्वयं ही जवाबदेह है।
3. प्रतिदिन जो इन्टरनेट डाटा मिलता है , वे अल्प उपयोग में ही समाप्त हो जाता था। ऐसी घटना मेरे (94-XXXX-XXXX) बाइल पे करीब 82 दिनों तक निरंतर होता रहा है। जो कि विशेष परिस्थिति है।

(NOTE- CALL के दौरान CALL डिस्कनेक्ट होने के कारण हमें काफी नुकसान हुआ है।
जो दुःखद है।)

इतना ही नहीं जब इसकी शिकायत आपके कंपनी के ग्राहक सेवा केंद्र में कॉल की जाती है तो उनके द्वारा कम्प्लेन दर्ज करने के बदले फीडबैक लिया/दिया जाता है। इसके अलावे और कोई भी प्रतिक्रिया नहीं दी/की जाती है। जिससे प्रतीत होता है कि कंपनी को ग्राहक सेवा के प्रति कोई उत्सुकता नहीं है। आपको ज्ञात है कि आपकी सेवा के बदले हम सभी ग्राहकगण आपको भारतीय मुद्रा देते हैं जो की सम्बंधानिक है। लेकिन इसके बदले निम्न स्तर का सेवा आपके द्वारा मुहैया कराई जाती है। आपकी कंपनी की कुछ स्लोगन है, जो की काफी बेहतर लगती है। लेकिन जमीनी स्तर से देखा जाए तो भारतीय ग्रामीण क्षेत्रों में आपकी नेटवर्क की स्थिति काफी दयनीय/खेदपूर्ण है। जो बिलकुल ही अशोभनीय है।

स्लोगन :-



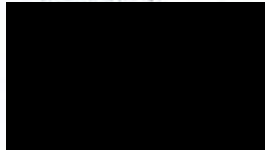
इन स्लोगन

के भावनाओं से ऊपर उठकर जड़ा ग्राहक सेवा को कृपया और बेहतर बनाया जाये।

अतः अनुरोध है कि पत्र प्राप्त के 24 घण्टे के अंदर NETWORK SPEED को ENHANCE करने की कृपा की जाये। अगर आपकी उक्त सेवाए बनी रहती है तो हम सभी ग्राहकगण आपके कंपनी से शीघ्र ही PORT-OUT हो जायेंगे।

2. CALL DROP से सम्बन्धित नियमावली की एक प्रति उपलब्ध कराई जाए एवं समय-समय पर संशोधित नियम को भी भेजी जाए।

REGARDS,





सत्यमेव जयते



अति-आवश्यक मामला
आरटीआई अधिनियम के तहत

भारतीय दूरसंचार विनियामक प्राधिकरण
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
(पुराना मिंटो रोड), नई दिल्ली-110002
फैक्स : + 91 11 23230204

फाइल संख्या: 1(950)/ 2019- आरटीआई

दिनांक: 11th दिसम्बर, 2019

सेवा में,



विषय: सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत जानकारी प्रदान करने हेतु
अनुरोध ।

महोदय,

कृपया सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत 'इंटरनेट की गति तथा कॉल
ड्रॉप' से संबंधित मामलों पर जानकारी प्रदान करने के लिए अपने दिनांक 21 नवम्बर, 2019 को भारतीय
दूरसंचार विनियामक प्राधिकरण के आरटीआई पोर्टल पर ऑनलाइन दायर किए गए आवेदन का संदर्भ ग्रहण
करें।

बिंदु संख्या	उत्तर
1 से 2	<p>भारतीय दूरसंचार विनियामक प्राधिकरण अधिनियम, 1997 में भारतीय दूरसंचार विनियामक प्राधिकरण द्वारा व्यक्ति विशेष उपभोक्ताओं की शिकायतों का निपटान करने की परिकल्पना नहीं की गई है। तथापि, भारतीय दूरसंचार विनियामक प्राधिकरण में प्राप्त शिकायतों को संबंधित सेवा प्रदाताओं को अग्रोषित किया जाता है। तदनुसार, आपकी दिनांक 15 नवम्बर, 2019 की शिकायत को संबंधित सेवा प्रदाता अर्थात् मैसर्स भारती एयरटेल लिमिटेड को उपयुक्त कार्यवाही करने के लिए भेज दिया गया है। सेवा प्रदाता द्वारा टीसीसीएमएस पोर्टल पर अपलोड की गई कृत कार्यवाही रिपोर्ट एतद्वारा संलग्न है।</p> <p>यह जानकारी प्रदान की जाती है कि भारतीय दूरसंचार विनियामक प्राधिकरण द्वारा सभी दूरसंचार सेवा प्रदाता अधिदेशित हैं कि उन्हें उपभोक्ताओं की शिकायतों पर कार्यवाही करने के लिए द्विस्तरीय शिकायत/ परिवाद निवारण प्रणाली स्थापित करना अपेक्षित है। यह विनियम पहले ही जनसाधारण के बीच उपलब्ध है तथा इन्हें, विनियमों के अंतर्गत, भारतीय दूरसंचार विनियामक प्राधिकरण की वेबसाइट http://www.trai.gov.in तक पहुंचा जा सकता है। इस प्रणाली के अनुसार, कोई भी उपभोक्ता अपने दूरसंचार सेवा प्रदाताओं (टीएसपी) के शिकायत केन्द्र पर अपनी सेवा से संबंधित शिकायतों को दायर कर सकता है। यदि शिकायत केन्द्र पर सेवा प्रदाता द्वारा</p>

शिकायत का समाधान संतोषजनक ढंग से नहीं किया जाता है तो टीएसपी के अपीलीय प्राधिकरण के साथ एक अपील दर्ज की जा सकती है। यदि उपभोक्ता तब भी किए गए समाधान से संतुष्ट नहीं हो तो वह कानूनी प्रक्रिया को अपना सकता है। जब भी सेवा प्रदाताओं द्वारा जानकारी प्रदान की जाती है, सेवा प्रदाताओं के अपीलीय प्राधिकरण का ब्योरा भारतीय दूरसंचार विनियामक प्राधिकरण की वेबसाइट पर अपलोड तथा अद्यतन किया जाता है। सब्सक्राइबर, अपने सेवा प्रदाता के अपीलीय प्राधिकरण का ब्योरा उसकी वेबसाइट से भी प्राप्त कर सकते हैं।

2. भारतीय दूरसंचार विनियामक प्राधिकरण में "सूचना का अधिकार अधिनियम, 2005" की धारा 19(1) के तहत अपीलीय प्राधिकारी "श्री एस० के० मिश्रा, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार विनियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, पुराना मिंटो रोड, नई दिल्ली-110002, दूरभाष: 011-23221856, फ़ैक्स: 011-23235249 हैं।

संलग्न: उपरोक्तानुसार



भवदीय,

Janoo 11/12/15

(पी० जानकी)

केन्द्रीय सहायक लोक सूचना अधिकारी

दूरभाष: 011-23664220

Written Complaints

Registration No	Complaint Date	Service Provider	Service Area	Complaint Category	Complainants Name	Email	Type of Service	Phone No	Landline No
PS-11-19-0611	25/11/2019	Bharti Airtel Ltd. (Airtel)	Bihar & Jharkhand	Individual Complaints	[REDACTED]	[REDACTED]	Mobile Telephone Service	[REDACTED]	N.A

Action Taken

Action Date	Action	Remarks	FileName	View Details
25 Nov 201	LODGED THE COMPLAINTS	No Remarks	PS-11-19-0611.pdf	View

(9)

2019

https://mail.gov.in/fwc_static/layout/shell.html?lang=en&3.0.1.2.0_15121607

Subject: Fwd: COMPLAINTS REGARDING SLOW INTERNET SPEED /CALL DROP
To: "Dy. Advisor, CA" <daca@trai.gov.in> From: "A&P Division,Mail Division TRAI" <ap@trai.gov.in>

SPEED RAGARDING COMPLAINT-AIRTEL.pdf (137kB)

----- Original Message -----

From: [REDACTED]
Date: Nov 15, 2019 8:03:07 PM
Subject: COMPLAINTS REGARDING SLOW INTERNET SPEED /CALL DROP
To: 121@in.airtel.com
Cc: ap@trai.gov.in, cvo-dot@gov.in

please download attachments and action them please
thanks,

Regards,

[REDACTED]

Sir,
Forwarded for appropriate action.

Mail Administrator
TRAI

दि 24-11-2019

इरसंचार नियामक प्राधिकरण (TRAI)

एम्प्लॉय इरसंचार भवन
बहादुर लाल नेहरू मार्ग
ओल्ड पिन्या रोड नयी दिल्ली
नयी दिल्ली - 110002

25 NOV 2019
14114

महोदय,

विषय - [redacted] के मकान की दत में नवस्थापित मोबाइल टावर को हटाने के संदर्भ में; सूचना का अधिकार अधिनियम [RTI ACT 2005] के अन्तर्गत जानकारी के संदर्भ में।

विनम्र निवेदन है कि आवास-विकास [redacted] में विवेकानन्द प्राथमिक विद्यालय के सामने [redacted] के मकान की दत में अभी कुछ दिन पहले ही नवम्बर 2019 में चार एंटीना वाला मोबाइल टावर लगाया गया है जो कि शीघ्र ही शुरू होने वाला है मकान स्वामी के मूल में Srs Srs बोर्ड नाम से मेडिकल स्टोर है। टावर लगाने का अधिकांश कार्य रात में ही कर लिया गया पता लगने पर मकान स्वामी से टावर हटाने के विषय में बातचीत की परन्तु कोई कार्यवाही नहीं की गयी, न ही इस बारे में मकान मालिक ने मुझे अनुमति ली गयी। मेरा मकान सं. [redacted] आवास-विकास रुड़पुर (रूपम गली) में स्थित है जिसके सामने दूसरी तरफ दक्षिण दिशा में श्री मोहम्मद इकबाल का मकान है बीच में केवल 5 मीटर चौड़ी सड़क है। मेरे मकान से टावर लगे मकान की दूरी 20 मीटर से भी कम है। टावर लगे मकान की दीवार से लगा मकान श्री शम्भु अंतार श्री वास्तव कामकान ([redacted]) है। टावर लगे मकान के सामने उत्तर दिशा में दो बच्चों (KIDS) का विवेकानन्द प्राथमिक विद्यालय है। टावर लगे मकान की दूरी दिशा में 5 मीटर से भी कम दूरी पर एक पाईपेल ---

201

जहाँ मरीज उपचार हेतु आते रहते हैं हाथों का काम करने के सामने उत्तर दिशा में 50 मीटर से भी कम दूरी पर डोल्बेन्स मानक प्राथमिक विद्यालय है। रूपपुर में पहले से ही SIBCOL की से बहुत प्रदूषण है कई तरह की बीमारियाँ यहाँ होती रहती हैं, जैसे स्वर्ण रत्न गहने गहरे रंग स्लिपडिस्क की बीमारियाँ से पहले से ही पीड़ित हैं। कुछ सेवानिवृत्त (60 वर्ष) हुए लगभग एक वर्ष हो चुका है। सेवानिवृत्ति के बाद चिन्ता मुक्त जीवन की बजाय टावर रेडियेशन से होने वाली हृदय, मानसिक कैंसर जैसी बीमारियों का गम हमेशा बना रहेगा। इसके लिए कौन से विभाग / कार्यालय उत्तरदायी होंगे? अतः स्वयं / परिवार, स्कूली बच्चों मरीजों तथा पड़ोसी परिवारों के हित में मोबाइल टूटाने की निम्न प्रार्थना करता हूँ तथा राज्य में स्थित अधीनस्थ विभागों / कार्यालयों द्वारा जांच की अति आवश्यकता है। RTI ACT 2005 के अन्तर्गत निम्न लिखित सूचनाओं की चाहता हूँ।

- 1- क्या शीर्ष स्तर पर / TRAI द्वारा मोबाइल कंपनी (यों) के टावर लगाने की स्वीकृति हर पहलू की जांच के बाद दे दी जाती है? यदि स्वीकृति प्रदान की जाती है तो यह स्वीकृति कब दी जाती है।
- 2- यदि स्वीकृति प्रदान की जाती है तो इसे निरस्त कब तक किया जायेगा?
- 3- मोबाइल में टावर में चारू रचना लगे हैं। इसे अति स्थान अधीन क्षेत्र में लगाया गया है जहाँ छोटे बच्चों का स्कूल भी है। क्या मोबाइल टावर नियमों [Norms] दूरी / स्थान (स्कूली क्षेत्र) के अधीन / वैध है?

कृपया उपरोक्त सूचनाओं निम्नलिखित पते पर देने की कृपा किजिएगा।
 गवर्नर





सत्यमेव जयते

संख्या : 1(951)/2019-आरटीआई



एनए
का अधिनियम

अति-आवश्यक मामला
आरटीआई अधिनियम के तहत

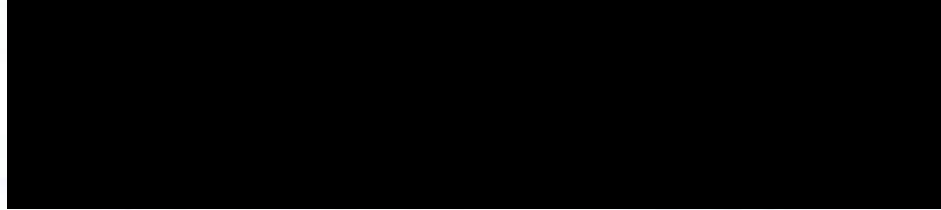
भारतीय दूरसंचार विनियामक प्राधिकरण
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
(पुराना मिंटो रोड), नई दिल्ली-110002

फैक्स : + 91 11 23230204

दिनांक

06/12/2019

सेवा में,



विषय:- सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अधीन सूचना प्रदान करने के लिए अनुरोध।

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत सूचना प्राप्त करने के लिए आपके दिनांकित 21.11.2019 के आवेदन पत्र का संदर्भ ग्रहण करें जिसमें आपने मोबाइल टावर्स से संबंधित जानकारी मांगी है।

2. उपर्युक्त संबंध में, यह सूचित किया जाता है कि उक्त विषय पर आपके द्वारा मांगी गई सूचना भादूविप्रा में उपलब्ध नहीं है। तथापि आपके आवेदन की विषय-वस्तु दूरसंचार विभाग से संबंधित है। तदनुसार, सूचना का अधिकार अधिनियम 2005 की धारा 6(3)(11) के अनुसरण में आवेदन पत्र की प्रतिलिपी को केन्द्रीय लोक सूचना अधिकारी, दूरसंचार विभाग को अंतरित किया जा रहा है। इस संबंध में अग्रिम सूचना के लिए कृपया केन्द्रीय लोक सूचना अधिकारी, दूरसंचार विभाग से निम्नलिखित पते पर संपर्क करें।

भवदीय,
ए.के.दत्ता
(एस. के. दत्ता)

केन्द्रीय लोक सूचना अधिकारी
दूरभाष : 011-23664503

प्रतिलिपि :-

उप सचिव एवं नोडल अधिकारी(आरटीआई)
दूरसंचार विभाग,
संचार और आईटी मंत्रालय,
संचार भवन, 20 अशोक रोड,
नई दिल्ली - 110001.

सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अंतर्गत [REDACTED] से प्राप्त दिनांकित 21.11.2019 के आवेदन पत्र की प्रतिलिपी पत्र के साथ सूचना प्रदान करने के लिए संलग्न है। यदि आवेदन पत्र की विषय- वस्तु आपसे संबंधित न हो, तो इसे डीओटी के संबंधित केन्द्रीय लोक सूचना अधिकारी को अंतरित कर दिया जाए।

952/2019

RTI REQUEST DETAILS

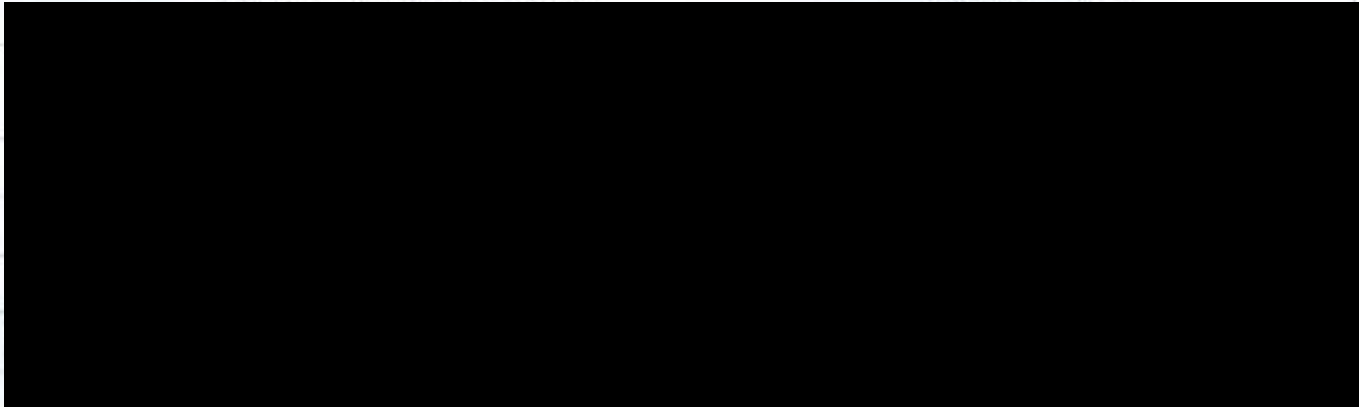
Registration No. : TRAOIR/2019/50920

Date of Receipt : 27/11/2019

Type of Receipt : Online Receipt

Language of Request : English

(1)



Poverty Line ? :

Citizenship Status

Amount Paid : 10)

Mode of Payment : Payment Gateway

Request Pertains to :

Information Sought :

TRAI AUHTORITY , AirtelDTH servicecon No. [REDACTED]
 [REDACTED] 5 on 02.12.2018 i ahvepaid Rs 2800/- paid for 1 year
 commencing from 02.12.2018, which ends on 01.12.2019. Before
 10.10.2019 AIRTEL HAS CUT THE CONNECTION.I ASKED
 THEM.THEY TOLD THAT TRAI HAS AUTHORISED TO TAKE 2
 MONTHS SUBSCRIPTION. ASCOMMISSION. THEN ALSO THEY
 COLLECTED rS.155/- FORA MINIMUM OF 25 CHANNELS. I TRIED
 TO GIVE CONNECTION FOR ME. THEY ARE NOT CARING TO
 REPLY... PLEASE ARRANGE TO GET BACK MY MONEY FOR 2
 MONTHS SUSBSRIPTION AND NEW PAYMENT MADE THEM IS
 rS.155/-
 TOTAL AMOUNT DUE Rs 847/- i dont want the service. takeaction against
 AIRTEL.

F&CA

Print Save Close

BLES
2/12
10 (km)



सत्यमेव जयते

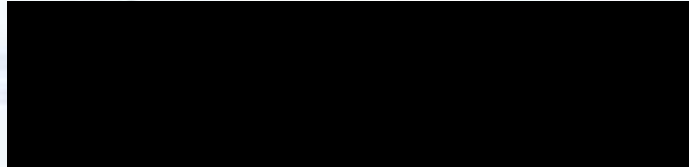
4

भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(952)/2019-RTI

Dated the 9th December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 27.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50920 for providing information under the provisions of the Right to Information Act, 2005 M/s Airtel DTH related matter.

Point No.	Reply
1	<p>TRAI has issued a regulation namely 'The Telecommunication (Broadcasting and cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 dated 3rd March 2017 and its amendment dated 28th December, 2018.'</p> <p>The regulation 17 of the above regulation reads as under: - "Price protection to subscribers.- In case, the broadcasting services related to television have been availed by a subscriber with a lock-in period or the charges for subscription of broadcasting services related to television are paid in advance for a specific period by a subscriber in pursuance of any scheme offered by the distributor of television channels, the distributor shall continue to provide such services for such period to the subscriber without any increase in the price of subscription and without altering the other terms of subscription to the disadvantage of the subscriber."</p> <p>In this regard, it is informed that TRAI had issued a direction to M/s Tata Sky Ltd. on 1st May 2019 on the issue of Long Duration Pack which is available on the following URL:- https://main.trai.gov.in/sites/default/files/Direction_TSL01052019.pdf</p> <p>It is informed that M/s Tata Sky Limited has filed a court case against the said direction in Hon'ble High Court of Delhi and the Hon'ble Court has directed that no action shall be taken on the directions issued vide letter dated 01.05.2019 and shall be kept in abeyance. Hence, the matter is sub-judice.</p> <p>Further, your complaint has been forwarded to concerned operator i.e. (M/ s Bharti Telemedia] Airtel DTH for an early resolution.</p>

5

3. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

(P. Janaki)

Central Assistant Public Information Officer

Tele: 011-23664220

954/2019

1

RTI REQUEST DETAILS

Registration No. : TRA01R/2019/50924

Date of Receipt : 29/11/2019

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line No
? :

Citizenship Status Indian

Amount Paid : 10)

Mode of Payment Payment Gateway

Request Pertains to :

Information Sought : I was purchased mobile sim for life time connectivity and pay for it so why i paid for every month 35 for that so TRAI tell me about this is legal or not

Print Save Close

F2EA

F2EA
2/12
ANT-CRMS



भारतीय दूरसंचार विनियामक प्राधिकरण

TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(954)/2019-RTI

Dated the 9th December, 2019

To

SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 29.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50924 for providing information under the provisions of the Right to Information Act, 2005 regarding lifetime connectivity related matter.

2. In the above context, It is informed that tariff for mobile services is under forbearance except for national roaming and the service providers have the flexibility to decide various components of tariff including the validity and other terms and conditions of services. However the Telecommunication Tariff (43rd Amendment) Order 2006 dated 01.09.2008 issued by TRAI, inter-alia, provides that tariff plan once offered by an Access Provider shall be available to a subscriber for a minimum period of Six Months from the date of enrolment of the subscriber to that tariff plan. Further, any tariff plan presented, marketed or offered as valid for any prescribed period exceeding six months or having lifetime or unlimited validity in lieu of an upfront payment shall continue to be available to the subscriber for the duration of the period as prescribed in the plan and in the case of lifetime or unlimited validity plans, as long as the Service Provider is permitted to provide such telecom service under the current license or renewed license. In the case of plan with lifetime validity or unlimited validity, the service provider shall also inform the subscribers of the month and year of expiry of his current license. The said tariff order is available on TRAI website www.traigov.in.

Further, Telecommunication Tariff (48th Amendment) Order, 2008 inter-alia, provided that if the terms and conditions of any tariff plan with lifetime validity or unlimited validity include any condition or stipulation which requires any subscriber to recharge for any specified minimum amount within specified time period or intervals during such validity so as to keep the said tariff plan valid, such specified time period or interval, shall, in no case, be less than six month. The said tariff order is available on TRAI website www.traigov.in.

3. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

Janaki
9/12/19
(P. Janaki)

Central Assistant Public Information Officer
Tele: 011-23664220

RTI REQUEST DETAILS

(II)

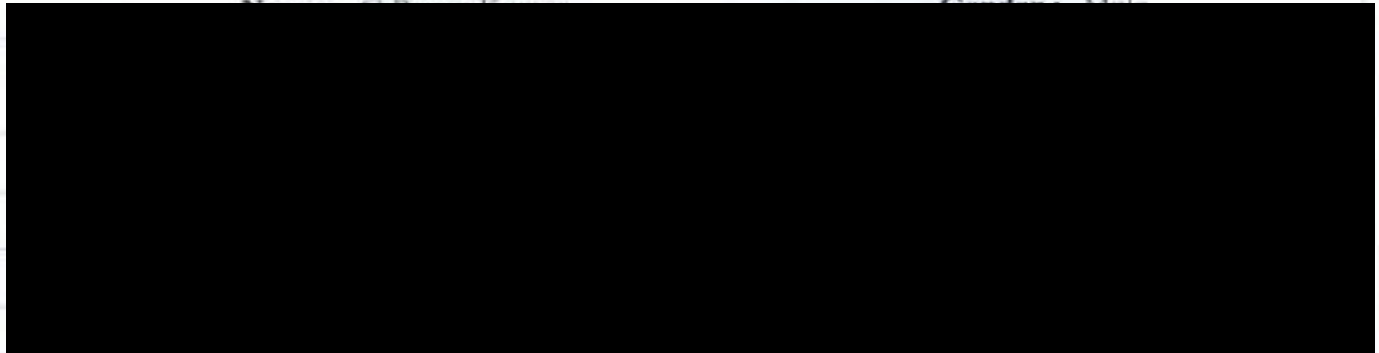
955/2019②

Registration No. : TRAOI/R/2019/50925

Date of Receipt : 27/11/2019

Type of Receipt : Online Receipt

Language of Request : English

Is Requester Below No
Poverty Line ? :

Citizenship Status Indian

Amount Paid : 10)

Mode of Payment Payment Gateway

Request Pertains to :

I would like to bring your kind notice that the independent Dth connection was stopped. But I want to know

- Information Sought :**
- ✓ 1. Reason for it
 - ✓ 2. What is the action taken to refund the amount to present subscribers
 3. Where to raise the request to get a refund or else Is there any alteration Dth for the subscribers.
 - 4 Contact details of Independent Dth.

BACS

BACS
 27/12
 80/12/19



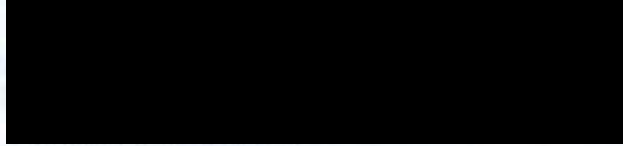
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरु मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(955)/2019-RTI

Dated the // December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your applications dated 27.11.2019 filed online in the RTI portal of TRAI vide Registration Nos. TRAOI/R/2019/50925 and TRAOI/R/2019/50921 for providing information under the provisions of the Right to Information Act, 2005 regarding Independent TV related matter.

Point No.	Reply
1 & 2	It is informed that the Ministry of Information and Broadcasting (MIB) has issued a letter to M/s Independent TV dated 31st July 2019, wherein MIB has decided the following:- (i) the interim renewal of DTH license granted in the name of M/s. Independent TV Ltd. shall stand suspended for the present and will be reconsidered only on when resume transmission of channels; (ii) the company shall take immediate steps to settle each of the grievances to the satisfaction of the customers within a tight time frame and get it audited externally; and (iii) the company shall not solicit new customers until the transmission resumes on its DTH platform.
3	It is informed that TRAI Act does not envisage handling of individual consumer complaints. Consumers are advised to take up their complaints with their respective service providers. However, complaints, if any, received in TRAI are forwarded to the respective service providers for an early resolution.
4	This is a hypothetical question and in this regard your attention is invited to the clause 9 of O.M. No. 1/4/2008-IR dated 25.04.2008 of Deptt. of Personnel & Training (DoP&T), Ministry of Personnel, Public Grievance and Pensions, its states that ".....it is not required under the Right to Information Act to create information; or to interpret information; or to solve the problems raised by the applicant; or to furnish replies to hypothetical questions".
5	The correspondence address of M/s Independent TV: A Wing, 3 rd Floor, Reliance Centre, Maharaja Ranjeet Singh Marg, New Delhi - 110002. (Toll Free No. - 18002009001)

Contd.....on pg.2/-

8

3. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,

Janu 11/12/19

(P. Janaki)

Central Assistant Public Information Officer

Tele: 011-23664220

RTI REQUEST DETAILS

956/2019
①

Registration No. : TRAOI/R/2019/50926

Date of Receipt : 28/11/2019

Type of Receipt : Online Receipt

Language of Request : English

Is Requester Below
Poverty Line ? : No

Citizenship Status Indian

Amount Paid : 10)

Mode of Payment Payment Gateway

Request Pertains to :

Subject Application under Right to Information act 2005.

1) It is being noticed that various DTHs/cable operators have been running their own channels for profit making and earning through advertisements and paid programs, i.e. entertainment, music, health, religious, teleshopping, comedy, movies etc. i.e. on Airtel

channelNo.101,102,107,139,188,210,222,270,310,315,484,515,525 and other cable operators too.

Information Sought : 2) Whether the TRAI has received any communication from Ministry of Information and Broadcasting, GOI in this matter to stop this practice and take any action against the violators

3) As pe the RTI reply dated 04/11/2019, vide RTI Cell, w.r.t. R-11012/1/2019-RTI Cell, dated 22.10.2019, and vide file No. N-36011/62/2019-BP&L, undersigned was replied by ministry, the ministry had requested the TRAI to give their recommendations in this matter, please provide us the copy of communication and report on same and its status

B&C

B&C
2/12
Ant Uras

2

To

28/11/2019

The Central Public Information Officer

Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg (Old Minto
Road),
New Delhi-110 002

Subject : Application under Right to Information act 2005.

- 1) It is being noticed that various DTHs/cable operators have been running their own channels for profit making and earning through advertisements and paid programs, i.e. entertainment, music, health, religious, teleshopping, comedy, movies etc. i.e. on Airtel channel No.101,102,107,139,188,210,222,270,310,315,484,515,525 and other cable operators too.?
- 2) Whether the TRAI has received any communication from Ministry of Information and Broadcasting, GOI in this matter to stop this practice and take any action against the violators?
- 3) As per the RTI reply dated 04/11/2019, vide RTI Cell, w.r.t. R-11012/1/2019-RTI Cell, dated 22.10.2019, and vide file No. N-36011/62/2019-BP&L, undersigned was replied by ministry, the ministry had requested the TRAI to give their recommendations in this matter, please provide us the copy of communication and report on same and its status?

Note:- if the required information does not fall under your jurisdiction kindly divert it to the concerned department under section-6(3) of the RTI act.

[REDACTED]



URGENT MATTER
UNDER RTI ACT

भारतीय दूरसंचार विनियामक प्राधिकरण

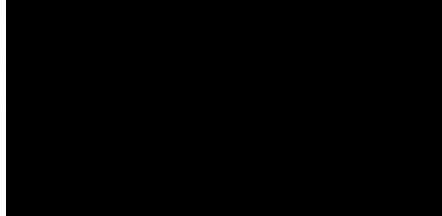
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(956)/2019-RTI

Dated the 06 December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.


Sir,

Please refer to your three applications dated 28.11.2019 & 30.11.2019 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/2019/50926, 27 & 30 respectively for providing information under the provisions of the Right to Information Act, 2005 about DTH/Cable Operators related matter. In this context, the following is furnished:

Point No.	Reply
1 to 3	<p>TRAI has received a reference from Ministry of Information and Broadcasting (MIB) requesting TRAI to give its recommendations on new provisions to be incorporated in proposed DTH guidelines dated 2nd July, 2019. In reply to which, TRAI has forwarded its recommendations to the Government. The said recommendations titled 'Recommendations on Platform Services offered by DTH operators' dated 13th November, 2019 is available on TRAI website at the following URL:- https://main.trai.gov.in/sites/default/files/Recommendation_13112019.pdf</p> <p>The salient features of recommendations are also available in press release dated 13th November which is available at the following link:- https://main.trai.gov.in/sites/default/files/PR_No.116of2019.pdf</p>

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Yours faithfully,


S.K. Dutta

(S.K.Dutta)

Central Public Information Officer

Tele: 011-23664503

957/2019

सूचना अधिकार -2005 के अन्तर्गत सूचना प्राप्ति हेतु आवेदन

सेवा में,

श्रीमान एस0के0दत्ता

केन्द्रीय जनसूचना अधिकारी / ज्वाइण्ट एडवाइजर (कोर्डि0)

टेलीकाम रेगुलेटरी अथारिटी आफ इण्डिया

महानगर दूरदर्शन भवन

जवाहर लाल नेहरु मार्ग, ओल्ड मिन्टो रोड,

नई दिल्ली-110002

विषय:- सूचना के अधिकार कानून - 2005 के भाग 6 (1) के अन्तर्गत के लिए आवेदन:-

1. माँगी गयी सूचना का विवरण - मेरे व्यक्तिगत मोबाइल नम्बर [REDACTED] [REDACTED] भारत एयरटेल लिमिटेड के है। इन नम्बरो [REDACTED] ल स्थान सहित माननीय न्यायालय के समक्ष प्रस्तुत करने हेतु अपेक्षित है। कृपया उक्त सूचना उपलब्ध करने/कराने का कष्ट करें।
2. आवेदक का नाम- [REDACTED]
3. पिता का नाम - [REDACTED]
4. श्रेणी (अनुसूचित जाति/अनुसूचित जाति/अनुसूचित जाति/अनुसूचित जाति)
5. क्या गरीबी रेखा के नीचे आते है- नहीं
6. आवेदन शुल्क/सूचना शुल्क रुपया 100/- (एक पोस्टल आर्डर)
7. भारतीय पोस्टल आर्डर नम्बर- 49H906243
8. पत्राचार का पता- [REDACTED]
9. [REDACTED]
10. ई मेल का पता- [REDACTED]
स्थान- ग्रेटर नोयडा
संलग्नक:-
1. भारतीय पोस्टल आर्डर सं0-49H906243 रु 100/- मूल प्रति में।
2. आवेदक की आई0 डी0 - AHQPD6245 D पैन क्रमाक की फोटो प्रति।

001
S22/11

[REDACTED]



सत्यमेव जयते



अति-आवश्यक मामला
आरटीआई अधिनियम के तहत

भारतीय दूरसंचार विनियामक प्राधिकरण
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
(पुराना मिंटो रोड), नई दिल्ली-110002

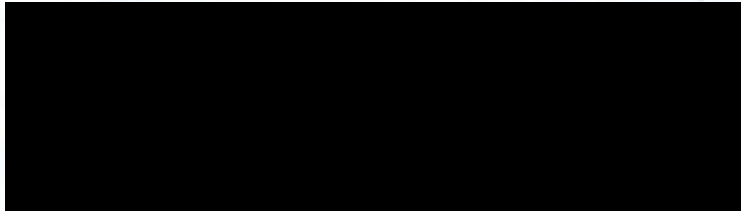
फैक्स : + 91 11 23230204

संख्या : 1(957)/2019-आरटीआई

दिनांक

06/12/2019

सेवा में,



विषय:- सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अधीन सूचना प्रदान करने के लिए अनुरोध।

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत सूचना प्राप्त करने के लिए आपके दिनांकित 22.11.2019 के आवेदन पत्र का संदर्भ ग्रहण करें जिसमें आपने मोबाइल न. [REDACTED] की कॉल डिटेल्स से संबंधित जानकारी मांगी है।

2. उपर्युक्त संबंध में, यह सूचित किया जाता है कि उक्त विषय पर आपके द्वारा मांगी गई सूचना भादूविप्रा में उपलब्ध नहीं है। तथापि आपके आवेदन की विषय-वस्तु दूरसंचार विभाग से संबंधित है। तदनुसार, सूचना का अधिकार अधिनियम 2005 की धारा 6(3)(11) के अनुसरण में आवेदन पत्र की प्रतिलिपी को केन्द्रीय लोक सूचना अधिकारी, दूरसंचार विभाग को अंतरित किया जा रहा है। इस संबंध में अग्रिम सूचना के लिए कृपया केन्द्रीय लोक सूचना अधिकारी, दूरसंचार विभाग से निम्नलिखित पते पर संपर्क करें।

भूवदीय,
एल के डेटा
8/11/19
(एस. के. दत्ता)

केन्द्रीय लोक सूचना अधिकारी
दूरभाष : 011-23664503

प्रतिलिपि :-

उप सचिव एवं नोडल अधिकारी(आरटीआई)
दूरसंचार विभाग,
संचार और आईटी मंत्रालय,
संचार भवन, 20 अशोक रोड,
नई दिल्ली - 110001.

सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अंतर्गत [REDACTED] से प्राप्त दिनांकित 22.11.2019 के आवेदन पत्र की प्रतिलिपी पत्र के साथ सूचना प्रदान करने के लिए संलग्न है। यदि आवेदन पत्र की विषय- वस्तु आपसे संबंधित न हो, तो इसे डीओटी के संबंधित केन्द्रीय लोक सूचना अधिकारी को अंतरित कर दिया जाए।



TELECOM REGULATORY AUTHORITY OF INDIA
REGIONAL OFFICE

Ground Floor, Telephone House,
Rajbhavan Road, Bangalore-560001.
Tel: 080-22865003 Fax: 080-22865004



No.TRAI/RO/BG/RTI /2019-20/

Date: 21.11.2019

To
Shri S.K.Dutta,
Joint Advisor (Coordination & CPIO)
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhavan,
J.L. Nehru Marg (Old Minto Road)
Next to Zakir Hussain College
NEW DELHI- 110 002

Speed Post

Sub: RTI Application from [REDACTED]

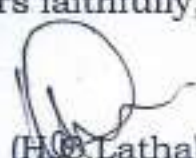
Sir,

I am directed to forward herewith RTI Application dated 18.11.2019 in original along with IPO (No. 49F-311564) of Rs.10/- received at Regional Office, Bangalore on 20.11.2019 from Shri D.Xavier, Bengaluru, seeking certain information under the provisions of RTI Act, 2005, for further necessary action please.

Thanking you,

Encl: As above

Yours faithfully,


(H.C.Latha)
Sr. Research Officer, RO
Bangalore

Dof
20/11
Sr. (Am)

APPLICATION FOR SEEKING INFORMATION UNDER
THE RIGHT TO INFORMATION ACT-2005

Public Information Officer,
Telecom Regulatory Authority India,
Chikkar Veedhi, Sampangi Rama Nagara,
Bangalore - 560001.

01.	Name of the Applicant	[REDACTED]
02.	Complete Address	[REDACTED]
03.	Contact No/ Mobile No	[REDACTED]
04.	(a) Particulars of the information, documents, inspection, sample required. (b) Period to which the above pertains. (c) Other details (any).	1) Kindly furnish the C.C. of Approval issued by State Government to Indus Towers Installation in Margondana Halli, Jigani Hobli Anekal Taluk. in the Site No 1003. (Indus ID IN - 1369430) 2) Kindly furnish the C.C. of N.O.C issued by State Government to Indus Towers Installation in Margondana Halli, Jigani Hobli Anekal Taluk. in the Site No 1003. (Indus ID IN - 1369430)
05.	Details of Application Fee of Rs. 10 (Rupees ten only) remitted	Indian Postal Order/ dated 49F -311564 dated 30.08.2019

Place : Bangalore.

Date : 18/11/2019

[REDACTED]



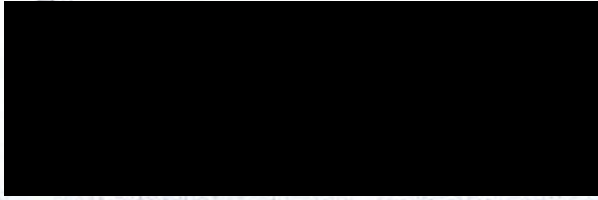
**URGENT MATTER
UNDER RTI ACT**

**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, (पुराना मिनटो रोड), नई दिल्ली-110002
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg, (Old Minto Road), New Delhi - 110 002

F.No.: 1(958)/2019-RTI

Dated: the 06 December, 2019



SUB.: TRANSFER OF RTI APPLICATION TO PROVIDE INFORMATION UNDER THE PROVISIONS OF RTI ACT, 2005 -reg.

Sir,

Please refer to your application dated 18.11.2019 received through Sr. Research Officer, TRAI Regional Office, Bengaluru vide their letter No. TRAI/RO/BG/RTI/2019-20/ dated 21.11.2019, for providing information under the provisions of the Right to Information Act, 2005 about NOC of Indus towers related matter.

2. In this regard, it is informed that the matter under reference does not pertain to TRAI. However, the subject matter in your RTI application pertains to DoT, hence, your application, in original, is being transferred to DoT, in terms of section 6 (3) (ii) of the RTI Act, 2005 for provide information directly to you. You are also requested to contact the above CPIO for further correspondence in this matter.

Yours faithfully,

(S.K.Dutta)

**Central Public Information Officer
Tele: 011-23664503.**

Copy to:-

The Dy. Secretary (Coord.) &
Nodal Officer (RTI),
Deptt. of Telecommunications,
Ministry of Communications & IT,
Sanchar Bawan, No. 20, Ashoka Road,
New Delhi - 1100 01.

Along with the above RTI Application, in original, for providing information to the applicant directly, under the provisions of RTI Act, 2005. In case, the subject matter of the application does not pertain to you, the said application may please be transferred to concerned CPIO in your Department.

Ms. Latha H.C.,
Senior Research Officer,
TRAI, R.O, Bengaluru,
Ground Floor, Telephone House,
Rajbhavan Road, Bengaluru - 560001.

- For information w.r.t. above referred letter dated 21.11.2019.

To

The Telecom Regulatory Authority of India (TRAI),
Mahanagar Doorsanchar Bhawan,
Jawahar Lal Nehru Marg (Old Minto Road),
New Delhi - 110002.

Affix



No fee paid

Sub: Seeking information under section 5(4) of the R.T.I. Act, 2005
regarding regulation on set up of Mobile Tower.

We, the undersigned, are inhabitants of [REDACTED]

We beg to draw your kind attention to the fact that the aforesaid area is a deeply inhabitants area whereat one mobile tower has been previously established. But meanwhile another mobile tower is set up within approx 100 meter distance from the previous one though 99.5% inhabitants had strongly protested for not to establish the same.

In view of the above circumstances, we are seeking the following information from your end, -

- a) Is any guideline / regulation on setting up of a mobile tower?
- If yes, please provide us a copy of the same.
- b) Is any permission required by the Agency (who set up Tower) from your end?
- If yes, a copy of the permission being issued from your end, is required.
- c) Is any payment made to the TRAI for the purpose?
- If yes, what is the amount?
- d) To set up a mobile tower, whether any contract has been made in between TRAI and Agency and what for the period?
- If yes, please provide us a copy of the same.
- e) Is any authority of Municipality to give permission for setting up of a mobile tower without the prior permission of TRAI. If permission issued, a copy of the same may also kindly be provided us.

Thanking you,

Date:

Yours faithfully

Address:-

[REDACTED]

1. [REDACTED]
2. [REDACTED]
3. [REDACTED]

Doi
Kallu
S. L. Rao



**URGENT MATTER
UNDER RTI ACT**



**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(959)/2019-RTI

Dated the 06 December, 2019

To,



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS
OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated nil for providing information under the provision of the Right to Information Act, regarding mobile towers related matter.

2. In this regard, it is stated that you have not paid RTI Fee of Rs. 10/-, therefore, TRAI is not in a position to process your application as per RTI provisions. Further, the subject matter of your application pertains to Department of Telecommunication (DoT). Hence, for seeking information you may please pay the RTI fee of Rs.10/- through one of the acceptable mode as prescribed in Section 3 of RTI (Regulation of Fee and Cost) Rules, 2005 and send your application directly to Department of Telecommunication (DoT) for seeking the aforesaid information. Accordingly, your application in original is returned herewith.

Encl.: As above.

Yours faithfully,

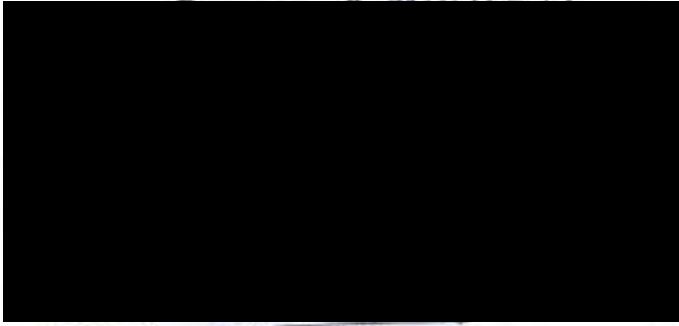
(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

28/10/19

2

To,
Hon'ble competent authority
(Hon'ble secretary)
T.RAI.
NEW DELHI



Hon'ble sir, writ above, please find enclosed
3 nos. of communications, as follow, for necessary
action (if any) at your / T.RAI end, (by
concerned, competent authority), under intimation
to us

- ① 1st appeal (under RTI act) dated 21.10.19
- ② Reminder dated 20.10.19 to earlier complaint dated 06.09.19
- ③ An application dated 20.10.19, under RTI act

Adv. (CA)

DOT

MS

From RTI



30/10/19
CPZO

30/10/19

Asstt. CTO

30/10/19

30/10/19

4106
20.10.19

28 OCT 2019
12721

ely)

To,
Hon'ble CPIO (RTI act)
T.RAI, NEW DELHI.

* This is an application under
RTI act and fee is paid vide
ZPO. NO 39f (46651) which is
enclosed here with.

Hon'ble sir, kindly arrange to furnish following
information in "written, hard-paper format" as
we don't have access to "so-called websites"
(I don't possess the know-how to access the same
C including ways & means to do so).

① Kindly reproduce only the relevant "excerpt" of
TRAJ / DOT / GOVT guideline (if any) that afford
liberty / flexibility to T.S.P's to fix & decide various
components, tariff to be charged from customers for mobile
telephone services. kindly ensure inclusion of
information that pertains to following

① ② Definition of "service" (if any) & whether
"service" includes (as TRAI guideline, definition or
otherwise) ① voice calls ② voice calls, incoming
③ voice calls, outgoing ④ sms ⑤ data ⑥
Internet service (clubbed together or differently/separately)

① ③ determination of "validity" such as (if any)
① validity of incoming calls ② validity of outgoing calls
including "unit" (if any) & validity such as days, months, unlimited
etc.

① ④ provision (if any, approved or not approved by
TRAJ / GOVT / DOT to T.S.P) ^{vide which is} ~~mandatory~~ ^{is} mandatory,
binding for customers to accept all the
services as mentioned above vide ① ③ ① to ⑥

① ⑤ provision (if any) providing liberty to customers to
choose any / of the services mentioned at ① ③ ① to ⑥,
only, excluding the other services (such as say
"INCOMING SMS", to be excluded from service am
if TSP may not be charging for it)

NSL
R.F.F.E.A

3

② Pl. furnish details of "citizens charter" (if any) in vogue & being implemented by TRAI, including the date/year from which it is in vogue (being implemented by TRAI) and directive, if any, of Govt / DOT or any other Govt deptt / ministry at behest / behalf of which (directive of such Govt deptt / ministry) TRAI is implementing such "charter". Pl. quote ref. no. & provide copy (if any, available) of such "directive" only (& "NOT" that of citizen charter, in detail).

② details of action taken on complaint, dated 6.9.19.. to TRAI ^{against Vodafone}

③ In continuation of ② and ①, Pl. furnish the "excerpt" of provision for "RIGHTS" of customers (seeking mobile telephone services from TSP's) such as (say, for example, only) "NUMBER PORTABILITY", continuity service (interrupted service) including seeking & choosing "validity" of service (either "incoming / outgoing" voice calls' validity) & "type / kind" of service (including or otherwise, what is mentioned at ① B I to ① B VI above)

④ Pl. note that in continuation of ③ above (particularly "RIGHTS" of customers), whether (Pl. furnish the details & "produce" excerpt) "INCLUSIVE POLICY" (if any) exists in respect of mobile telephony and in interest of customers, at "TRAI" (rules, guidelines etc) and whether it is being implemented or whether its implementation is being ensured by TRAI / DOT / GOVT.

⑤ In continuation of ④ above, (A) whether there is any provision (when it comes to "forbearance / flexibility / liberty afforded to TSP by TRAI / DOT / GOVT) to nudge out (discontinue service by unfair & foul means, by hook or crook, by systematic, pre-planned, cunning fixing of tariffs - say discriminatory tariff, validity etc etc)

such customers (of TSP / company) who does not contribute to revenue / earning of company, compared to other customers (B) whether (Pl. provide details / such as numbers) TRAI had received complaints / representation / suggestion in respect of ⑤ A above

⑥ Details of competent authority or either TRAI / DOT to be approached for representation in respect of ① A, ① E, ②, ③, ④, ⑤ above.

⑦ Details / excerpt of TRAI provision mandating customer of TSP to purchase SIM of other TSP just to seek redressal of grievances against existing TSP



सत्यमेव जयते



सूचना
का अधिकार

**URGENT MATTER
UNDER RTI ACT**

भारतीय दूरसंचार विनियामक प्राधिकरण

TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

No. 1(881)/2019-RTI

Dated the 01 December, 2019

To



SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

Please refer to your application dated 20.10.2019 for providing information under the provisions of the Right to Information Act, 2005 about tariff, voice calls, validity, citizen charter and related matter. In this context, the following is furnished:

Point No.	Reply
1 (A)	Schedule-I of Telecommunication Tariff Order (TTO), 1999 as amended from time to time contains the TRAI specified tariff and these tariffs are to be implemented by all licensed Telecommunication Service Providers. The schedule-I of Telecommunication Tariff Order (24 th Amendment), 2003 (copy enclosed) which came into effect from 1 st April, 2003 (later the date of effect was changed to 1 st may, 2003 vide Telecommunication Tariff Order (26 th Amendment), 2003. The tariff was substantially changed and placed under forbearance. The Telecommunication Tariff Order, 1999 and its amendments are also available at TRAI website www.trai.gov.in
1(B to E), 2 & 4 to 5	Information sought by you vide these points is not available in TRAI.
3	Regulation 6 of the Telecommunication Mobile Number Portability Regulations, 2009 dated 23.09.2009 (copy enclosed) as amended from time to time, provides Eligibility criteria for making a porting request, which reads as— "Every subscriber shall be eligible to make a request for porting his mobile number: Provided that- (a) a period of ninety days has expired from the date of activation of his mobile connection in the case of a mobile number not ported earlier; or from the date of activation of his mobile number after its last porting, in the case of a mobile number which has been ported earlier, as the case may be; (b) there are no outstanding payments due to the Donor Operator by way of pending bill or bills, as the case may be, issued as per the normal billing cycle but before the date of application for porting; (c) there is no pending request for change of ownership of the mobile number;

	<p>(d) the mobile number sought to be ported is not sub-judice;</p> <p>(e) porting of the concerned mobile number has not been prohibited by a Court of Law".</p> <p>The said Regulations is accessible on the Official web site www.trai.gov.in under the head "Regulations" in "Release / Publication"</p>
6 to 7	<p>The information sought by you vide these points is not available in TRAI. However, the same may be available with the Department of Telecommunications. Therefore, a copy of your application is being transferred to Department of Telecommunications (DoT) in terms of Section 6 (3) (ii) of the RTI Act, 2005 for furnishing information.</p>

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, 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, Fax : 011- 23235249.

Encl.: As above.

Yours faithfully,

S.K. Dutta
21/11/19

(S.K.Dutta)
Central Public Information Officer
Tele: 011-23664503

Copy to:

The Dy. Secretary/Nodal Officer (RTI)
Department of Telecommunications
Ministry of Communications & IT
Sanchar Bhawan, 20 Ashoka Road,
New Delhi – 110 001.

-A copy of application dated 21.10.2019 received from [REDACTED] for seeking information under the provisions of the RTI Act, 2005 is enclosed herewith for providing information of the relevant points of the application directly to him. In case, the subject matter of the application does not pertain to you, the application may be transferred to concerned CPIO in DoT.