

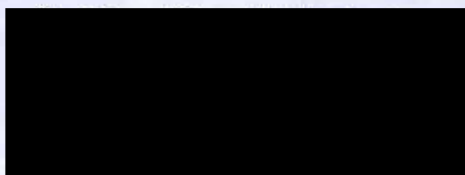
155/2020
15

RTI MATTER

No.800-01/2020/AS-II/54
Government of India
Ministry of Communications & IT
Department of Telecommunications
Access Services-II
Sanchar Bhawan, 20, Ashoka Road, New Delhi-110 001

Dated: 26.02.2020

To



Subject: Information under the RTI Act, 2005.

Please refer to your RTI application dated 30.12.2019 received in this office on 13.01.2020 forwarded by Under Secretary(C&A) dated 12.02.2020.

- 2 In this regard, it is intimated that no such information in respect of the the queries raised in your RTI application is available with this CPIO. Hence, the information may be treated as NIL.

Further, your RTI application is being transferred under Section 6(3) of RTI Act, 2005 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.

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 Bhawan, 20, Ashoka Road, New Delhi-110001, E-mail ID: ddgas1-dot@nic.in and Tele.No.011-23717050(O).

[Signature]
26/2/2020

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

Copy to:

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

[Handwritten notes]
F&A
11/3
Anshu

RTI Matter

No. 9-12/2019-RTI (18) (1)
Government of India
Ministry of Communications
Department of Telecommunications
Sanchar Bhavan, 20, Ashoka Road, New Delhi-110001.

12/2/2020
Dated: 12/2/2019.

OFFICE MEMORANDUM

[REDACTED]

The undersigned is directed to forward herewith the above mentioned application, for taking necessary action.

2. It is requested that the information may be provided directly to the applicant. In case the subject matter of the application does not pertain to or partly pertains to the any other division, application may also be forwarded/transferred to concerned CPIO/Other Public Authority for providing information.

3. The applicant has paid the requisite application fee at PM's Office.

Pravin
12/2/2020
(Pravin Kumar Pandey)
Under Secretary (C&A)
Tele. 23036073

54/Dir (AS-II)/2020
Recd on 14/2/20
Encl.: as above :

To,

✓ Dir (AS-II), DoT

[REDACTED]

360/20

13-01-20

350/20

The Central Public Information Officer,
O/o The Honble Prime Minister,
South Block, New Delhi-110 011

13 JAN 2020 Subject: Information sought for under Section 6(1)
Of the Right to Information Act, 2005 for
the interest of public.

Respected Sir,

This is to inform you that I, being a Peace Loving and
law abiding Citizen of India. In the situation I want to know the
following informations under the Right to Information Act, 2005 for the interest
of public.

Point 1) While at the first time of introduction of SIM Card in the
Mobile Phone, various service Providers announced that the SIM
would be the valid upto "LIFE TIME". Now in various service
Providers are demanding Recharge Value in every month and
they stopped incoming facilities, which is violative of provision of
the Indian Contract Act, 1872 and is also an offence. There has
any step against such service Providers?

If yes, kindly supply me the action taken Report for the interest
of public.

Point 2) Kindly supply me a copy of Citizenship Amendment Act 2019
which was passed by the Parliament in the year of 2019 as the
copy is not available in the format.

Point 3) That, the condition of the building of the Post Office named one
BARASAT BAZAR, SURDA SO., ANANDNAGAR PS. SO. are dilapidate
and at any time an accident may be occurred which is very well
known to the Superintendent of Post Office, Barasat Division - 70124.
When the building of the said Post Office are repaired?

For the circumstances, you are, therefore requested to supply me
above informations with proper documents for the interest of Public and am
Tr. 10% for the purpose.

Date- 01-01-2020 With Thanks,

Enc- (1) One only

32015

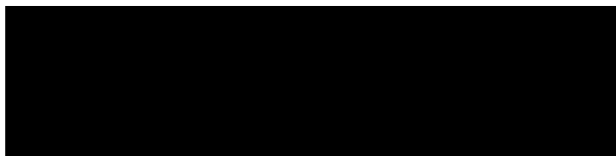


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(155)/2020-RTI

Dated: 23rd July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

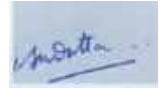
Sir,

Please refer to your application dated 01.01.2020 which is received through transferred from Shri Vivek Srivastava, Director (AS-II) & CPIO, Department of Telecommunications (DoT) vide their Letter No.800-01/2020/AS-II/54 dated 26.02.2020 for providing information under the provisions of the Right to Information Act, 2005 regarding validity and related matter. In this context, the following is furnished:

S.No.	Reply
1	As per the existing regulatory framework, tariff including rates and related conditions is under forbearance except for national roaming, rural fixed line services and leased circuits. The telecom service providers have offered lifetime validity plans and have also introduced tariff plans wherein the terms and conditions include the condition of recharge with a certain amount at stipulated period to continue to avail uninterrupted services and benefits of the tariff plans and wherein failure to comply with the prescribed mandatory recharge will result in stoppage of service in a phased manner. The applicable terms and conditions will accordingly vary depending upon the tariff subscribed by the subscriber. There is no further information to be shared with the Applicant. He may be informed to file a complaint on the TRAI Website in case of any specific issue relating to subscription of plan etc.
2 to 3	Information sought by you vide these points 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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully



(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:

Shri Vivek Srivastava Director (AS-II) &CPIO Ministry of Communications & IT Deptt. Of Telecommunications (Access Services-II) Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned Letter dated 26.02.2020.
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173/2020

RTI REQUEST DETAILS

Registration No. : TRAOLR/E/20/00210 Date of Receipt : 18/03/2020

Type of Receipt : Online Receipt Language of Request : English

Name :

Status(Run

Is Requester Below Poverty Line ? : No Citizenship Status Indian

Amount Paid : 10) Mode of Payment Payment Gateway

Does it concern the life or Liberty of a Person ? : No(Normal) Request Pertains to :

Dear Sir,

Information Sought :

Please Find attached Query
I want to clarification about mobile recharges validity
Please find out some my point which is given attachment

Thanking You
Abhishek shukla

[Print](#) [Save](#) [Close](#)

for
18/3
Abhishek

सेवा में.

जन सूचना अधिकारी महोदय

विषय : मोबाइल रिचार्ज की एति महा वैधता 30 दिन के स्थान पर मात्र २८ दिन होने के सन्दर्भ में

कृपया उपरोक्त विषय के सन्दर्भ में निम्न जानकारी प्रदान करने की कृपा करे -

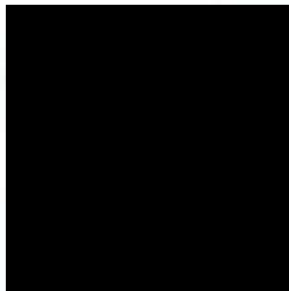
१. सभी मोबाइल सेवा प्रदाता कम्पनिओं द्वारा ३० दिन की वैधता की जगह २८ दिन कि वैधता क्यों दी जा रही है ?

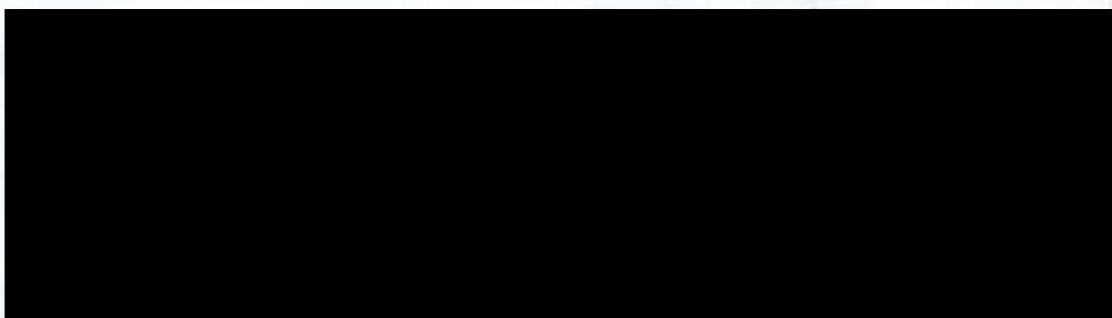
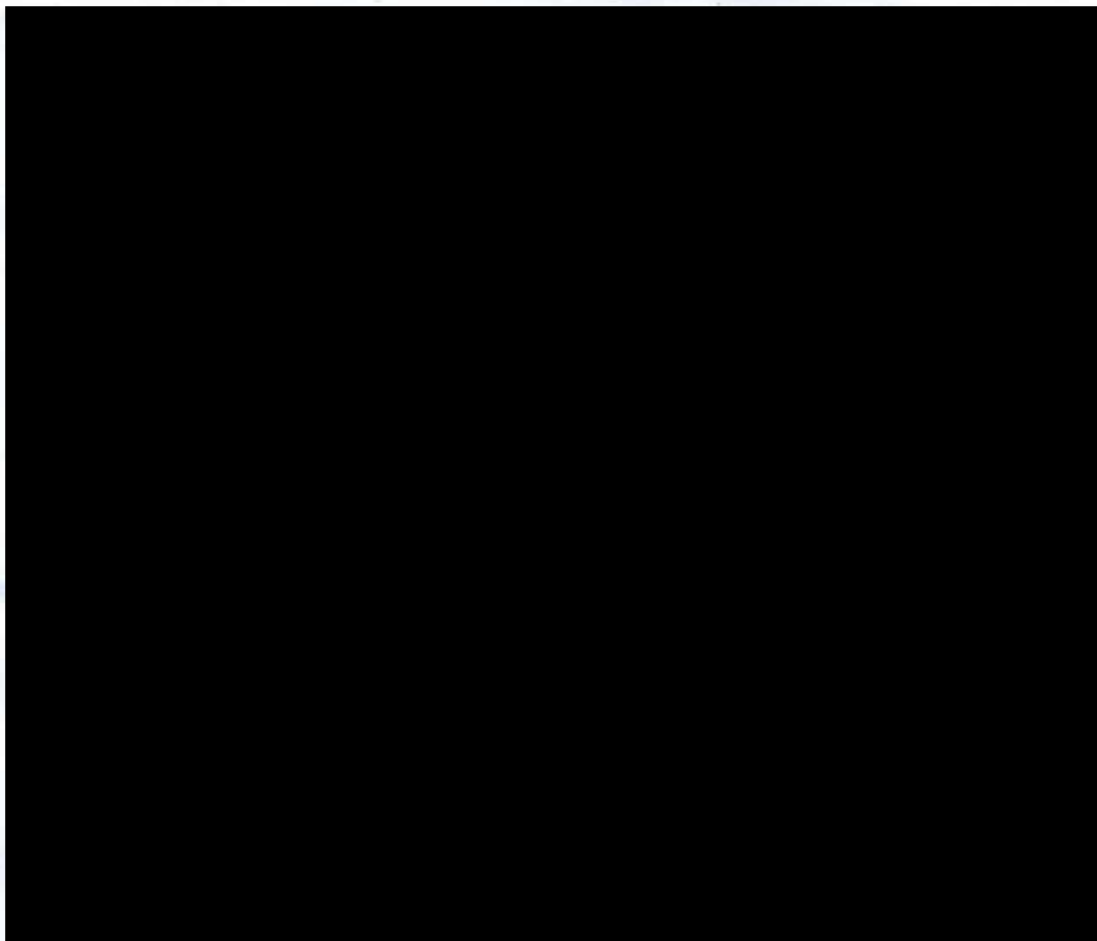
२. सभी मोबाइल सेवा प्रदाता कम्पनिओं द्वारा २८ दिनों की वैधता दिए जाने का क्या आधार है ?

३. सभी मोबाइल सेवा प्रदाता कम्पनिओं द्वारा २८ दिनों की वैधता किस तारीख से दी जा रही है ?

४. इस प्रकार २८ दिनों कि वैधता से किसका फायदा और किसका नुकसान हो रहा है ?

आपसे विनम्र निवेदन है की अति शीघ्र जानकारी प्रदान करने के कृपा करे.





WHL



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

No. 1(173)/2020-RTI

Dated the 22nd July, 2020

To



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

Sir,

Please refer to your application dated 18.03.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00210 for providing information under the provisions of the Right to Information Act, 2005 about mobile recharge validity related matter. In this context, the following is furnished:

S.No.	Reply
1 to 4	As per the present tariff framework in the country, the tariff for mobile & data services is under forbearance. The telecom service providers (TSPs) are free to decide and offer different tariff plans and schemes with multiple combinations of fixed charges, periods of validity, download/upload speeds and usage charges. Different tariff combinations are being offered by the telecom service providers depending on the market conditions and other commercial conditions.

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,

HINDI VERSION FOLLOWS

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

DOT

175/2020

To, The Public Information Officer of
Telecom Regulatory Authority of India
Mahanager, Doorsonchar Bhawan, Jawahar-
- nal Nehru Marg (Old Minto Road), New
Delhi.

Sub-: (Information Under Right to In-
- formation Act-2005)

Dear Sir, please send me full process
to know how many mobile number are
activated in our Aadhar.

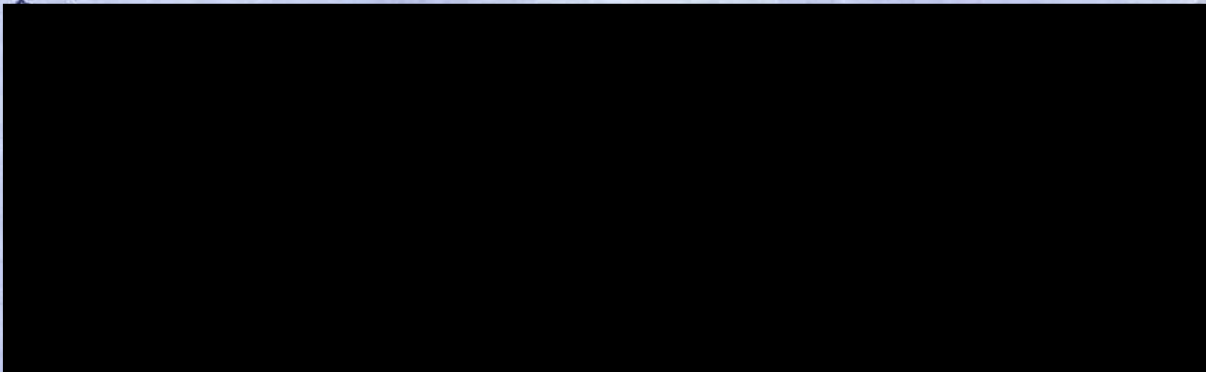
I am attaching the prescribed fees
of ₹20 paid through postal order in
favour of account officer (Drawing and
Disbursing officer) Telecom Regulatory
Authority of India.

With Regards

Sign - Md Nazim Hossain Khan.

Name - Md Nazim Hossain Khan.

Date -



By speed post



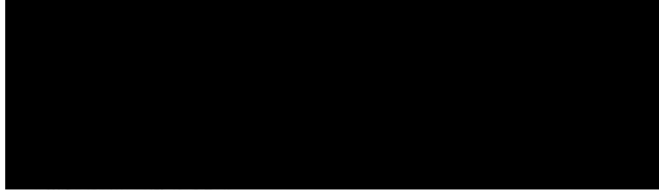
TELECOM REGULATORY AUTHORITY OF INDIA

Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F. No. 1(175)/2020-RTI

Dated: 2nd July, 2020.

To



Sub: Transfer of RTI application to supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your RTI application dated Nil received in this office for providing information under the provision of RTI Act, 2005 regarding the process to know how many mobile numbers are activated in your phone related matter.

2. In this regard, it is informed that the matter under reference does not pertain to TRAI. However, Department of Telecom (DoT), as a Licensor, deals with license related issues including licensed service areas. 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:-

1) The Dy. Secretary (Coord.) &
Nodal Officer (RTI),
Deptt. of Telecommunications,
Ministry of Communications & IT,
Sanchar Bawan, No. 20, Ashoka Road,
New Delhi – 110001.

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.

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/X/20/00010	Date of Receipt :	24/04/2020
Transferred From :	Department of Telecommunications on 24/04/2020 With Reference Number : DOTEL/R/E/20/00306/1		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
			
Status(Ru			
Is Requ Pov			
Amount Paid :	0 (Received by Department of Telecommunications)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	May pertain to TRAI		
Original RTI Text :	Sir, Please provide the following information under RTI Act 2005 1. The process of authorization that is to be followed by Telecom Operators to re-issue the mobile number to other persons (After it is deactivated). 2. List of Mobile numbers re-issued (With Columns - Mobile Number - Previous Telecom Operator - Previous Circle - New Telcom - New Circle - Reason of Reissue) 3. How (if, at all) banking and other institutions were notified of the change in subscriber so as to update/confirm with the customer for a change in their authentication process 4. Reissue date, notification record to the customer and reason of assigning the mobile number 8791513504 previously held by me (Mohsin Shiraz) to other person.		

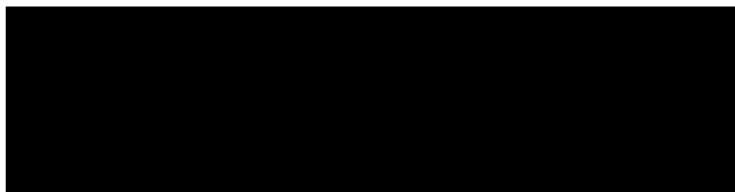


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(178)/2020-RTI

Dated: 29th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 24.04.2020 filed online in the RTI portal of DoT vide registration No. **DOTEL/R/E/20/00306/1** which is received through transferred on the RTI Portal of TRAI vide registration No. TRAOI/R/X/20/00010 for providing information under the provisions of the Right to Information Act, 2005 regarding re-issue of mobile number after it is deactivated related matter. In this context, the following is furnished:

S.No.	Reply
1 to 4	The information sought by you vide these points relates to subscribers' verification. Instructions regarding subscribers' verification are issued by Department of Telecommunications (DoT).

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:

The Dy. Secy. & Nodal Officer (RTI) Deaptt. Of Telecommunications Ministry of Information & Technology Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned online RTI application vide registration no. DOTEL/R/E/20/00306/1 dated 24.04.2020.
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RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00288	Date of Receipt :	09/05/2020
Type of Receipt :	Online Receipt	Language of Request :	English
St			
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	i am using vodafone postpaid connection.every month i was paying more than 1500/- bill amount nowadays soke unwanted VAS Packs activated without my knowledge evry month it will renewed also.Many more times i raised my complaint in vodafone service nobody respond.i want unloosed my money.Kindly rectify my issue.my mobile number is 9942160943		

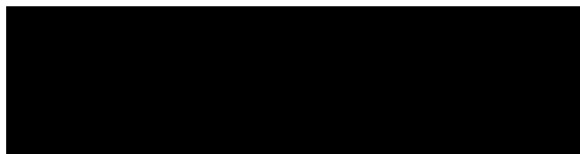


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

No. 1(186)/2020-RTI

Dated the 22ND July, 2020

To



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

Sir,

Please refer to your application dated 09.05.2020 filed online in the RTI portal of TRAI vide Registration No. TRA01/R/E/20/00288 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint against M/s. Vodafone for unwanted VAS packs related matter. In this context, the following is furnished:

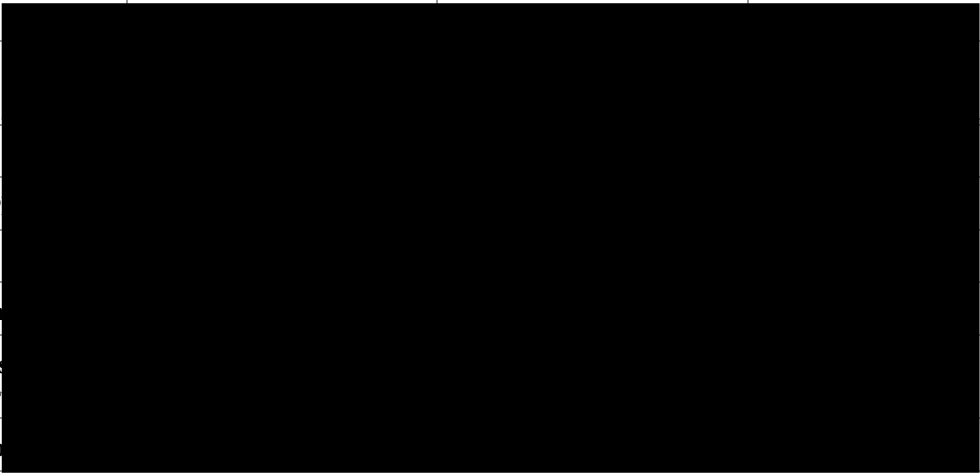
S.No.	Reply
1	In the RTI application, you have not sought any specific information under RTI Act, 2005 rather your application was in the nature of a complaint redressal against M/s. Vodafone Idea Ltd. It is for information that TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. 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. 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. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00290	Date of Receipt :	12/05/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
P			
Status(Rural/Urban)			
Is Requester Below Poverty Line			
Amount			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	I prashanth a customer of airtel and my mobile number is 9980121982 and I had a airtel wallet of 1000 rupees and was not able to use it so I asked them to transfer my amount of 967 rupees to my bank account in March they told okay and they transferred only 563 rupees and they telling they have transferred all the amount but I have not received I have written many mails to them but they are responding properly so please kindly look into this problem and solve it Thanking you. Prashanth		



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

No. 1(187)/2020-RTI

Dated the 22nd July, 2020

To



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

Sir,

Please refer to your application dated 12.05.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00290 for providing information under the provisions of the Right to Information Act, 2005 about complaint against M/s. Airtel for amount transfer related matter. In this context, the following is furnished:

S.No.	Reply
1	In the RTI application, you had not sought any specific information under RTI Act, 2005 rather your application was in the nature of a complaint redressal against M/s. Bharti Airtel Ltd. It is for information that TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. 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. 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. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

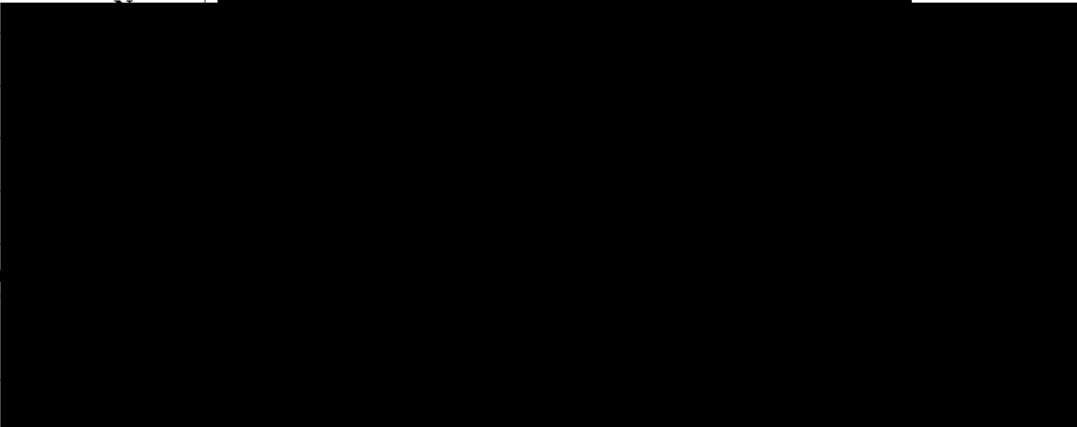
2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

Yours faithfully,

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00294	Date of Receipt :	13/05/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Name :			
Status(R)			
Is Rec			
Pos			
A			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Sir i was using a mobile No. 9716112345 which was issued to me by Airtel co. and later on in 2013 or 2014 i hot my Same No. ported to Airtel Co. my relationship No. with airtel was 1063495139 and the connection was in the name of Satenderkumargupta s/o vijaykumargupta r/o D-17 green park extension new delhi 110016, in the year 2018 around octoberi went abroad for my work for 1 year, and Airtel co. disconnected my same No. without any notice and the same No. is my registered No. with My Aadhar card No. 546842571187, and now i have been sending emails to Airtel Co. and TRAI at daca@trai.gov.in for re-allotment of my same No. which as per airtel co. they say they dont have the same No. anymore and you need to contact TRAI for re-alloting the same No. back to Airtel and than only we can provide you the same No. sir due the lockdown situation i am in a very tight position as all my bank accounts and other banking need like loan and Dmat account to operate i need to have this No. as an OTP verification is must for this purpose and Aadharcentres across the country are currently non functioning due to ongoing pandemic situation of COVID19, so please give a detailed report weather what Airtel co. is guiding me is correct and how do i need to procceed further with TRAI to get my same No. allotted to me back from Airtel co. Also for your knowledge some dues are also pending against the same No. which can be cleared upon re-allotment of the same No. to me. Thanks and waiting for your reply at the earliest. Sir i am attaching a screenshot of the ebill which airtel co. sends me at my registered email id for your reference.		

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00295	Date of Receipt :	13/05/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Status			
Is			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Sir i was using a mobile No. 9716112345 which was issued to me by Airtel co. and later on in 2013 or 2014 i hot my Same No. ported to Airtel Co. my relationship No. with airtel was 1063495139 and the connection was in the name of Satenderkumargupta s/o vijaykumargupta r/o D-17 green park extension new delhi 110016, in the year 2018 around octoberi went abroad for my work for 1 year, and Airtel co. disconnected my same No. without any notice and the same No. is my registered No. with My Aadhar card No. 546842571187, and now i have been sending emails to Airtel Co. and TRAI at daca@trai.gov.in for re-allotment of my same No. which as per airtel co. they say they dont have the same No. anymore and you need to contact TRAI for re-alloting the same No. back to Airtel and than only we can provide you the same No. sir due the lockdown situation i am in a very tight position as all my bank accounts and other banking need like loan and Dmat account to operate i need to have this No. as an OTP verification is must for this purpose and Aadharcentres across the country are currently non functioning due to ongoing pandemic situation of COVID19, so please give a detailed report weather what Airtel co. is guiding me is correct and how do i need to procceed further with TRAI to get my same No. allotted to me back from Airtel co. Also for your knowledge some dues are also pending against the same No. which can be cleared upon re-allotment of the same No. to me. Thanks and waiting for your reply at the earliest. Sir i am attaching a screenshot of the ebill which airtel co. sends me at my registered email id for your reference		

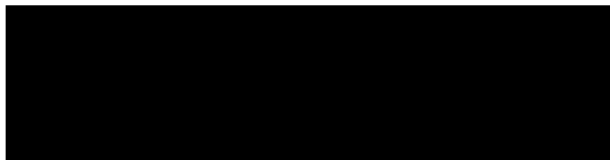


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(189)/2020-RTI

Dated: 25TH July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your two applications dated 13.05.2020 filed online in the RTI portal of TRAI vide registration No.TRAOI/R/E/20/00294 & No.TRAOI/R/E/20/00295 for providing information under the provisions of the Right to Information Act, 2005 regarding deactivation of mobile number related matter. In this context, the following is furnished:

S.No.	Reply
1	It is mentioned that Sub-Regulation (5) of Regulation 15 (Responsibilities & Obligations of Recipient Operator) of the Telecommunication Mobile Number Portability Regulations, 2009, as amended from time to time, provide: (5) In case, after porting of a mobile number to the Recipient Operator's network, there is disconnection of the mobile number for any reason other than the reason specified in sub-regulation (4), the Recipient Operator shall, after 1[sixty days] of such disconnection, inform the Mobile Number Portability Service provider about such disconnection with a request for reversal of such mobile number to the Number Range Holder. The said Regulation is available in the URL: https://traigovinsitesdefaultfiles/201208081218350931511Regulation23sep09%5B1%5D.pdf

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, MahanagarDoorsancharBhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/20/00297	Date of Receipt :	13/05/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Status(Rural/Urban) :			
Is Requester BPL/Poverty Below Poverty Line :			
Amount Paid :			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	The information sought herein relates to the mandatory installation of the Aarogya Setu Application developed by the National Informatics Centre, MOHFW and NITI Aayog. Please provide information in response to the following queries- 1. Please provide information with regard to the number of employees currently employed with your department. 2. Please provide information with regard to the number of employees who possess a smartphone. Please provide information with regard to the process followed to obtain this data 3. Please provide information with regard to the number of employees who have installed the Aarogya Setu application. 4. Please provide information with regard to the name and designation of the official who is in charge of ensuring that employees install the Aarogya Setu application. 5. Please provide information with regard to the action that will be taken if an employee refuses to install the Aarogya Setu application. Please provide information whether any action has been taken to report such refusal and initiate prosecution proceedings of any kind in this regard.		

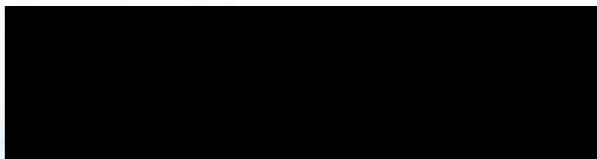


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 190/2020/RTI

Dated: 3rd July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

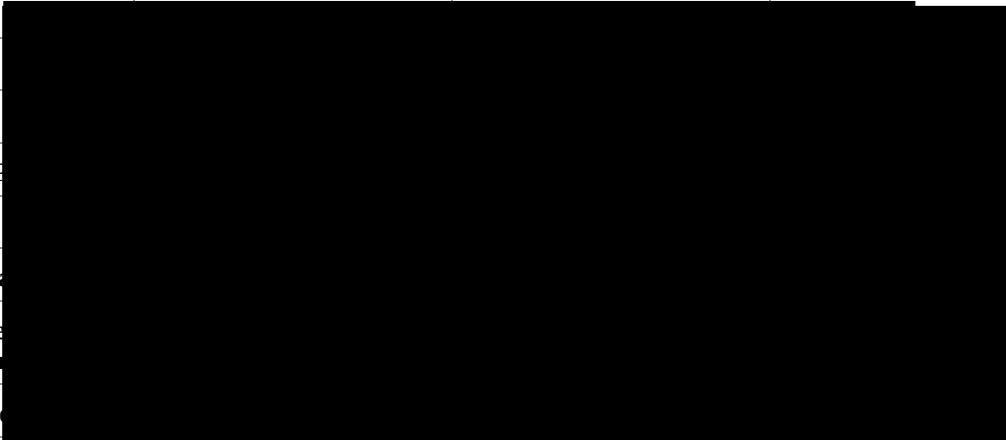
Please refer to your application dated 13.05.2020 filed online in the RTI portal of TRAI vide Registration No.TRAOI/R/E/20/00297 for providing information under the provisions of the Right to Information Act, 2005 about installation of the Aarogya Setu Application related matter. In this context, the following is furnished:

S.No.	Reply
1	As on dated total 220 Nos. of employee (including Regional Offices & contractual employees) employed in TRAI.
2, 3 & 5	Information regarding the number of employees possesses a smartphone is not maintained. However, all the employees of TRAI have undertaken that they have downloaded the Aarogya Setu application on their smartphone handsets.
4	Shri Manish Negi, Senior Research Officer.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

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

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00298	Date of Receipt :	14/05/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Status(Rural/Urban)			
Is Requester Poor/Not Poor			
Amount Paid			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Airtel mbo no 9939890757 jo ki main 2006 me liya tha.us samay 999 ke recharge per lifetime incoming free. Lekin Abhi ke samay me to incoming call liye recharge karana padta hai.main kabhi bhi MNP nahi kiya hu,ki 999 ki Shrat kam Karen.		



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(191)/2020-RTI

Dated: 25th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 14.05.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00298 for providing information under the provisions of the Right to Information Act, 2005 regarding validity related matter. In this context, the following is furnished:

S.No.	Reply
1	Vide the above application you had not sought any specific information under RTI Act, 2005 hence, the information 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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00334	Date of Receipt :	29/05/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
P			
Status(Rural)			
Is Requester a Person Below Poverty Line			
Amount			
Does it concern the life or Liberty of a Person ?	No(Normal)	Request Pertains to :	
Information Sought :	Hi sir , I am Raj kumar BSNL prepaid subscriber. My query is, I have recharged my mobile number(9472290061) tariff 99 plan Two times(mistakenly one extra times) on dated 28/5/2020 at 6:58am & 7:18am respectively with successful transaction(file attached). Also i have interacted with Bsnl customer care(1503) where he told me no amount will be refund & no further extension of your plan is eligible because it is against of the company rule . So my query is 1-Either extend my plan(for extra one time recharged) Or refund me Rs 99 rupees. 2-I run a small business, I know the importance of 99 rupees because in past three month I have earn zero rupees. 3-I think, like me there are thousands of subscribers facing this type of problem & they are helpless to raise this issue, so I want to innervene TRAI in this matter & please take a strong action regarding this. Thanks.		

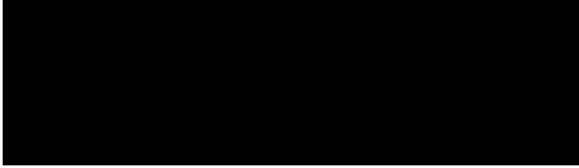


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(201)/2020-RTI

Dated: 24th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 29.05.2020 filed online in the RTI portal of TRAI vide Registration No.TRAOI/R/E/20/00334 for providing information under the provisions of the Right to Information Act, 2005 about refund of amount related matter.

2. In the above context, it is intimated that the information sought by you vide the above referred application w.r.t. Point No. 1 to 3 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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00336	Date of Receipt :	30/05/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Status(Ru			
Is Requ			
Pov			
An			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Repsected Sir my name is Vijender Singh, i was do recharge for my mobile no.9622620716 (Reliance Jio)through the Sbi yono app amoun of Rs.149(twice money debited) . but the recharge not received to my mobile and amount debited from my bank account. after some time i am tried to contact sbi and reliance customer care but they did not give me proper resolution because that i am given compliant with sbi with the ticket no.6371971647 but still now they did not respond to my complaint. they are cheated me please do justice me please give my money refund to my original payment method to my bank account, and i want to know the details of my recharge. thanking you		

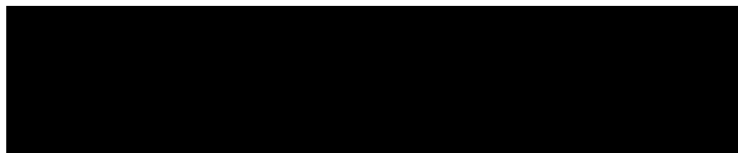


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

No. 1(202)/2020-RTI

Dated the 23rd July, 2020

To



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

Sir,

Please refer to your application dated 30.05.2020 filed online in the RTI portal of TRAI vide Registration No. TRA0I/R/E/20/00336 for providing information under the provisions of the Right to Information Act, 2005 about complaint against State Bank of India for refund of money and recharge 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,

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00342	Date of Receipt :	01/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
	[Redacted]		
P			
Status(Rural/Urban)			
Is Requester a Poor Person?			
Amount			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Description of Required Information a. Sub : Regarding DND registration of subscribers b. Duration of info. : Current information c. Description : i. As per record, Total number of mobile holders (subscribers) vs DND registered subscribers (Telecom Company wise) Sr. No. Telecom Company Total Number of Subscribers (All circles) No. of DND registered subscribers % of DND registration 1 Jio 2 BSNL 3 Airtel (Need information of all telecom companies including Govt. Companies i.e. MTNL / BSNL, here only 3 companies are listed as example) ii. Total number of mobile holders (subscribers) vs DND registered subscribers (Telecom circle wise) Sr. No. Telecom Circle Total Number of Subscribers (All companies) No. of DND registered subscribers % of DND registration 1 Maharashtra & Goa 2 Mumbai 3 Gujarat (Need information of all telecom circles, here only 3 circles are listed as example) iii. Any website link from where I can get above information periodically in future.		

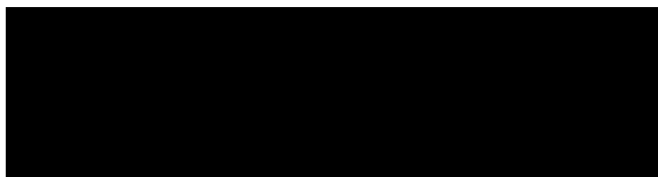


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

No. 1(205)/2020-RTI

Dated the 20th July 2020

To



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

Sir,

Please refer to your application dated 01.06.2020 filed online in the RTI portal of TRAI vide Registration No. TRA0I/R/E/20/00342 for providing information under the provisions of the Right to Information Act, 2005 about DND and mobile subscriber related matter. In this context, the following is furnished:

S.No.	Reply
i to ii	The information sought by you vide these points is not maintained in the format sought. However, data relating to the number of Wireless Subscribers, both Licensed Service Area-wise and Telecom Service Provider-wise are published in the monthly Telecom Subscription Data and the quarterly Performance Indicators Report and are uploaded in the TRAI's website. The latest publications of these reports are respectively available in the URL Link: https://tra.gov.in/sites/default/files/PR_No.49of2020_1.pdf https://tra.gov.in/sites/default/files/PIR_30062020.pdf. As regard DND subscribers, TRAI does not compile this data.
iii	The monthly Telecom Subscription Data and the quarterly Performance Indicators Reports are available in the TRAI's website www.tra.gov.in under Release / Publication > Reports.

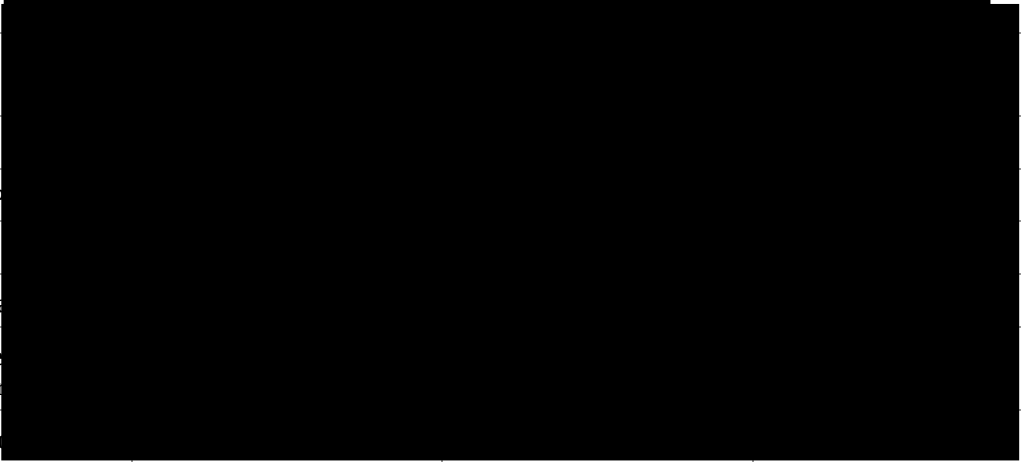
2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

Yours faithfully,

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00343	Date of Receipt :	01/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Status(Rural/Urban)			
Is Requester Below Poverty Line			
Amount Paid			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Why Indian citizens are not protected by price control for broadband service. I pay Rs1025 for 10Mbps broadband from Micronet while my friend pays Rs590 for a 50Mbps connection from Alliance Broadband. Why there is no effort from the regulatory body to stop monopoly for these services.		

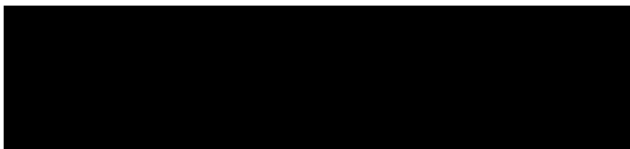


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(206)/2020-RTI

Dated: 23rd July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 01.06.2020 filed online in the RTI portal of TRAI vide Registration No.TRAOI/R/E/20/00343 for providing information under the provisions of the Right to Information Act, 2005 about broadband service related matter. In this context, the following is furnished:

S.No.	Reply
1	As per the existing tariff framework, tariff for telecommunication access service including broadband services is under forbearance except for National Roaming and Rural Fixed Line Services. The service providers have the flexibility to decide the price of data plans for different service areas of their operation taking into account several factors including input costs, level of competition and other commercial considerations.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00344	Date of Receipt :	01/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Status(Rur			
Is Requ			
Pove			
Am			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	why telecom company consider month only 28days while other government or private sector is consider month 30 days please give explanation		

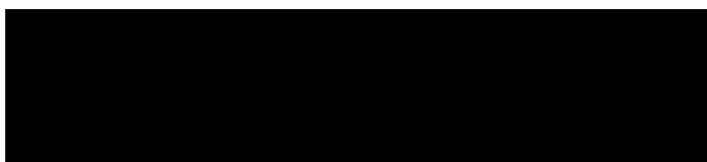


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(207)/2020-RTI

Dated: 23rd July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 01.06.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00344 for providing information under the provisions of the Right to Information Act, 2005 about validity related matter. In this context, the following is furnished:

S.No.	Reply
1	As per the existing regulatory framework, tariff including rates and related conditions is under forbearance except for national roaming, rural fixed line services and leased circuits. In prepaid mobile services, validity is expressed in terms of 'days' and not 'months'.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/T/20/00038	Date of Receipt :	02/06/2020
Transferred From :	Ministry of Information & Broadcasting on 02/06/2020 With Reference Number : MOIAB/R/E/20/00289		
Remarks :	The RTI matters related to the new tariff order issued by TRAI. Hence, TRAI is requested to provide information directly to RTI Applicant as per the RTI Act.		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
			
Status(Run)			
Is Requested by Public			
And			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	About freedom of choose FTA channels from cable operators.		
Original RTI Text :	About freedom of choose FTA channels from cable operators.		

श्रीमान जी, सूचना का अधिकार के अधिनियम सूचनाएं प्राप्त करना चाहता हूं।

1. मैं रेडियंट केबल नेटवर्क का उपभोक्ता हूं। उक्त केबल ऑपरेटर द्वारा मुझे मेरी पसंद के चैनल्स क्रमशः तहजीब टीवी, i plus टीवी, मुंसिफ टीवी, बीबीसी वर्ल्ड हिंदी, न्यूज 24 को कई बार शिकायतों के उपरांत नहीं दिखाया जा रहा है।

क्या ट्राई के नियमों के अधीन मैं उक्त चैनल्स को चुनने और देखने की स्वतंत्रता प्रदान की गई है अथवा नहीं? इस संबंध ने आदेश, निर्देश मापदंडों की जानकारी प्रदान करें।

2. केबल ऑपरेटर द्वारा एप्लिकेशन सॉफ्टवेयर में सिर्फ उसके द्वारा चयनित चैनल्स में से ही चैनल्स को जोड़ने का ऑप्शन दिया है किन्तु नापसंद चैनल्स को हटाने या रिमूव या डिलीट करने का ऑप्शन प्रदान नहीं किया गया है।

क्या ऑपरेटर द्वारा ऑनलाइन एप्लिकेशन सॉफ्टवेयर से नापसंद चैनल्स को रिमूव या अनसब्सक्राइब या डिलीट करने की सुविधा उपभोक्ताओं को जानबूझकर प्रदान नहीं की जा रही है। उक्त ऑपरेटर का कृत्य ट्राई के नियमों के विपरित है अथवा नहीं ? इस संबंध ने आदेश, निर्देश मापदंडों की जानकारी प्रदान करें।

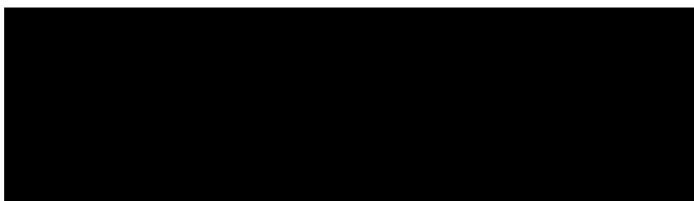


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 211/2020/RTI

Dated: 15th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 02.06.2020 filed online in the RTI portal of MIB vide registration No. **MOIAB/R/E/20/00289** which is received through transferred on the RTI Portal of TRAI vide registration No. **TRAOI/R/T/20/00038** for providing information under the provisions of the Right to Information Act, 2005 regarding FTA Channels related matter. In this context, the following is furnished:

S.No.	Reply
1 to 2	With reference to the information sought in your RTI, the relevant provisions in the regulations are as follows: (A) The sub-regulations (2), (2A) and (7) of the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 (no. 1 of 2017) dated 03/03/2017 and further amendments thereof, inter-alia is produced as below; “(2)” Every distributor of television channels shall offer all channels available on its network to all subscribers on a-la-carte basis and declare distributor retail price, per month, of each pay channel payable by a subscriber: <i>Provided that the distributor retail price, per month, payable by a subscriber to a distributor of television channels for subscribing to a pay channel shall, in no case, exceed the maximum retail price, per month, declared by the broadcasters for such pay channel.</i>

(2A) Every distributor of television channels shall allow distinct choice of channels and bouquets of channels to each TV connection or set top box in a multi TV home.”
(7) Within the distribution network capacity subscribed, 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”.

(B) The sub-regulations (6) and (7) of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 (No. 2 of 2017) dated 03/03/2017 and further amendments thereof, inter-alia is produced as below;

“(6).Subscription of channels/bouquets.— Every distributor of television channels or its linked local cable operator, as the case may be, shall, upon receiving a request from a subscriber, activate requested channel or bouquet available on its platform, as soon as possible, but not later than seventy two hours:

Provided that the charges for requested channel or bouquet shall be payable by the subscriber from the date of activation of such channel or bouquet.

(7). Deactivation of channels/bouquets from subscription.— Every distributor of television channels or its linked local cable operator, as the case may be, shall, upon receiving a request from a subscriber, deactivate the requested channel or bouquet from the subscription of such subscriber as soon as possible, but not later than seventy two hours:

Provided that it shall be permissible for the distributor, to refuse such deactivation request if the subscription of such channel or bouquet is within a lock-in period which was declared by the distributor on its website and informed to the subscriber at the time of subscription of such channel or bouquet:

Provided further that in case of refusal of deactivation request, the distributor shall communicate the reasons of such refusal to the subscriber through Short Message Service (SMS) to his registered mobile number and through such other means of communication which may be deemed appropriate by the distributor.

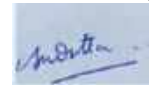
The said regulations are available on TRAI website

(https://traigov.in/sites/default/files/Tariff_Order_English_3%20March_2017.pdf)
and

(https://traigov.in/sites/default/files/QOS_Regulation_03_03_2017.pdf)

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully



(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

HINDI VERSION FOLLOWS

Copy to:

The Under Secretary & CPIO, Ministry of Information & Broadcasting, A Wing, Shastri Bhawan New Delhi.	For information w.r.t. the above mentioned online RTI application vide Registration No. MOIAB/R/E/20/00289 dated 02.06.2020.
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RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/T/20/00036	Date of Receipt :	29/05/2020
Transferred From :	Department of Telecommunications on 29/05/2020 With Reference Number : DOTEL/R/E/20/00439		
Remarks :	Transfer u/s 6(3) of RTI Act.		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
	[REDACTED]		
PH			
Status(Rural)			
Le			
Is Request Pover			
Amo			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	I want full information not leaving any one of them. 1)Any violation of rules according to DOT how much penalty is imposed and describe categories of penalty. 2) who to contact for penalty, removing of jiorooftower. 3)how many days to take action for penalty and removing of jiorooftower. 4)can a jio rooftop tower can be removed by not following a safe distance of 1 antenna is 20m. 5)Can connection of jiorooftop tower can cancelled by not following any one the guidelines by Dot government of india. 6)If jiorooftop tower is running anytime concerned department can relocate to openspace otherthan residential area by not following safe distance. 7)no warning and sign boards are not there at jiorooftop is it a violation and what are the action steps to stop life loss. 8)if jiorooftower is working without anyone of the noc of state government authorities it is possible to stop the tower and whom to contact. 9)who is responsible for health hazard to people not following guidelines of DOT GOVERNMENT Of INDIA can be stopped and relocate to openspace. 10)if the tower related to nocs are illegal and managed by jiotower services, where to go and whom to contact.		

	11)when earthquake,super cyclones occurred, not following safe distance what if the tower falls and damages peoples life infront of nearby bulidings, market area, temple, mostly people gather. 12)penalty is provided for lifeloss or injury, health issues related to tower how much Categorizationand whom to contact benefits. 13)can we order an expert committee where voilation of guidelines DOT GOVERNMENT OF INDIA OCCURS. 14)can a CENTRAL GOVERNMENT OF TELECOMMUNICATIONS stop a rooftop jio tower not following guidelines and where, whom to contact, how much time is possible to slove problem. 15)which public representative can stop a tower by not following guidelines of Dot government of india.
Original RTI Text :	I want full information not leaving any one of them. 1)Any violation of rules according to DOT how much penalty is imposed and describe categories of penalty. 2) who to contact for penalty, removing of jiorooftower. 3)how many days to take action for penalty and removing of jiorooftower. 4)can a jio rooftop tower can be removed by not following a safe distance of 1 anntenna is 20m. 5)Can connection of jiorooftop tower can cancelled by not following any one the guidelines by Dot government of india. 6)If jiorooftop tower is running anytime concernced department can relocate to openspace otherthan residential area by not following safe distance. 7)no warning and sign boards are not there at jiorooftop is it a violation and what are the action steps to stop life loss. 8)if jiorooftower is working without anyone of the noc of state government authorities it is possible to stop the tower and whom to contact. 9)who is responsible for health hazard to people not following guidelines of DOT GOVERNMENT Of INDIA can be stopped and relocate to openspace. 10)if the tower related to nocs are illegal and managed by jiotower services, where to go and whom to contact. 11)when earthquake,super cyclones occurred, not following safe distance what if the tower falls and damages peoples life infront of nearby bulidings, market area, temple, mostly people gather. 12)penalty is provided for lifeloss or injury, health issues related to tower how much Categorizationand whom to contact benefits. 13)can we order an expert committee where voilation of guidelines DOT GOVERNMENT OF INDIA OCCURS. 14)can a CENTRAL GOVERNMENT OF TELECOMMUNICATIONS stop a rooftop jio tower not following guidelines and where, whom to contact, how much time is possible to slove problem. 15)which public representative can stop a tower by not following guidelines of Dot government of india.



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(212)/2020-RTI

Dated: 9th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 29.05.2020 filed online in the RTI portal of DoT vide registration No. **DOTEL/R/E/20/00439** which is received through transferred on the RTI Portal of TRAI vide registration No. TRA0I/R/T/20/00036 for providing information under the provisions of the Right to Information Act, 2005 regarding JIO roof tower related matter. In this context, the following is furnished:

S.No.	Reply
1 to 15	The information sought by you vide these points are not available in TRAI. However, it is to bring to your kind notice that 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 installation of mobile towers. Accordingly, TRAI has not issued any guidelines, directions or orders in this regard. It is further informed that TRAI does not issue any certificate/NOC. It is further informed that the guidelines for the issuance of clearance for installation of mobile towers were issued by the Department of Telecommunications (DoT) and 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 https://dot.gov.in/journey-emf.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

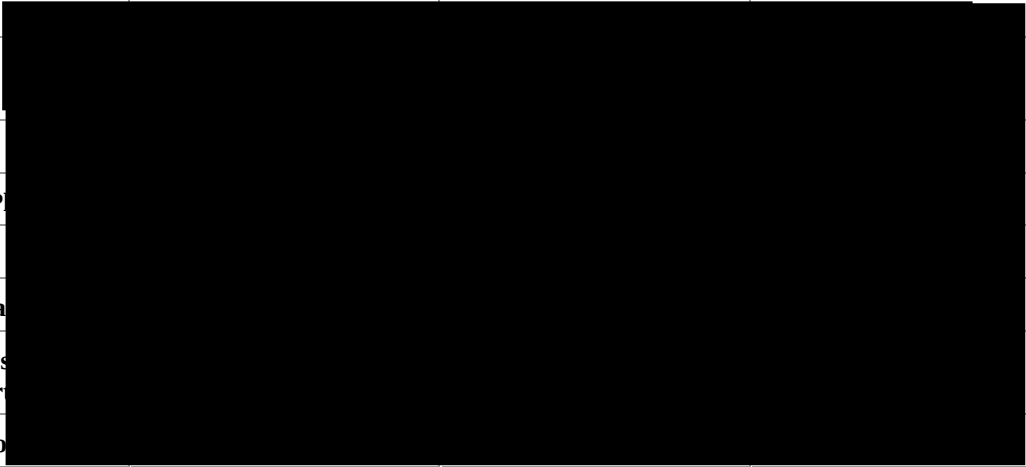
(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:

The Dy. Secy. & Nodal Officer (RTI) Deaptt. Of Telecommunications Ministry of Information & Technology Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned online RTI application vide registration no. DOTEL/R/E/20/00439 dated 29.05.2020.
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RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00348	Date of Receipt :	02/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
P			
Status(Rural)			
Is Requester Poor			
Amount			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	I have a sim card provided by Airtel company which having lifetime validity, but in every month if i am not recharging my number then outgoing calls as well as incoming calls facility has been suspended till i will not recharging my number, whether my number having lifetime validity. So please clarify it and do needful.		

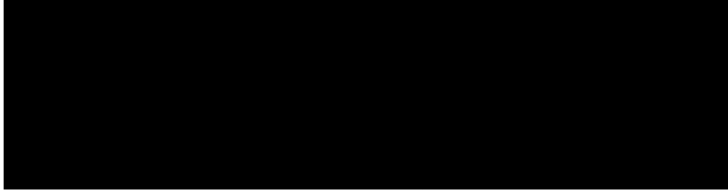


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(230)/2020-RTI

Dated: 23rd July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 02.06.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00348 for providing information under the provisions of the Right to Information Act, 2005 about recharge 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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00352	Date of Receipt :	03/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Status(Rural/Urban):			
Is Requester Below Poverty Line?			
Amount Paid:			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear sir, I need below information kindly provide 1) Kindly share the attested document of present Basic call and data charges of Bharti Airtel or Airtel for prepaid customers submitted to your authority and approved from your side 2) Kindly share the current recharge plans available for prepaid customers approved from your side for both call and data usage. 3) Kindly provide the details of authority for approving call charges or any changes in recharge plans of prepaid customers if Airtel.		

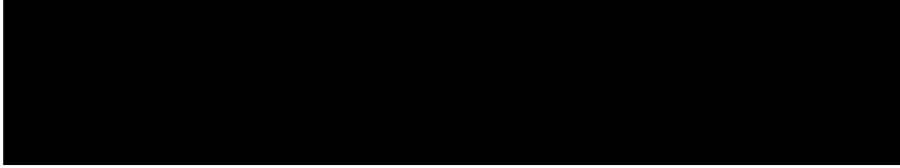


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(232)/2020-RTI

Dated: 24th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 03.06.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00352 for providing information under the provisions of the Right to Information Act, 2005 about data charges and recharge plans related matter. In this context, the following is furnished:

S.No.	Reply
1 to 3	As per the present tariff framework in the country, the tariff for mobile & data services is under forbearance. The telecom service providers (TSPs) are free to decide and offer different tariff plans and schemes with multiple combinations of fixed charges, periods of validity, download/upload speeds and usage charges. Different tariff combinations are being offered by the telecom service providers depending on the market conditions and other commercial conditions.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00358	Date of Receipt :	04/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
	[REDACTED]		
P			
Status(Rural)			
Is Requester Poor			
Amount			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Attached pdf file		

श्री मान/मति जी,

मेरे पास एक इंटरनेट का कनेक्शन लगा हुआ है जोकि मेरे नाम संजीव गोयल के नाम से है और पता # 148, मॉडल टाउन, फेज-1, बठिंडा है, जिसके बठिंडा स्थित कार्यालय का नाम और पता (फाइव नेट) फाइव इंटरनेट सोल्यूशन्स प्राइवेट लिमिटेड, 37, सिटी प्लाजा, हनुमान चौक, बठिंडा-151001 (पंजाब) है। संपर्क नंबर : 92163-00123, 75290-55555 हैं।

- (1) मेरे इंटरनेट का कनेक्शन लेते समय जो डाक्यूमेंट्स मेरे द्वारा साइन किये गये थे और जो भी आई.डी. प्रूफ्स दिये थे उन सब की प्रमाणित नकलें दी जाये।
- (2) मेरा कनेक्शन लेते समय से लेकर आज तक जो इंटरनेट का प्लान चल रहा है उसकी डिटेल दी जाये।
- (3) फाइव नेट के पास जितने ग्राहकों के पास अब तक 399/- प्लस 18% टैक्स वाला प्लान चल रहा है उन ग्राहकों की गिनती बताई जाये।
- (4) फाइव नेट इंटरनेट की सर्विस प्रोवाइड करने वालों की तरफ से जितने ग्राहकों को अब तक 399/- प्लस 18% टैक्स वाला प्लान बंद होने की सूचना फोन कॉल, मैसेज, एस.एम.एस., ई-मेल, पत्र से भेजी है उन ग्राहकों की गिनती बताई जाये।
- (5) फाइव नेट के पास जितने ग्राहकों के पास अब तक 399/- प्लस 18% टैक्स वाला प्लान से बढ़ा कर बड़े प्लान किया गये है उन ग्राहकों की गिनती बताई जाये।
- (6) इंटरनेट की सर्विस प्रोवाइड करने कंपनी/कार्यालय एक प्लान के जारी रहते हुई अपनी मर्जी से उस प्लान के बंद होने और दूसरा कोई प्लान लेने के लिए ग्राहक को मजबूर कर सकती है इस सम्बन्धी सभी रूल्स और नियमों की प्रामाणिक नकलें दी जायें।

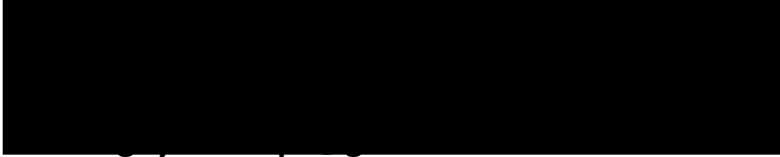


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(233)/2020-RTI

Dated: 23rd July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 04.06.2020 filed online in the RTI portal of TRAI vide Registration No.TRAOI/R/E/20/00358 for providing information under the provisions of the Right to Information Act, 2005 about internet connection/plan and related matter. In this context, the following is furnished:

S.No.	Reply
1 to 5	The information sought by you vide these points is not available in TRAI. However, the same may be available with Department of Telecommunications (DoT), therefore a copy of your application has already been transferred to DoT online on 08.06.2020 in terms of Section 6(3) (1) under the provisions of the Right to Information Act, 2005 for providing information of the relevant issues.
6	As per the Telecom Tariff (52 nd Amendment) Order dated 19 th September 2012 inter-alia mandate that “(vii) No service provider shall terminate any existing tariff plan without giving a notice of not less than thirty days to the subscriber of its intention to terminate the tariff plan.” The same is available on TRAI website 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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

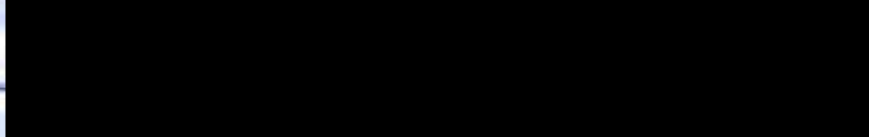
(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

सूचना का अधिकार अधिनियम अंतर्गत अर्जी (2005)

प्रति,

जन सूचना अधिकारी,
टेलिकाम रेगुलेटरी ऑथोरिटी ऑफ इंडिया,
नाहानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग (ओल्ड मिंटो रोड)
नई दिल्ली - 110002.



लगनेवाली जानकारी :

- 1 आपके कार्यालय ने दिनांक 21/03/2006 को अधिसूचना क No.301-1/2006 Eco (Forty third Amendment) जारी किया था उसके नुसार मोबाईल उपभोक्ता लाईफ टाईम इनकमिंग लाभ उठा सकते हैं परंतु ऐसे उपभोक्ताओं को 6 माह एक बार रिचार्ज करना आवश्यक है वैसे अधिसूचना दी तो क्या वह अधिसूचना नियम आज के उपभोक्ता पर लागू है इसकी विस्तृत जानकारी दस्तावेज के साथ देने की कृपा करें.
- 2 आपके कार्यालय ने दिनांक 21/03/2006 को अधिसूचना क No.301-1/2006 Eco (Forty third Amendment) जारी किया था इसके बाद उसकी जगह कोणसी अधिसूचना आपके कार्यालय ने जारी की उसके इस सदर्भ में क्या प्रावधान है इसकी विस्तृत जानकारी दस्तावेज के साथ देने की कृपा करें.
- 3 आपके कार्यालय ने दिनांक 21/03/2006 को अधिसूचना क No.301-1/2006 Eco (Forty third Amendment) जारी किया था वह अधिसूचना आज भी सभी टेलीकाम कंपनियों के उपर लागू है इसकी विस्तृत जानकारी देने की कृपा करें.

जानकारी की श प्रकार चाहिये : पंजीकृत डाक से

उपरोक्त निम्नलिखित जानकारी अर्जीकर्ता को सूचना अधिकार की कलम 7 के नुसार 48 घंटों में देने की कृपा करें.

दिनांक : 20.10.2020

कामठी


अर्जीकर्ता

आय.पी.ओ क 48F-956811



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(237)/2020-RTI

Dated: 23rd July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 20.03.2020 for providing information under the provisions of the Right to Information Act, 2005 about lifetime validity plans related matter. In this context, the following is furnished:

S.No.	Reply
1 to 3	The information sought by you basically on two aspects: (i) Provision related to incoming free to lifetime validity plan; (ii) Recharge requirements related to lifetime validity plans. In this regard, we may inform two applicable provisions to you as per following: As per TTO (43rd Amendment) 2006 subclause 5 (v) “.....However, any tariff plan presented, marketed or offered as valid for any prescribed period exceeding six months or as 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 along as the Service Provider is permitted to provide such telecom service under the current license or renewed license. In the case of plans 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. Further, Telecommunication Tariff (48th Amendment) Order, 2008 inter-alia, provides 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. Both the aforesaid provisions are valid as on date.

Contd...2/-

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

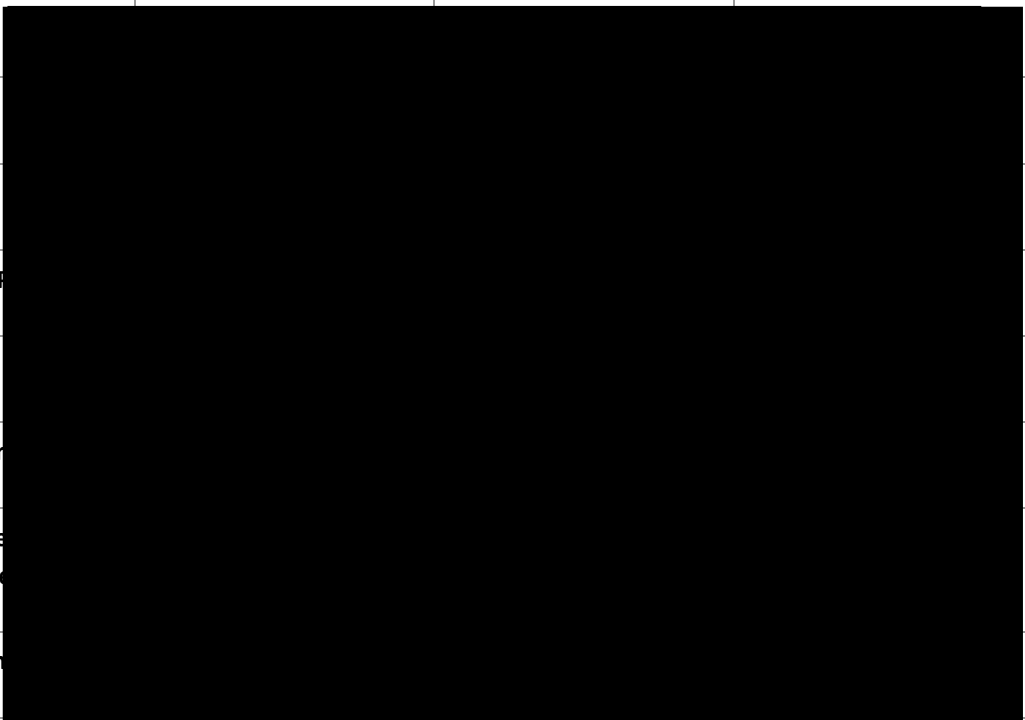
HINDI VERSION FOLLOWS



(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00367	Date of Receipt :	06/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Status(Run)			
Is Request Prove			
Am			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	What is the fair signal strength liable to provide by the telecom operator to its subscriber against Monthly subscription paid to Reliance JIO, Idea Vodafone, and Airtel in Bihar and Jharkhand circle What is 4G internet speed committed to providing by Reliance JIO, Idea Vodafone, and Airtel in Bihar and Jharkhand circle against Monthly subscription for 1.5GB per Day and 28 days validity		

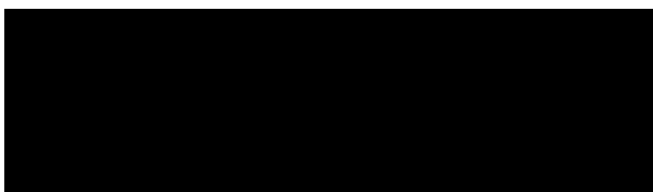


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(245)/2020-RTI
2020

Dated: 13th July,

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 06.06.2020 filed online in the RTI portal of TRAI vide registration No. TRAOI/R/E/20/00367 for providing information under the provisions of the Right to Information Act, 2005 regarding signal strength and 4G internet speed related matter. In this context, the following is furnished:

S.No.	Reply
1	The signal strength depends on service coverage. As per the standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 dated 20.3.2009, for indoor coverage the signal strength at street level shall be ≥ -75 dBm and in-vehicle shall be ≥ -85 dBm. The licence does not require coverage in all the areas covered in the licensed service area including rural areas
2	TRAI has not laid down any benchmark for minimum/maximum internet speed to be provided by a 4G service provider. The speed of mobile internet is dependent on several 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 user equipment/mobile handset used by the customer etc. As such, the mobile users may experience different speed at different locations and time of usage.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00364	Date of Receipt :	05/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Status(Rur			
Is Requ			
Pove			
Am			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Hi, I am using VODAFONE postpaid connection for past 4 years. This company is so fraud that they have given you special plans when you are porting your number to their company. When you are already with the system withing 6 months they change the plan stating is no longer available. They have a pathetic network. Current plan has 1 GB data daily however they have so much connectivity issues that it wont connect so the data is no longer usable. My currently accrued data is 60 because i am unable to use it due to pathetic network, raised so many complaints but they did not bother as they already have so much users with them. Pathetic customer service called to know about my plan and that customer representative literally threaten that he will put my number in market pathetic customer service at all. Company mention that my plan is no longer available however my colleagues are still have the same plan but it has been removed from me. I need answers why plan has been remove and expensive one added.		

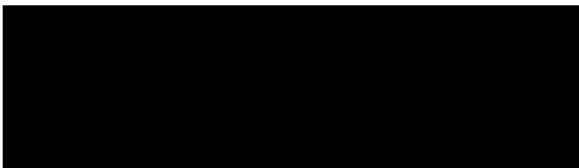


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F. No. 1(248)/2020-RTI

Dated: 23rd July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 05.06.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00364 for providing information under the provisions of the Right to Information Act, 2005 about removal of plan related matter.

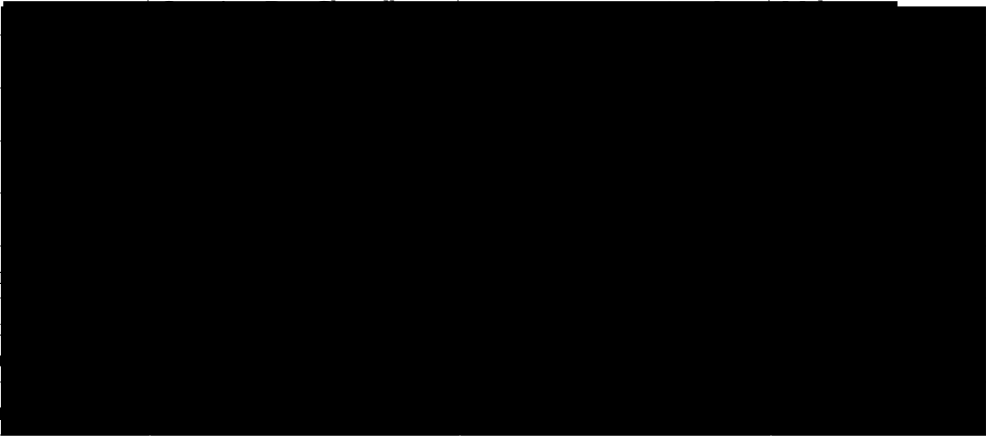
2. In the above context, it is informed that vide the application, you have not sought any information under RTI Act, rather you have raised your personal issues through RTI. Therefore, TRAI has no information on the specific query raised by you.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00371	Date of Receipt :	07/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Status(Ru			
Is Requ			
Pov			
An			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	The application is in the attachment		

Dear Sir/Madam,

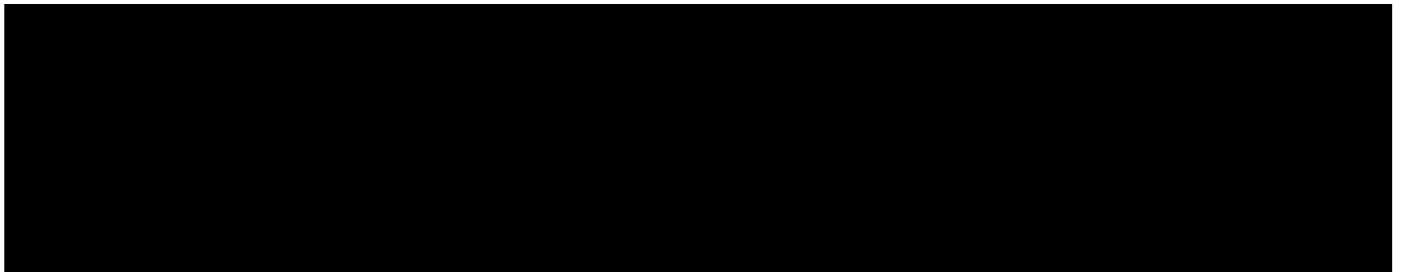
The following information is sought :

- (1) Provide me the copy of application and all relevant documents for applying/renewal filed by Reliance Jio Infocomm Limited, internet provider for obtaining due licenses from TRAI till date.
- (2) Provide a certified photocopy of a document wherein has been noted the compliance of Telecom Consumers Complaint Redressal Regulations, 2012, by the Reliance Jio Infocomm Limited Service Provider.
- (3) Provide the certified copy of the business license granted to Reliance Jio Infocom Pvt Ltd.

If you feel that above information does not pertain to your department then please forward the application to the designated authority, as per section 6(3) of RTI Act 2005.

If the information sought by me cannot be given to me please give me the certified copies of the laws/bylaws/order/circular etc. under which such information is forbidden to the public.

I do hereby declare that I am an Indian citizen. What so ever information you would provide me on paper, that paper should be duly signed and clearly stamped by some competent authority. If you use the backside of that paper for providing me the information, please get that side also duly signed and clearly stamped by some competent authority. I request you to ensure that the information is provided to me by SPEED POST before the expiry period of 30 days after you have received the application on the address mentioned below.



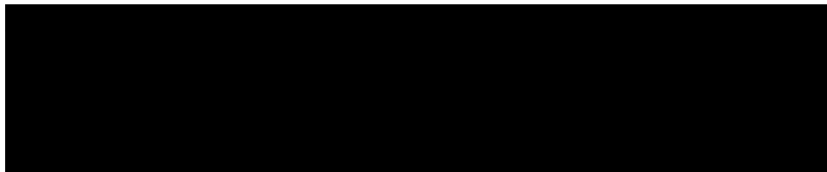


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F. No. 1(250)/2020-RTI

Dated: 15th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 07.06.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00371 for providing information under the provisions of the Right to Information Act, 2005 about M/s. Reliance Jio Infocomm Ltd. and compliance of TCCCPR regulation related matter. In this context, the following is furnished:

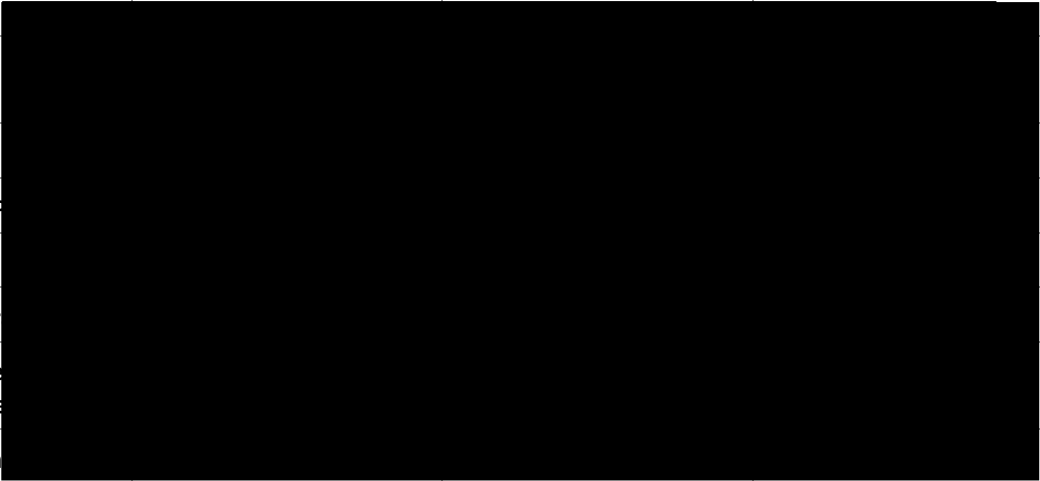
S.No.	Reply
1 & 3	All Telecom Service Providers are governed by the License Agreement entered into with Department of Telecommunications (DoT), therefore a copy of your application has already been transferred to DoT online on 06.07.2020 in terms of Section 6(3) (1) under the provisions of the Right to Information Act, 2005 for providing information of the relevant issues.
2	TRAI gets yearly compliance reports like that of citizen charter etc; but it is not clear as to which year is desired by you, hence, the information sought is vague. Further, Regulation 15 and 18 of Telecom Consumers Complaint Redressal Regulations, 2012 may be referred for reporting requirement and inspecting and auditing. These regulations are available on TRAI website 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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00357	Date of Receipt :	03/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Status(Run)			
Is Request			
Pove			
Am			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Why do the Indian telecom operators offer their services with 28 days validity, not 30 days. If we calculate by 28 days we have to pay for 13 months instead of 12 months, and all the private players are making huge profit and not providing satisfactory service to the subscribers. Why are private players allowed to cheat the subscribers and will TRAI do something in the regard. Hope my query is answered at the earliest.		



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

No. 1(251)/2020-RTI

Dated the 22nd July, 2020

To



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

Sir,

Please refer to your application dated 03.06.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00357 for providing information under the provisions of the Right to Information Act, 2005 about validity related matter. In this context, the following is furnished:

S.No.	Reply
1	As per the existing regulatory framework, tariff including rates and related conditions is under forbearance except for national roaming, rural fixed line services and leased circuits. In prepaid mobile services, validity is expressed in terms of 'days' and not in 'months'.

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

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00375	Date of Receipt :	08/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Status(Rural/Urban)			
Is Requester a BPL/Poverty Alleviation Card Holder?			
Amount Paid (Rs.)			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear Sir, About the port confirmation of Mobile number 9215761690 : Above said number was got port in February 2019 from Vodafone to Jio Company. I want to seek some detail in written from Vodafone about portability of that number. Last closure payment done by cash/cheque. If paid by cheque let me know full detail with chq number, account holder name, amount , receipt copy issued by Vodafone along with photo copy of chq if available. Since this number was name of firm which mail ID 01anilpandit@gmail.com and alternate mobile number 9215561390 already registered in the record of Vodafone copy. If anything like that caller tune, plan changes any activity request done by someone then that time Vodafone company must require confirmation from registered mobile number/mail id. Was any confirmation taken at the time of portability of mobile no. 9215761690 through registered mobile number or mail id if yes please provide the detail with attested copy. Was any mail confirmation got from firm/previous owner side to VODAFONE company if yes please provide attested copy. Thanking You,		

Dear Sir,

~~About the port confirmation of Mobile number 9215761690~~

Above said number was got port in February 2019 from Vodafone to Jio Company.

I want to seek some detail **in written** from Vodafone about portability of that number.

- Last closure payment done by cash/cheque.
- If paid by cheque let me know full detail with **chq number, account holder name, amount, receipt copy issued by Vodafone along with photo copy of chq if available.**

Since this number was name of firm which mail ID 01anilpandit@gmail.com and alternate mobile number 9215561390 already registered in the record of Vodafone copy. If anything like that caller tune, plan changes any activity request done by someone then that time **Vodafone company must require confirmation from registered mobile number/mail id.**

~~Was any confirmation taken at the time of portability of mobile no. 9215761690 through registered mobile number or mail id if yes please provide the detail with attested copy.~~

Was any mail confirmation got from firm/previous owner side to VODAFONE company if yes please provide attested copy.

Thanking You,

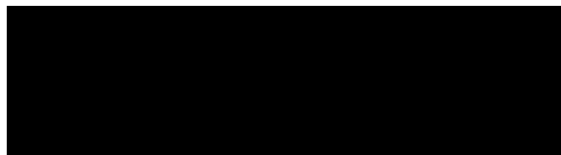


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

No. 1(256)/2020-RTI

Dated the 22nd July, 2020

To



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

Sir,

Please refer to your application dated 08.06.2020 filed online in the RTI portal of TRAI vide Registration No. TRA0I/R/E/20/00375 for providing information under the provisions of the Right to Information Act, 2005 about porting, billing and related matter. In this context, the following is furnished:

S.No.	Reply
1	Though Telecommunication Mobile Number Portability Regulations are issued by TRAI, it is not directly involved in the porting process. Therefore, the information whether confirmation was taken at the time of portability of mobile no. 9215761690, is not available in TRAI. As regards the other billing and VAS issues no information has been sought by you which falls under the definition of 'information' as per section 2(f) 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)
Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/20/00383	Date of Receipt :	11/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Status(Rural/Urban):			
Is Requester a BPL Person?			
Amount Paid:			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	To, The Chief Public Information Officer Telecom Regulatory Authority of India Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg (Old Minto Road), New Delhi 110 002 (2) Particulars of information required: Context: As per TRAI, the implementation of Digital Addressable System (DAS) is complete as of March 31st 2017. The same has been stated in the recent consultation paper No. 5/2020 by TRAI on CAS and SMS. The details of the paper however contradict the assertion that DAS is complete. This is further backed by other research and opinions in the public domain. According to sector experts, DAS in cable TV space is only about 20% complete while in DTH it is under 75% complete. What this indicates is that everyone from the consumer to the content industry as well as the revenue authorities is losing out. Particularly in the context of revenues, it is understood that even the CAG in the past had raised a concern about revenue mismatch vis a vis total number of consumers . Against this backdrop the applicant seeks the following information: Description of the information required: 1. What is the extent of actual DAS implementation and what are the reasons recorded by the regulator for sub optimal implementation of DAS. 2. What is the geographical spread of sub optimal implementation of DAS. 3. What are the steps taken by TRAI to ensure that DAS is implemented in letter and spirit.		

4. Please inform about all the processes, technologies and benchmarks that have been put in place to plug the sub optimal implementation of DAS across the value chain.

5. Clearly, it seems that the existing audit framework is not sufficient to provide complete details. What changes are being thought of in that regard.

6. What are penal provisions for piracy and how is the penal liability structured across the value chain.

7. What are the regulatory provisions that have been put in place to ensure 100 % implementation of DAS in letter and spirit. How are these provisions evaluated.

8. Have there been steps taken to separate to separate content and carriage regulation. What are those steps.

9. What is the methodology and rationale for deciding different categories of Tariff. How does TRAI ensure that tariffs are cost reflective.

(3) Whether information is required by post or in person: By post

In case by post specify by which category the information needs to be sent

(Ordinary, Registered or Speed) Registered or Speed

(4) Whether the applicant is below poverty line (If yes, attach the photo copy of the proof thereof). No, Not applicable

(5) Fees details (Mode of payment/Internet Banking)

Place: Jaipur Date: 11 June 2020



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(258)/2020-RTI

Dated: 2nd July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your two applications dated 10.06.2020 filed offline and dated 11.06.2020 filed online in the RTI portal of TRAI vide registration No. TRAOI/R/E/20/00383 for providing information under the provisions of the Right to Information Act, 2005 regarding DAS implementation and related matter. In this context, the following is furnished:

S.No.	Reply
1 to 4 & 6 to 7	The information sought by you vide these points falls under the domain of Ministry of Information and Broadcasting (MIB) under RTI Act, 2005, therefore your application has already been transferred to Ministry of Information & Broadcasting (MIB) online on 30.06.2020 in terms of Section 6(3) (1) under the provisions of the Right to Information Act, 2005 for providing information of the relevant issues.
5	Regulations 10(6), 10(7) and 15 of the Interconnection Regulation, 2017 as amended from time to time, envisages the provisions of audit of the service providers, which are as follows: <i>"10 (6) Every distributor of television channels before requesting signals of television channels from a broadcaster shall ensure that the addressable systems to be used for distribution of television channels meet the requirements as specified in the Schedule III.</i> <i>10 (7) If a broadcaster, before providing signals of television channels, is of the opinion that the addressable system, being used by the distributor for distribution of television channels, does not meet the requirements specified in the Schedule III, it may, without prejudice to the time limit specified in sub-regulation (2) of the regulation 3, cause audit of the addressable system of the distributor by M/s. Broadcast Engineering Consultants</i>

India Limited, or any other auditor empanelled by the Authority for conducting such audit and provide a copy of the report prepared by the auditor to the distributor:

Provided that unless the configuration or the version of the addressable system of the distributor has been changed after issuance of the report by the auditor, the broadcaster, before providing signals of television channel shall not cause audit of the addressable system of the distributor if the addressable system of such distributor has been audited during the last one year by M/s. Broadcast Engineering Consultants India Limited, or any other auditor empanelled by the Authority and the distributor produces a copy of such report as a proof of conformance to the requirements specified in the Schedule III.

...15. Audit. — (1) *Every distributor of television channels shall, once in a calendar year, cause audit of its subscriber management system, conditional access system and other related systems by an auditor to verify that the monthly subscription reports made available by the distributor to the broadcasters are complete, true and correct, and issue an audit report to this effect to each broadcaster with whom it has entered into an interconnection agreement:*

Provided that the Authority may empanel auditors for the purpose of such audit and it shall be mandatory for every distributor of television channels to cause audit, under this sub-regulation, from M/s Broadcast Engineering Consultants India limited, or any of such empanelled auditors:";

Provided further that any variation, due to audit, resulting in less than zero-point five percent of the billed amount shall not require any revision of the invoices already issued and paid.

(1A) *If any distributor fails to cause audit once in a calendar year of its subscriber management system, conditional access system and other related systems, as specified under sub-regulation (1), it shall, without prejudice to the terms and conditions of its license or permission or registration, or the Act or rules or regulations or order made or direction issued thereunder, be liable to pay, by way of financial disincentive, an amount of rupees one thousand per day for default up to thirty days beyond the due date and an additional amount of rupees two thousand per day in case the default continues beyond thirty days from the due date, as the Authority may, by order, direct:*

Provided that the financial disincentive levied by the Authority under this sub-regulation shall in no case exceed rupees two lakhs:

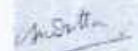
Provided further that no order for payment of any amount by way of financial disincentive shall be made by the Authority unless the distributor, has been given a reasonable opportunity of representation against the contravention of the regulations observed by the Authority.

(2) *In cases, where a broadcaster is not satisfied with the audit report received under sub-regulation (1) or, if in the opinion of a broadcaster the addressable system being used by the distributor does not meet requirements specified in the Schedule III, it shall be permissible to the broadcaster, after communicating the reasons in writing to the distributor, to audit the subscriber management system, conditional access system and*

	<i>other related systems of the distributor of television channels, not more than once in a calendar year:</i> <i>Provided that the Authority may empanel auditors for the purpose of such audit and it shall be mandatory for every broadcaster to cause audit, under this sub-regulation, from M/s Broadcast Engineering Consultants India limited, or any of such empanelled auditors.</i> <i>Provided further that if such audit reveals that additional amount is payable to the broadcaster, the distributor shall pay such amount, along with the interest at the rate specified by the broadcaster in the interconnection agreement, within ten days and if such amount including interest due for any period exceed the amount reported by the distributor to be due for such period by two percent or more, the distributor shall bear the audit expenses, and take necessary actions to avoid occurrence of such errors in the future:</i> <i>Provided also that it shall be permissible to the broadcaster to disconnect signals of television channels, after giving written notice of three weeks to the distributor, if such audit reveals that the addressable system being used by the distributor does not meet the requirements specified in the Schedule III.</i> <i>(3) Every distributor of television channels shall offer necessary assistance to auditors so that audits can be completed in a time bound manner."</i> Complete regulation is available in public domain on TRAI website (www.trai.gov.in).
8	Information sought is not available in TRAI.
9	TRAI has notified the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 (No. 1 of 2017) on 03.03.2017 as amended on 01.01.2020. The methodology and rationale of tariff has been explained in the Explanatory Memorandum attached with the said tariff order dated 03.03.2017 as amended. The complete text of the tariff order dated 03.03.2017 along with Explanatory Memorandum is available on the TRAI website under the link https:// www.trai.gov.in/sites/ default/files/Tariff_Order_English_3%20March_2017.pdf

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully



(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00367	Date of Receipt :	06/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Status(R)			
Is Req			
Po			
A			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	What is the fair signal strength liable to provide by the telecom operator to its subscriber against Monthly subscription paid to Reliance JIO, Idea Vodafone, and Airtel in Bihar and Jharkhand circle What is 4G internet speed committed to providing by Reliance JIO, Idea Vodafone, and Airtel in Bihar and Jharkhand circle against Monthly subscription for 1.5GB per Day and 28 days validity		

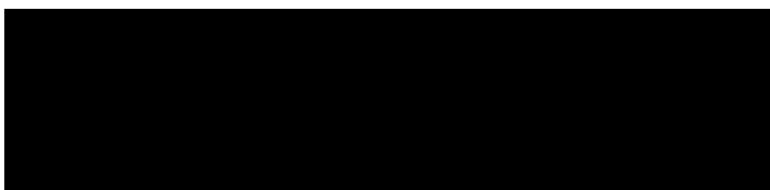


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(245)/2020-RTI
2020

Dated: 13th July,

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 06.06.2020 filed online in the RTI portal of TRAI vide registration No. TRAOI/R/E/20/00367 for providing information under the provisions of the Right to Information Act, 2005 regarding signal strength and 4G internet speed related matter. In this context, the following is furnished:

S.No.	Reply
1	The signal strength depends on service coverage. As per the standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 dated 20.3.2009, for indoor coverage the signal strength at street level shall be ≥ -75 dBm and in-vehicle shall be ≥ -85 dBm. The licence does not require coverage in all the areas covered in the licensed service area including rural areas
2	TRAI has not laid down any benchmark for minimum/maximum internet speed to be provided by a 4G service provider. The speed of mobile internet is dependent on several 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 user equipment/mobile handset used by the customer etc. As such, the mobile users may experience different speed at different locations and time of usage.

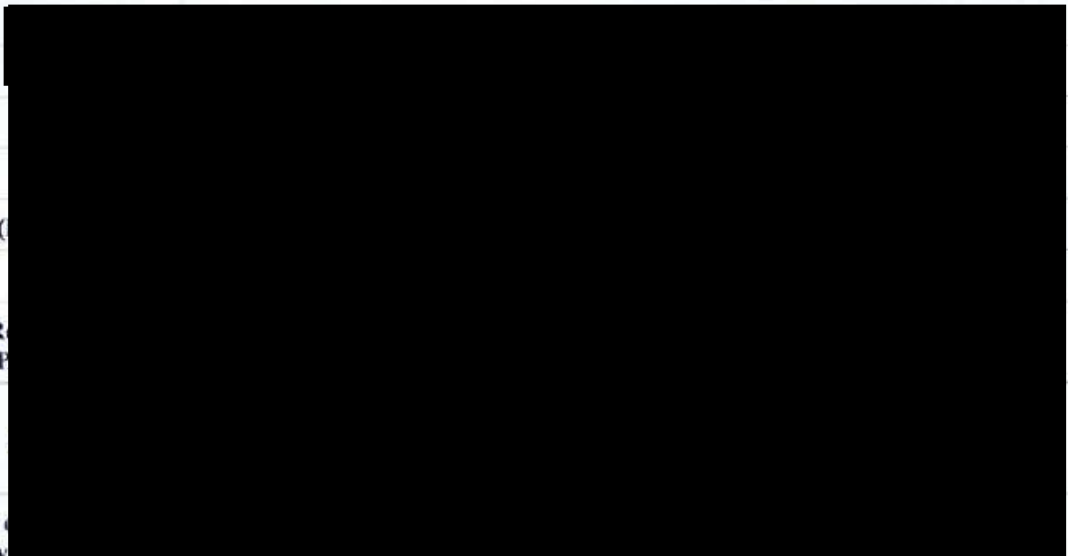
2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

260/2020

RTI REQUEST DETAILS			
Registration No. :	TRAOL/R/T/20/00041		Date of Receipt : 11/06/2020
Transferred From :	Department of Telecommunications on 11/06/2020 With Reference Number : DOTEL/R/T/20/00360/3		
Remarks :	The RTI application is being transferred under Section 6(3) of RTI Act, 2005 Telecom Regulatory Authority of India, New Delhi-110 002 for providing information, if any, directly to the applicant/ transferring to the concerned CPIO.		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
Name :	Aroon Deep		Gender : Male
Status(			
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P			
Does it or Liberty			
Information Sought :	With regard to the following letter received by DoT from the Cellular Operators Association of India, please provide the following information. i) Whether DoT acted on the letter by issuing instructions or advisories to streaming services. ii) If so, copy of such communications/orders. In view of the ongoing COVID-19 pandemic, kindly provide response to this application via email to rti at medianama dot com.		
Original RTI Text :	With regard to the following letter received by DoT from the Cellular Operators Association of India, please provide the following information. i) Whether DoT acted on the letter by issuing instructions or advisories to streaming services. ii) If so, copy of such communications/orders. In view of the ongoing COVID-19 pandemic, kindly provide response to this application via email to rti at medianama dot com.		



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F. No. 1(260)/2020-RTI

Dated: 5th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 11.06.2020 filed online in the RTI portal of DoT vide registration No. DOTEL/R/T/20/00360/3 which is received through transferred on the RTI Portal of TRAI vide registration No. TRAOI/R/T/20/00041 for providing information under the provisions of the Right to Information Act, 2005 regarding instructions or advisories to streaming services related matter. In this context, the following is furnished:

S.No.	Reply
i & ii	Information sought by you vide these points 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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:

The Dy. Secy. & Nodal Officer (RTI)
Deappt. Of Telecommunications
Ministry of Information & Technology
Sanchar Bhawan , 20 Ashoka Road
New Delhi -110001.

For information w.r.t. the above mentioned
online RTI application vide registration no.
DOTEL/R/T/20/00360/3 dated 11.06.2020.

268/2020

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00379	Date of Receipt :	10/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Status(Rural)			
Is Requester Below Poverty Line			
Amount Paid			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear Sir, If a customer purchased any internet pack of any telecom company after paying the specific amount as fixed by the specific telecom company, Please provide me the below information in this regard Question no. 1. How much minimum internet DOWNLOADING and UPLOADING speed should be provided by the telecom companies to their customers in 4G connections in India. Question No.2 .To which extent, the telecom companies are exempt from NETWORK DELAY & PACKET LOSS in their network. Please provide the information within the timeline as per the law. Thanks & Regards, Pankaj Parkash		

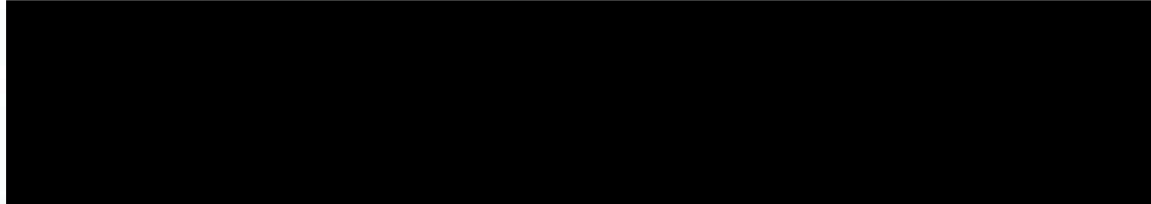


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(263)/2020-RTI

Dated: 1ST July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 10.06.2020 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/20/00379 for providing information under the provisions of the Right to Information Act, 2005 regarding internet speed related matter. In this context, the following is furnished:

S.No.	Reply
1	TRAI has not specified any Download or Upload minimum internet speed for a 4G connection.
2	However, as per Regulations 3 and 3(A) of the Standards of Quality of Service for Wireless Data Services regulations, 2012, all the CMTS/UA service providers shall meet the quality of Service Parameter fixed for Service Activation/provisioning; Successful Data Transmission (Upload/Download attempts); minimum download speed; average throughput for packet Data; latency (Network Delay), PDP context activation success rate; Drop Rate etc. TRAI has not issued any regulations related to packet loss for Cellular Mobile Service providers. For any further reference in the matter, "The Standards of Quality of Service for Wireless Data Services Regulations, 2012" can be accessed at https://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, MahanagarDoorsancharBhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

265/2020

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/20/00040	Date of Receipt :	11/06/2020
Transferred From :	MTNL- Corporate Office on 11/06/2020 With Reference Number : MTNLT/R/E/20/00058		
Remarks :	Case pertains to TRAI for point No.4		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
Status()			
Is Re P			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Please check attachment and provide information as per given points in it. Hope for best and positive information from your end.		
Original RTI Text :	Please check attachment and provide information as per given points in it. Hope for best and positive information from your end.		

आदर्णीय / 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) महानगर टेलीफोन निगम लिमिटेड के कितने दूरभाष क्रमांक वर्ष २०१५ से जून २०२० में मौजूद थे/हैं कोकणीपाड़ा कुरार विलेज मलाड पूर्व में वर्ष के अनुसार तालिका बनाकर जानकारी प्रदान करें।

२) महानगर टेलीफोन निगम लिमिटेड के कितने दिनों के लिए दूरभाष क्रमांक वर्ष २०१७, २०१८, २०१९ और जून २०२० में कार्यरत नहीं थे उनकी जानकारी वर्ष के अनुसार प्रदान करें ।

३) महानगर टेलीफोन निगम लिमिटेड की सेवा गुडवत्ता की समीक्षा कौन करता है और उसकी जानकारी कहा पर उपलब्ध होती है कृपया जानकारी प्रदान करें ।

४) ग्राहकों की शिकायतों को बार बार अनुसूता करने पर भारतीय दूरसंचार विनियामक प्राधिकरण तक कैसे जानकारी पहुंचायी जा सकती है जानकारी प्रदान करें ।

५) सभी स्तर की शिकायत प्रणाली ध्वस्त होने पर दूरसंचार लोकपाल तक कैसे पहुंचा जा सकता है जानकारी प्रदान करें ।

६) महानगर टेलीफोन निगम लिमिटेड के झॉन 4 गोकुलधाम(GKD) में कितने दूरभाष क्रमांक कब कब खराब हुए और कितने दिनों में सही किया गया उसकी जानकारी वर्ष २०२० (जनवरी से जून) और जगह के साथ प्रदान करें ।

७) सरकारी दूरसंचार सेवा देने वाली विभाग के टावर एवं नेटवर्क की अनुपलब्धता को कहा देखा जा सकता जानकारी प्रदान करें ।

८) महानगर टेलीफोन निगम लिमिटेड को वर्ष २०१९ और जून २०२० में कितनी शिकायतें राजशेखर यादव (मेल, ट्विटर और मी जी पोर्टल इत्यादि) से मिली और उनके समाधान के लिए विभाग ने क्या कार्य किया जानकारी प्रदान करें ।

९) सरकारी दूरसंचार सेवा प्रदाता के बड़े अधिकारी ग्राहकों की शिकायत को अनुसूनी करने पर शिकायत का सर्वोच्च माध्यम क्या है जानकारी प्रदान करें ।

१०) उच्च अधिकारियों के दूरभाष और उनके संपर्क करने के माध्यम को ग्राहकों के पहुंच तक हो इसकी जानकारी कहा पर मौजूद है और इसकी देख रेख कौन सा अधिकारी करता है जानकारी प्रदान करें ।

११) CMD म टी न ल को वर्ष २०१९ और जून २०२० में कितनी शिकायतें मिली और उनकी जानकारी कहा पर उपलब्ध कराई गयी है जानकारी प्रदान करें ।

१२) ग्राहक के शिकायतों को पारदर्शी तरीके से देश के समक्ष कहा पर प्रदर्शित किया जाता है जानकारी प्रदान करें ।

१३) राजशेखर यादव की शिकायतों का समाधान सम्पूर्ण कब-कब किया गया और उनकी शिकायत की पुनरावृत्ति कब-कब हुई जानकारी प्रदान करें।

१४) राजशेखर यादव द्वारा दर्ज/दी गयी शिकायतों की जानकारी CMD कार्यालय के अधिकारी ने कितने दिनों में अभिरक्षीकृति किया और स्वीकृत क्रमांक कितने दिनों में भेजा गया जानकारी प्रदान करें।

१५) महानगर टेलीफोन निगम लिमिटेड के CMD के इमेल की जाँच कौन करता है जानकारी प्रदान करें।

१६) महानगर टेलीफोन निगम लिमिटेड के उच्च अधिकारियों को इमेल देने पर वह कितने दिनों में उत्तर प्रदान करते हैं जानकारी प्रदान करें।

१७) महानगर टेलीफोन निगम लिमिटेड में ग्राहक/उपभोक्ता कितने माध्यम से शिकायत दर्ज कर सकता है और उसके स्वीकृति कितने दिनों में मिलती है सम्पूर्ण जानकारी प्रदान करें।

१८) ग्राहक/उपभोक्ता की शिकायत के लिए कौन से अधिकारी कार्य कर रहे हैं उसके कार्यालय दूरभाष की जानकारी ग्राहक को कब प्रदान की जाती है।

१९) ग्राहक/उपभोक्ता को सेवा प्रदान न करने पर अधिकारियों की शिकायत कहा पर किया जा सकता है जानकारी प्रदान करें।

२०) महानगर टेलीफोन निगम लिमिटेड ने ग्राहकों की सेवा के लिए कितने उच्च अधिकारियों को नामित किया है उनकी सम्पूर्ण जानकारी प्रदान करें।

TO BE ISSUED IN HINDI



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F. No. 1(265)/2020-RTI

Dated: 5th July 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 11.06.2020 filed online in the RTI portal of MTNL Corporate Office vide registration No. MTNLT/R/E/20/00058 which is received through transferred on the RTI Portal of TRAI vide registration No. TRAOI/R/T/20/00040 for providing information under the provisions of the Right to Information Act, 2005 w.r.t. point no.4 regarding customer complaints related matter. In this context, the following is furnished:

S.No.	Reply
4 & 5	TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. 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. 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. If the consumer is still not satisfied with the resolution, he is free to take legal recourse. TRAI had sent its "Recommendations on Complaint/Grievance Redressal in the Telecom Sector", inter-alia, recommending setting up of office of Telecom Ombudsman to Department of Telecommunication (DoT) on 10.3.2017 back reference is awaited.

Contd....2/-

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully



(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:

Shri Sandeep Kumar DGM (RTI) & CPIO MTNL CO. Room No.5310, 5 th Floor Mahanagar Doorsanchar Sadan 9, CGO Complex New Delhi -110003.	For information w.r.t. the above mentioned online RTI application vide registration no. MTNLT/R/E/20/00058 dated 11.06.2020.
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Hindi version follows

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00380	Date of Receipt :	10/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
State :			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Sir/madam, My vodafone number is 9051549384. I am unable to use internet in my number since last couple of months. I have registered multiple complaints to vodafone customer care but they never resolved my issue. I have also registered complaint in DOT but no solution as DOT is closing my complaint just based on Vodafone reply and not asking me whether i am happy or not. Not sure why this DOT complaint portal is there if we do not get any solution. Today I recharged with 599 and unable to use the service. I requested vodafone to refund my money but they refused. So i need the below information : 1. How the service provider refuse to issue refund to the customer if they are unable to provide service. Is there any policy which says the service provider can take customer money without providing service. 2. If DOT is also not helping the subscriber to resolve the issue then how the consumer will get the solution. 3. Even after complaining against Vodafone through different channels (Twitter/DOT etc), still why no action has been taken against them. 4. Vodafone is unable to provide the service to me from the last couple of months. Then how could I get the compensation. What are the process.		

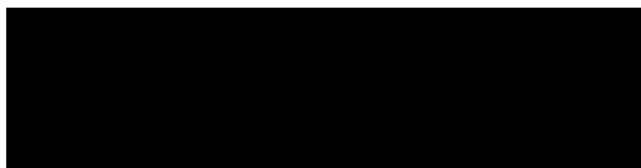


TELECOM REGULATORY AUTHORITY OF INDIA
MahanagarDoorsancharBhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

No. 1(266)/2020-RTI

Dated the 24th July, 2020

To



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

Sir,

Please refer to your application dated 10.06.2020 filed online in the RTI portal of TRAI vide Registration No. TRA01/R/E/20/00380 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint against M/s. Vodafone for service related matter. In this context, the following is furnished:

S.No.	Reply
1 to 4	Information sought by you vide these points is not available in TRAI. However, the same may be available with Department of Telecommunications (DoT), therefore your application has already been transferred to DoT online on 24.07.2020 in terms of Section 6 (3) (1) under the provisions of the Right to Information Act, 2005 for providing information of the relevant issues.

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, MahanagarDoorsanchar 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

RTI MATTER

F. No. 8-1/2020-DGT/246
Government of India
Ministry of Communications
Department Of Communications
O/o Director General (Telecom)
909, Sanchar Bhawan, 20-Ashoka Road, New Delhi-110001.

Dated: 14.05.2020

OFFICE MEMORANDUM

Subject: - Transfer of RTI application no.nil dated 24.12.2019 of Shri Sahid Mansuri, Sharif received in this office on 04.05.2020 seeking information under RTI Act-2005.

I am to transfer above RTI application of Shri Sahid Mansuri, Sharif received in this office on 04.05.2020 in terms of section 6(3) of RTI Act-2005 for furnishing information directly to the applicant. In case the subject matter doesn't pertain or partly pertains to you, the application may also be forwarded/ transferred to the concerned CPIOs/ other public authorities for providing information.

Encl.: - As above



[Jai Kumar Wadhvani]
Director [Admn& West]
CPIO & Nodal RTI, DGT-
HQ

To: - Shri S.K. Dutta, CPIO, TRAI, Mahanagar Doorsanchar Bhavan,
Jawaharlal Nehru Marg (Old Minto Road), New Delhi-110002.



RTI Matter

No. 9-04/2020-RTI (k)
Government of India
Ministry of Communications
Department of Telecommunications
Sanchar Bhavan, 20, Ashoka Road, New Delhi-110001

Dated: 27.04.2020

OFFICE MEMORANDUM

Subject:- Forwarding of a Copy of application dated 24.12.2019 (received in this office on 11.02.2020) of Shri Sahid Mansuri, forwarded by BSNL (HQ) seeking formation under RTI Act, 2005.

The undersigned is directed to forward herewith the above mentioned application, for taking necessary action.

2. It is requested that the information may be provided directly to the applicant. In case the subject matter of the application does not pertain to or partly pertains to the any other division, application may also be forwarded /transferred to concerned CPIO/Other Public Authority for providing information.



(Anjna Singh)
Section Officer (RTI)
Tele. 23036073

Encl.: as above :

To,
1. Shri Dir R.K.Soni (AS-III), CPIO, DOT, M/o Communications, Sanchar Bhawan, 20, Ashok Road, New Delhi - 110001



Copy to :

1. Shri Sahid Mansuri, Sharif trailers 29/30, Dispensary road Dehradun, With the request to communicate in future with above mentioned CPIO, who is the concerned officer in Dot.

2. Shri Ghan S.S. Datta, AGMRTI (Nodal) & CPIO, B-11, IR Hall, Eastern Court Complex, Janpath, New Delhi - 110001 wrt letter No. 12-01/19/RTI/Ifri/57 dated 05/03/2020. ,

future in hand

Bharat Sanchar Nigam Ltd.

(A Government of India Enterprise)

(Corporate Office)

B-11, IR Hall, Eastern Court Complex, Janpath, New Delhi-110001.

[RTI Cell]

No. 12-01/19/RTI/tfr./57

Dtd. 05/03/2020

To,

Smt. Anjana Singh,
Section Officer (RTI),
Sanchar Bhawan,
20, Ashoka Road,
New Delhi-110001.

DRC
Sh. S. Datta

Sub:- Supply of information under the provisions of Right to Information Act, 2005.

Sh. S.
dated

Kindly arrange for disposal of the same and supply the requisite information directly to the applicant within the prescribed time frame at your end please.

Encl: As Above

gm B.P. (ASO) 103
11/3/2020
O.D. (AS)
O.D. (ASO) Datt


(S.S. Datta)

AGMRTI (Nodal) & CPIO

94 320 500 218

A. RTI
20/00017
Shahid

မြန်မာနိုင်ငံတော်

DM

~~4/3/20~~

बेनाम,
कैलाश लोक सुचना अधिकारी,

मुल्य मद्यपानचक्र (मुल्यालय), मातृ संचार निगम
 एकीकृत मुल्यालय मद्य संचार निगम. लि. का दिल्ली

विषय सूचना का अतिरिक्त अतिरिक्त 2005

- ① टेलिफोन 2019 के ऑगस्ट / Jio / Jio / IDEA / Vodafone / अन्य
कम्पनियों द्वारा कॉल रेट को बढ़ाया गया निम्नानुसार द्वारा निम्नलिखित
विशेष को ध्यान में रखा कि निम्नलिखित कम्पनियों को जारी की गयी।
समाप्त फावली सीधे सूचना उपलब्ध कराएं।
- ② निम्नानुसार द्वारा टेलिफोन कम्पनियों को टैड नियम वर्ष में किये गए
टैड कल विरुद्ध फाइनेंस बिट टैड स्वीकृत के विरुद्ध अपील गयी
उपरोक्तियों को चयन समिति को विवरण द्वारा पताकी सीधे सूचना दे
कर अपील की गयी सूचना उपलब्ध कराएं।
- ③ निम्नानुसार द्वारा बिन्दू सख्या-2 के अनुसार बताया कि स्वीकृत टैड रेट
को समीक्षा विरुद्ध पर रेट बढ़ाने की अनुमति है टैड अपील की
है तथा को गयी सूचना उपलब्ध कराएं।
- ④ निम्नानुसार द्वारा बिन्दू सख्या-2 के अनुसार बताया कि स्वीकृत टैड रेट को
विभागों में अनुबन्धन के विरुद्ध को चयन समिति को सूचना उपलब्ध कराएं।
- ⑤ निम्नानुसार द्वारा बिन्दू सख्या-2 के अनुसार बताया कि टैड नियमों को सूचना
उपलब्ध कराएं।
- ⑥ निम्नानुसार द्वारा बिन्दू सख्या-1 से 5 तक सूचनाओं को उपरोक्त सीट / सूचना
राष्ट्रीय भाषा हिन्दी में उपलब्ध कराएं।

[illegible]

Action History

ACTION HISTORY OF RTI REQUEST No.BSNLD/R/P/20/00017

Applicant Name shahid masuri

Text of Application pdf attached.

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	17/01/2020	GDN- (CPIO)	
2	REQUEST TRANSFERRED TO OTHER PUBLIC AUTHORITY	17/01/2020	GDN-(CPIO)	1) Department of Telecommunications : U/s 6(3) of RTI act-2005.

Font

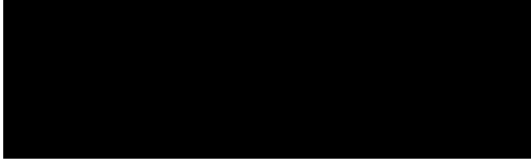


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F. No. 1(267)/2020-RTI

Dated: 22nd July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 24.12.2019 which is received through transferred from Shri Jai Kumar Wadhwani, Director (Admn & West), CPIO & Nadal RTI, DGT, Hqrs, Department of Communications vide their Letter No.8-1/2020-DGT/246 dated 14.05.2020 for providing information under the provisions of the Right to Information Act, 2005 regarding call rates related matter. In this context, the following is furnished:

S.No.	Reply
1	As per the existing regulatory framework, tariff including rates and other related conditions is under forbearance except for national roaming, rural fixed line services and leased circuits. Tariff plans and vouchers and the call rates are different for different operators and vary for different license service areas. The rates also depend on the validity of plans and schemes opted by each customer which also undergo changes constantly.
2 to 6	Information sought by you vide these points 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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

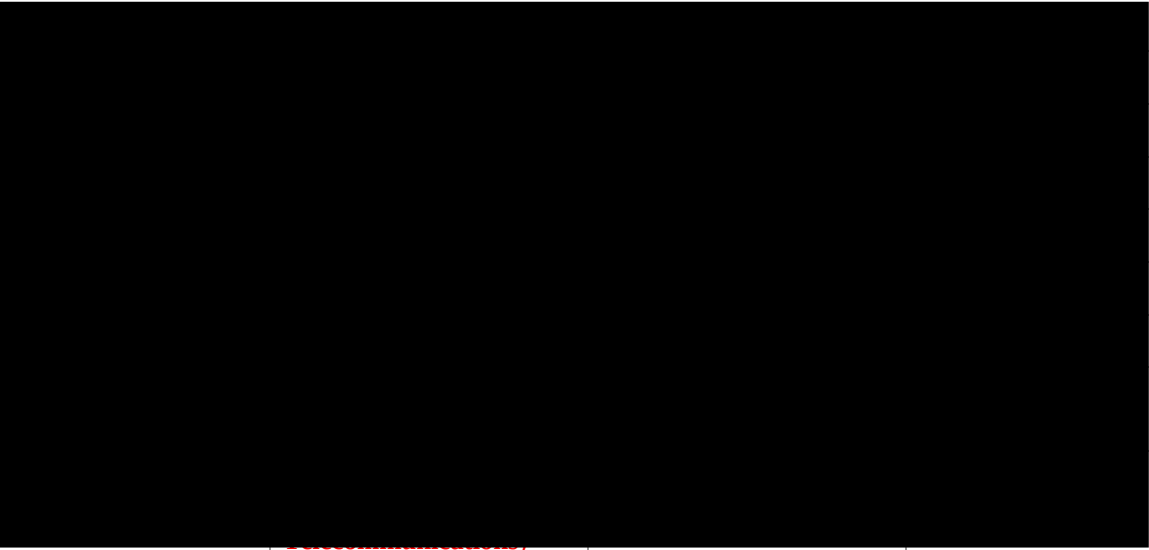
Yours faithfully

HINDI VERSION FOLLOWS

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

Copy to:

Shri Jai Kumar Wadhwani Director (Admn. & West) CPIO & Nodal RTI Deaptt. Of Communications Ministry of Communications O/o Director General (Telecom) 909, Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned Letter dated 14.05.2020.
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RTI REQUEST DETAILS							
Registration No. :	TRAOI/R/T/20/00054	Date of Receipt :	13/07/2020				
Transferred From :	Department of Telecommunications on 13/07/2020 With Reference Number : DOTEL/R/E/20/00625						
Remarks :	RTI ALSO PERTAINS TO TRAI PLEASE.						
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English				
							
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :					
Information Sought :	I need details as internet connectivity in the country and State wise which parts of the country still do not have stable internet facility						
Original RTI Text :	I need details as internet connectivity in the country and State wise which parts of the country still do not have stable internet facility						

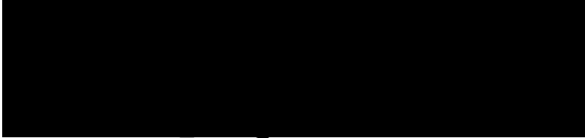


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 274/2020/RTI

Dated: 25th July 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 13.07.2020 filed online in the RTI portal of DoT vide registration No. **DOTEL/R/E/20/00625** which is received through transferred on the RTI Portal of TRAI vide registration No. TRAOI/R/T/20/00054 for providing information under the provisions of the Right to Information Act, 2005 regarding internet connectivity related matter. In this context, the following is furnished:

S.No.	Reply
1	The information regarding Internet connectivity in the country is available on TRAI website under the link: https://www.trai.gov.in/release-publication/reports/performance-indicators-reports.
2	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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

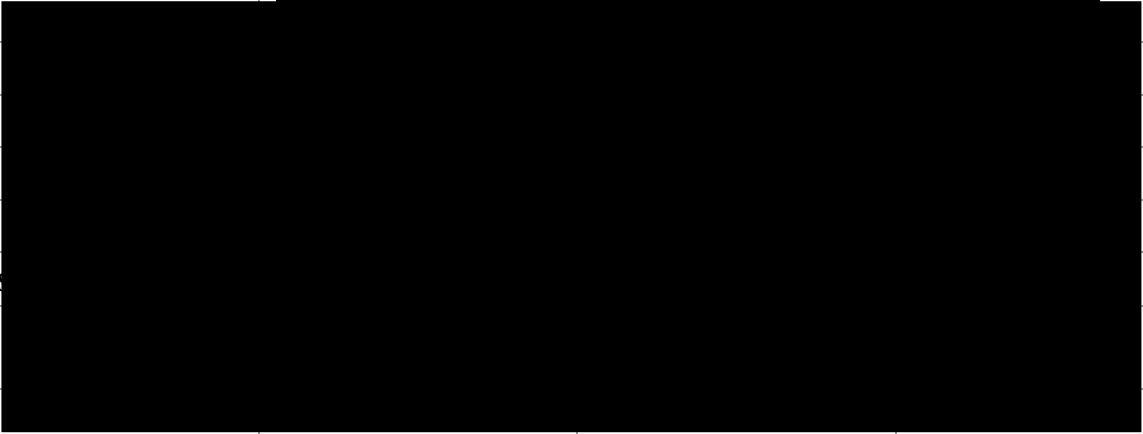
Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

Copy to:

The Dy. Secy. & Nodal Officer (RTI) Deaptt. Of Telecommunications Ministry of Information & Technology Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned online RTI application vide registration no. DOTEL/R/E/20/00625 dated 13.07.2020.
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RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00227	Date of Receipt :	30/03/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Sirs Why are the mobile tel cos deactivating prepaid connections if not used for more that 45 days or so. Imagine a situation wherein a customer with a prepaid connection goes abroad for 6 months and is unable to use the mobile and finds it is deactivated when he returns. He cannot even get an Uber to reach his destination. I dont see any logic in this. As long as one has balance in the account the connection should not be deactivated for non usage. Also the number is linked to aadhaar, bank account, Income Tax etc., and what should one do. Its a practical difficulty. Please give it a serious thought and ensure that no mobile connection prepaid or postpaid is deactivated as long as balance is available and no dues exist on postpaid connections.		

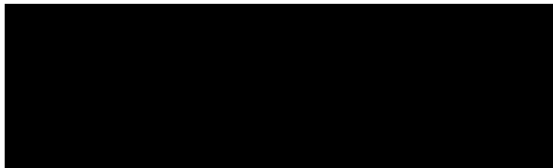


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(277)/2020-RTI

Dated: 24th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

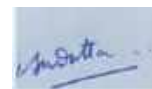
Please refer to your application dated 30.03.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00227 for providing information under the provisions of the Right to Information Act, 2005 regarding deactivation of mobile number due to non-usage related matter. In this context, the following is furnished:

S.No.	Reply
1	As per the sixth amendment to the TCPR, 2012 the following provision was added as per which “12. Automatic Number Retention scheme for pre-paid consumers.----- (1) No service provider shall deactivate the cellular mobile telephone connection of a pre-paid consumer for non-usage if an amount exceeding twenty rupees or such lesser amount, as may be specified by the service provider, is available in the account of such consumer: Provided that the service provider may deduct an amount not exceeding twenty rupees, as may be specified by the service provider, from the pre-paid account of the consumer for extension of period of non-usage beyond ninety days. (2) Upon deduction of the amount mentioned in sub-regulation (1), the non-usage period of the cellular mobile connection of the consumer shall be extended by a further period of thirty days and this process shall be repeated till such time the minimum amount exceeding twenty rupees or such lesser amount, as may be specified by the service provider under sub-regulation (1), is available in the account of the consumer. (3) If a consumer performs an activity during the extended period of non-usage, he shall be entitled for a fresh period of non-usage of ninety days or such longer period as may be specified by the service provider”. Further, TRAI has issued guidelines on deactivation of SIMs due to non-usage through the Telecommunication Consumer Protection (Sixth Amendment) Regulations, 2013 dated 21.02.2013, which came into effect from 21.02.2013 which inter alia includes: - (i) No service provider shall deactivate the cellular mobile telephone connection of a prepaid consumer for non-usage, for a minimum period of ninety days. (ii) No service provider shall deactivate the cellular mobile telephone connection of a

	pre-paid consumer for non-usage if an amount exceeding twenty rupees or such lesser amount, as may be specified by the service provider, is available in the account of such consumer: Provided that the service provider may deduct an amount not exceeding twenty rupees, as may be specified by the service provider, from the pre-paid account of the consumer for extension of period of non-usage beyond ninety days. (iii) Upon deduction of the amount mentioned in (ii) above, the non-usage period of the cellular mobile connection of the consumer shall be extended by a further period of thirty days and this process shall be repeated till such time the minimum amount exceeding twenty rupees or such lesser amount, as may be specified by the service provider is available in the account of the consumer. (iv) If a consumer performs an activity during the extended period of non-usage, he shall be entitled for a fresh period of non-usage of ninety days or such longer period as may be specified by the service provider. The guidelines are applicable for all mobile prepaid consumers. If the deactivation of a mobile connection happens on account of non-usage, a grace period of 15 days will be available for the consumer to seek reconnection by making payment of an amount not exceeding twenty rupees, as may be specified by the service provider. The service providers will be at liberty to enforce any condition prescribed for continuation of the prepaid connection. The said Regulation is available in TRAI Website www.trai.gov.in
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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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully



(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

27/6/2020

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00397	Date of Receipt :	17/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Does it concern the life or Liberty of a Person ? :		No(Normal)	Request Pertains to :
Information Sought :	1. Whether The Telecommunication (Broadcasting And Cable) Services (Eighth) (Addressable Systems) Tariff (Second Amendment) Order, 2020 is effective from 01.03.2020. 2. If (1) is yes, from which date the provisions are applicable. 3. If (1) is no, why the order is not yet effective, provide orders or notification issued for postponing the effective date. 4. Is amended clause 3 (a), (the maximum amount chargeable for a Channel is revised to Rs.12/- from Rs.19/-) is applicable from 01.03.2020. 5. Is amended clause 4(a)(1), (the maximum NCF chargeable in the case of up to 200 channels has been limited to Rs.130/-) is applicable from 01.03.2020. 6. If answer to (1) is yes, is there effective date of any provisions of the order not yet notified. 7. If answer to (1) is yes, what are the penalties imposed on cable operator for not complying with amendment in clause (3)(a) and (4)(a)(1)		

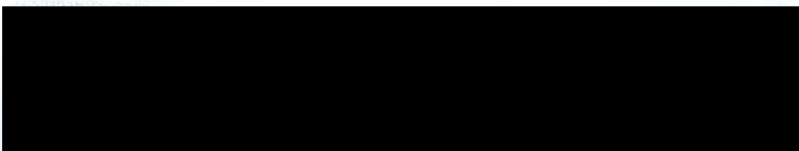


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(278)/2020-RTI

Dated: 9th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 17.06.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00397 for providing information under the provisions of the Right to Information Act, 2005 regarding tariff related matter. In this context, the following is furnished:

S.No.	Reply
1 to 3	The Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff (Second Amendment) Order, 2020 (1 of 2020) notified on 01.01.2020 is effective from 01.03.2020. However, a few clauses of the said tariff order have been challenged by some stakeholders in various high courts. Initially the Hon'ble High Court of Kerala at Ernakulam passed an interim order staying the implementation of impugned regulations and Tariff Order. However, after detailed hearing, the said stay has been vacated by the Hon'ble Court.
4	The amended clause 3(a) relating to reduction in ceiling price of pay channels for inclusion in any bouquet from Rs.19/- to Rs.12/- has been challenged by the Indian Broadcasting Foundation (IBF) and some of its member broadcasters before the Hon'ble High Courts of Judicature at Bombay and Madras. The matters are pending before the High Courts at various stages of hearing. The Hon'ble High Court of Judicature at Bombay has heard the matter at length for interim relief and order was reserved on 04.03.2020.
5 to 6	As far as clause 4(a) of amended Tariff Order is concerned, as mentioned above, the Hon'ble High Court of Ernakulam has vacated stay in respect of this clause and the same has become effective. However, the said clause is still sub-judice before other High Courts.
7	The Regulation does not lay down any direct penalty on the cable operators for non-compliance of these Regulations.

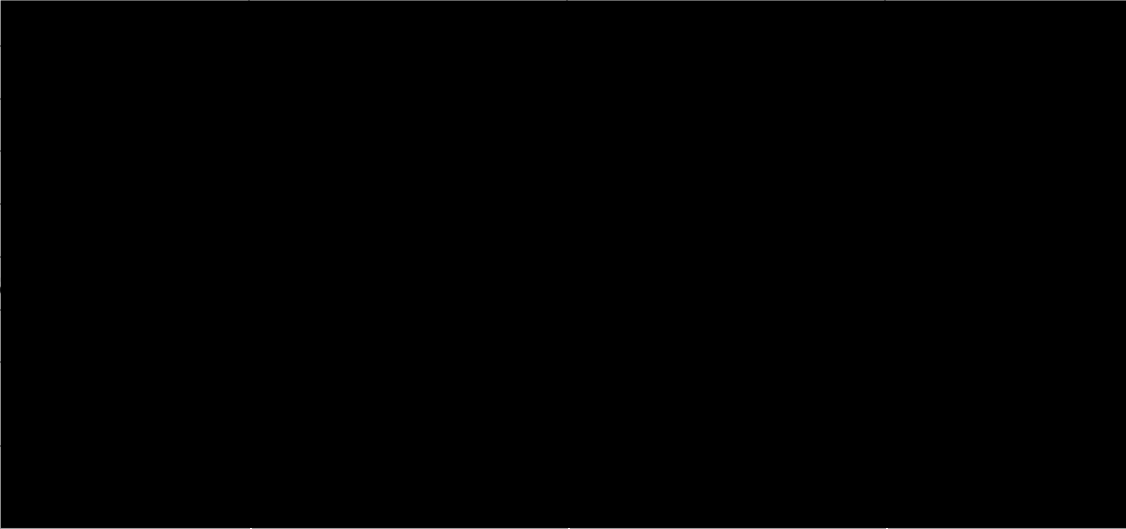
2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/T/20/00043	Date of Receipt :	18/06/2020
Transferred From :	Prime Minister's Office on 18/06/2020 With Reference Number : DOTEL/R/T/20/00507		
Remarks :	RTI IS PERTAINS TO TRAI PLEASE.		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Please Find the Enclosed Copy of RTI		
Original RTI Text :	Please Find the Enclosed Copy of RTI		

To, The Person In Charge
Telecom Regulatory Authority of India India

Subject: Impact of COVID-19, Declared as “ Pandemic” on Our Business and Broadband
Charges from 22 March 2020 Connection: 0121-4338090

Respected Sir,

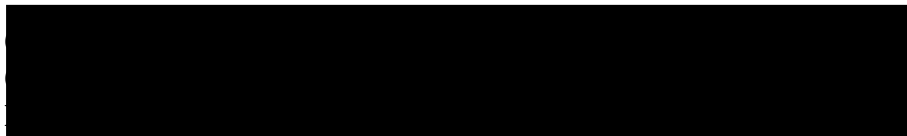
As you are aware, India and many Part of the World are in the State of Complete Lockdown to deal with the Outbreak of Novel Corona virus (COVID-19). The World Health Organization has declared this to be “Pandemic” and In India government has taken the necessary Steps to break the Chain of COVID-19. “This Act of God” has severely and adversely impacted the all business including ours but Except the Telecom Companies. When everybody is facing huge Crises, majority of the middle Class as well as Lower Class are facing situation of hand to mouth. In spite of that we are standing for all as a Soldier of India to deal with Criminal Corona.

However, I regret to say that Telecom Company has generated same Invoice which they have charged to me at the time of non-lockdown period although my premises in under complete Lockdown since 22-March-2020 & we haven’t consumed even a single byte of Data. In this Time when Money is not the Main priority of anyone, Telecom Company think about only money.

Now I wish to know as per the Right to information Act:-

1. How the Telecom Company Can raised the same Invoice under lockdown which they have raised at the time of no-lockdown period although we haven’t use even a single byte of Data.
2. Is Telecom Regulatory Authority of India issued any guidelines about the same?
3. What is the COST to telecom Companies for 1 GB data usage by Customer?
4. Is the Charging of Full Invoice under the Lockdown is Correct when entire nation are facing financial crises?
5. How many Customers do not used broadband Connection under lockdown & Telecom Company raised bill upon them fully?

Thanking You,



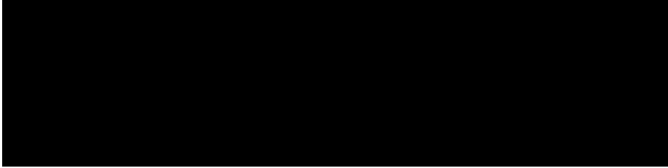


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(280)/2020-RTI

Dated: 25th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 18.06.2020 filed online in the RTI portal of Prime Minister Office with reference Number No.[DOTEL/R/T/20/00507](#) which is received through transferred on the RTI Portal of TRAI vide registration No.TRAOI/R/T/20/00043 for providing information under the provisions of the Right to Information Act, 2005 regarding data usage and related matter. In this context, the following is furnished:

S.No.	Reply
1,2,4 to 5	Information sought by you vide these points is not available in TRAI.
3	As per the present tariff framework in the country, the tariff for mobile services is under forbearance. The telecom service providers (TSPs) have the flexibility to decide the rates and other various components of tariff for mobile and broadband access services with multiple combinations of fixed charges, periods of validity, download/upload speeds and usage charges. Different tariff combinations are being offered by the telecom service providers depending on the market conditions and other commercial conditions.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

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

Copy to:

The Dy. Secy. & Nodal Officer (RTI) Deaptt. Of Telecommunications Ministry of Information & Technology Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned online RTI application vide registration no. DOTEL/R/T/20/00507 dated 18.06.2020.
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RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00396	Date of Receipt :	17/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear sir, Myself Subhash Chandra. I am customer of Hathaway provider, My account is (1134700788) delhi (munirka). I am facing very serious issue of money fraud by the Hathaway provider mention below, Address: L-10, Green Park Extension, Green Park, Delhi - 110016 1. Name: Gaurav, Address: L-10, Green Park Extension, Green Park, Delhi - 110016, Email: billingqueries@hathway.net Contact: 7701973617 2. Name: Sangeeta Kangda, Address: L-10, Green Park Extension, Green Park, Delhi - 110016, Contact: 9953509737 / 9650893875 I made payment Rs. 599 on 21-march-20120 to the Hathaway in Delhi at (green park / safdarjung) office. But till now (17-june-2020) after 90 days, she did not setup my connection and do not give any response on via call. In fact i complain this concern to below hathway department gradually via mail from the past 2 month, billingqueries@hathway.net, ncr.nodal@hathway.net, digital.delnodal@hathway.net, delhihelpdesk@hathway.net, info@hathway.net, investorgrievance@hathway.net But till now my money did not refund. It seems all guys together involve this money fraud and doing money fraud by using benefit of covid-19 lockdown. Moreover, cuase of this fraud my room mate has loss job. Due to the hope of hathway connection he was managed their job work but atlast when hathway broadband service did the fraud he was mentally disturb and loss the office work in time. In this 3 month he lost 2lack 50 thousand amount due to this hathway money fraud. so i am claiming this amount from Hathway Cable And Data Com Ltd. I am also claiming 50 thousand amount for mental harassment due to these 3 months. I am requesting to TRAOI authority to resolve my issue and take a strong action against hathway as they all involve in this money fraud.		

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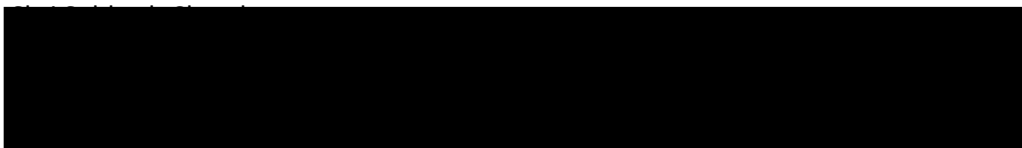


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(281)/2020-RTI

Dated: 25th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your two applications dated 17.06.2020 filed online in the RTI portal of TRAI vide registration No.TRAOI/R/E/20/00296 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint against M/s. Hathway for money fraud related matter. In this context, the following is furnished:

S.No.	Reply
1	It is stated that you have sought redressal of your grievances against M/s Hathway through your RTI application, which is not permissible under 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, MahanagarDoorsancharBhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00408	Date of Receipt :	22/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Does it concern the life or Liberty of a Person ? :			
Information Sought :	Public Information Officer Major telecom companies promised a lifetime free incoming service and made a recharge of rupees 999 to the prepaid mobile holder customers.Now the same telecom companies break their promise.If the mobile subscriber does not recharge, then his incoming is stopped.Which is a fraud with mobile customers. 1- question - Have you taken any action on mobile companies in this regard.		



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(286)/2020-RTI

Dated: 25th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 22.06.2020 filed online in the RTI portal of TRAI vide registration no. TRA01/R/E/20/00408 for providing information under the provisions of the Right to Information Act, 2005 regarding tariff, validity related matter. In this context, the following is furnished:

S.No.	Reply
1	Tariff for mobile services is under forbearance except for national roaming and the service providers have the flexibility to decide various components of tariff plan including the call rate, validity and other terms and conditions of services. As per the TTO Section-III clause 6: (v) <i>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.</i>

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/T/20/00044	Date of Receipt :	19/06/2020
Transferred From :	Department of Electronics & Information Technology on 19/06/2020 With Reference Number : DOTEL/R/T/20/00489		
Remarks :	The RTI application is being transferred under Section 6(3) of RTI Act, 2005 for providing information, if any, directly to the applicant/ transferring to the concerned CPIO.		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	If any one had SIM of telecom operator like AIRCEL,VIDEOCON, RELIANCE COMMUNICATION etc which are now closed Now a person has to get the same number How the person get it Following facts has been considered 1 Person couldnot get MNP due to any reasons. 2 person doesnot has the number right now.		
Original RTI Text :	If any one had SIM of telecom operator like AIRCEL,VIDEOCON, RELIANCE COMMUNICATION etc which are now closed Now a person has to get the same number How the person get it Following facts has been considered 1 Person couldnot get MNP due to any reasons. 2 person doesnot has the number right now.		

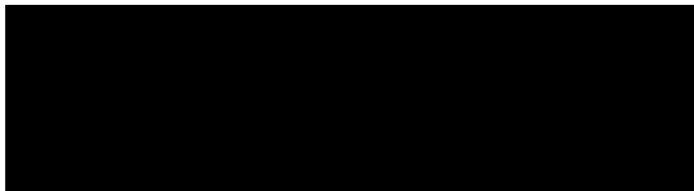


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(290)/2020-RTI

Dated: 30th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 19.06.2020 filed online in the RTI portal of DoT vide registration No.[DOTEL/R/T/20/00489](#) which is received through transferred on the RTI Portal of TRAI vide registration No.TRAOI/R/T/20/00044 for providing information under the provisions of the Right to Information Act, 2005 regarding numbering resources related matter. In this context, the following is furnished:

S.No.	Reply
1	All Telecom Service Providers are governed by the License Agreement entered into with Department of Telecommunications. Numbering resources are the subject domain of Department of Telecommunications (DoT).

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

Copy to:

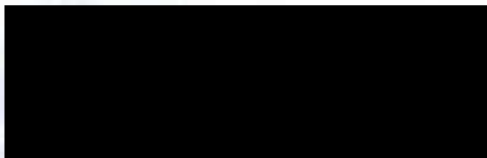
The Dy. Secy. & Nodal Officer (RTI) Deaptt. Of Telecommunications Ministry of Information & Technology Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned online RTI application vide registration no. DOTEL/R/T/20/00489 dated 19.06.2020.
---	---

292/2020

RTI Matter

F.No. 20-1205/2020/AS-I
Ministry of Communications
Department of Telecommunications
(Access Services-I Division)
(Sanchar Bhawan, Ashoka Road, New Delhi)

Dated: 18th June 2020.



Subject:- Supply of information under the RTI Act, 2005.

This is with reference to your RTI application dated 17.02.2020, seeking information under RTI Act, 2005. The information sought by you is not available with the office of this CPIO. However, your RTI is being transferred in terms of Section 6(3) of RTI Act, 2005, to CPIO, TRAI for providing information, if any, directly to you.

2. 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 Telecommunications, Room No.1008, Sanchar Bhawan, 20, Ashoka Road, New Delhi-110001, Tele.No.011-23717050(O).

Shrigopal Agrawal
18/6/2020
(Shrigopal Agrawal)
Director (AS-I) & CPIO

Copy to

- ✓ 1. CPIO-TRAI, Mahanagar Doorsanchar Bhawan (next to Zakir Hussain College), Jawaharlal Nehru Marg (Old Minto Road), New Delhi: 110 002, for providing information, if any, to the applicant directly. In case, the matter does not pertain to you, the application may please be transferred to the concerned CPIO(s).
- ✗ 2. Sh P C Sharma Director (DS-II) & CPIO, DoT for information please in reference to your letter no. DIR(DS-II)/RTI/2020 dated 08.06.2020.
3. Ms Anjana Singh Section Officer (RTI), DoT for information please in reference to your letter no. 9-03/2020 RTI(7) dated 20.04.2020.



Government of India
Ministry of Communications
Department of Telecommunications
Sanchar Bhawan, 20, Ashoka Road, New Delhi -110 001
(Data Services Cell)

No. DIR(DS-II)/RTI/2020

Dated: 08.06.2020

To,

Sub: RTI application dated 17.02.2020 from Sh. Jagdish Prasad Sah forwarded by Smt. Anjana Singh. Section Officer (RTI) vide letter RTI No 9-03/2020 dated 20.04.2020, seeking information under RTI Act, 2005.

This has reference to RTI Application dated 17.02.2020, received from MS. Anjana Singh. S.O.(RTI) vide letter dated 20.04.2020, seeking information under RTI Act, 2005.

2. In this regard, it is intimated that the information sought by you is not available with this CPIO. However, your RTI application is being forwarded to Director (AS-I), DoT for providing information, if any directly to the applicant. There has been some delay in the transfer of this application due to ongoing COVID-19 pandemic.

3. The appeal, if any, may be made before Shri Atul Chaudhary, DDG(DS) & Appellate Authority, Department of Telecommunications, Room No. 1201, Sanchar Bhawan, 20, Ashoka Road, New Delhi-110001 within 30 days from the date of receipt of this letter.


(Prem Chand Sharma)
Director (DS-II) & CPIO
Ph. 011-2303 6860

Copy to:-

- ✓ 1. Director (AS-I), DoT, Sanchar Bhawan, New Delhi – for providing information, if any directly to the applicant.
2. Ms. Anjana Singh, Section Officer (RTI), DoT, Sanchar Bhawan, New Delhi.

DM (AS-I)
Kollins
14/06
ADG (AS-2)
8/10/6/2020

भारतीय संसद
PARLIAMENT OF INDIA
राज्य सभा सचिवालय
RAJYA SABHA SECRETARIAT

स्पीड पोस्ट द्वारा
TV SPEED POST

संसद भवन/संसदीय सौध,
नई दिल्ली-110001
वेबसाइट : <http://rajyasabhaahindi.nic.in>

Parliament House/Annexe,
New Delhi-110001
Website : rajyasabhaahindi.nic.in

सं.आरएस/2(55)/2020-आर.टी.आई.

दिनांक 2 मार्च, 2020

प्रेषक

रवीन्द्र कुमार
निदेशक एवं केंद्रीय लोक सूचना अधिकारी

सेवा में

उप सचिव (प्रशासन) एवं केंद्रीय लोक सूचना अधिकारी,
संचार मंत्रालय,
दूरसंचार विभाग,
कमरा संख्या- 307, संधार भवन,
20 अशोक रोड, नई दिल्ली - 110001.

विषय: सूचना का अधिकार अधिनियम, 2005 की धारा 6(3) के अधीन श्री जगदीश प्रसाद साह के आवेदन का
अंतरण।

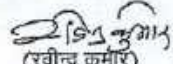
महोदय,

इस सचिवालय को सूचना का अधिकार अधिनियम, 2005 के अंतर्गत दायर श्री जगदीश प्रसाद साह का दिनांक 17
फरवरी, 2020 (21 फरवरी, 2020 को प्राप्त) का एक आवेदन प्राप्त हुआ है। सम्पूर्ण आवेदन की विषय वस्तु, संचार मंत्रालय,
दूरसंचार विभाग से संबंधित है। इसलिए सूचना का अधिकार अधिनियम, 2005 की धारा 6(3) के उपबंधों के अनुसार यह
आवेदन इस अनुरोध के साथ आपको अंतरित किया जा रहा है कि आवेदक को सूचना उपलब्ध करा दी जाए और इसकी
सूचना इस सचिवालय को भी दी जाए। आवेदन की एक प्रति संलग्न है।

इस पत्र की एक प्रति आवेदक को यह सूचित करने के लिए भेजी जा रही है कि इस मामले में उत्तर आपके द्वारा
दिया जाएगा।

आवेदक ने 10/- रूपए के आवेदन शुल्क का भुगतान कर दिया है।

भवदीय,

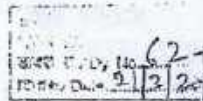

(रवीन्द्र कुमार)
दूरभाष : 23034252

for DS (C&A)

1. Mr. (MCC-PG) ✓

2. Mr. CDS-II ✓

की वी दीपावतिय (18/3/2020)
13/3/2020



R 8/2 (55)/2020

10

Department of Post, India

O/o the Postmaster, HSG-I Head Post Office, Katihar - 854105

✓^{To} Sh. Sanjeev Chandra Adh. Director (RTI),
Parliament of India, Rajya Sabha Secretariat,
Parliament House/Annexe, New Delhi-110001

No - RTI/KTR/Misc-01/2019-2020

Dated at Katihar the 17-02-2020

Subject : - Regarding submission of RTI application.

The RTI application received from Shri Jagdish Pd. Sah is sent herewith for
necessary action.

Enc : As above

✓
Postmaster HSG-I

Katihar H.O



Recd today at 3.33 PM

21/02/2020

RTI cell

470
21/2/2020

Postmaster HSG-I

Katihar H.O

बिन्दी में सूचना हेतु आवेदन-प्रपत्र - 'क' Through:- 0/Other Postmaster/HQ
Head Post Office Khatikar 854105
(नियम 3(1) देखें)

आरटीआई एक्टन्तर्गत सूचना प्राप्त करने के लिए आवेदन-प्रपत्र

आई.डी.सं०.....

(कार्यालय प्रयोग के लिए)

1. आवेदक का नाम:- जगदीश प्रसाद साह आरटीआई एण्ड एनएचआर एक्टिविस्ट
2. पूरा पता:- एम० एन० रोड, गामी टोला, पो० एवं जिला कटिहार (बिहार)-854105
3. मांगी गई सूचना का ब्यौरा (संक्षेप में) :- याचित सूचना संख्या-01:-

महोदय, निवेदन है कि भारत के मध्य प्रदेश तथा बिहार राज्यन्तर्गत मोबाईल ग्राहकों की संख्या कंपनी वार्डन निम्नलिखित होने की जानकारी मिली है:-

- (1) एयरटेल - 3.58 (करोड़) (2) रिलायंस जियो - 2.78 (करोड़) (3) आईडिया-वोडाफोन 1.59 (करोड़) तथा (4) बीएसएनएल - 0.51 (करोड़) या कि कुल ग्राहक (उपभोक्ता) 8.46 करोड़ जिन उपर्युक्त मोबाईल कंपनियों का कॉल ड्रॉप कंपनी वार्डन निम्नलिखित जानकारी मिली:-
- (1) एयरटेल - 1.76% (2) रिलायंस जियो - 0.45% (3) वोडाफोन-आईडिया - 1.61% तथा (4) बीएसएल - 1.66% जबकि, पीक आवर का कॉल ड्रॉप रेट उपर्युक्त से कहीं अधिक है। हर दिन कॉल ड्रॉप से लुट रहे हैं ग्राहक (उपभोक्ता) मोबाईल कंपनियों में जिनमें जा रहे हैं पैसा वापस नहीं ले कि प्रारंभिक जांच
4. शुल्क के रूप में 100 रुपये का भारतीय पोस्टल आर्डर जो - ग्राहकों की हर माह 13.62 करोड़ का शुल्क भारतीय पोस्टल आर्डर - निम्नलिखित के पक्ष में सौंप कर रहा है:- Payable to the order of the Government of India, New Delhi, India. सरकार लगे ही है जमानत से वापस कसूना की जाय
- As above enclosed IPON No:- 49F 144 966. -

स्थान:- कटिहार (बिहार)

आवेदक का हस्ताक्षर

जगदीश प्रसाद साह

तिथि:- 17-02-2020.

17-02-2020.

संलग्नक:- युथोपरिष्कार भारतीय पोस्टल आर्डर नं० 0 फोन नं०-96 93 99 47 11.
तथा प्रमुख वरिष्ठ अधिकारी के माध्यम से 17-02-2020 को प्राप्त



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(292)/2020-RTI

Dated: 31ST July, 2020

SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 17.02.2020 which is received through transferred from the Director (AS-I) & CPIO vide their letter No.20-1205/2020/AS-I dated 18.06.2020 for providing information under the provisions of the Right to Information Act, 2005 regarding details of mobile customers, call drop and related matter. In this context, the following is furnished:

S.No.	Reply
1 to 3	TRAI vide its Regulation 5 of "The Standards of Quality of Service of Basis Telephone Service(Wireline) and Cellular Mobile Telephone Service Regulations, 2009" has fixed Quality of Service parameters for Cellular Mobile Telephone Service. These parameters also specify Call Drop norms to be followed by every Telecom Service Provider (TSP). Failure of TSPs in meeting Quality of Service(QoS) benchmarks, would make them liable for the payment of financial disincentives specified in Regulation 5(A) of above-mentioned regulations of 2009.bench TRAI has been monitoring performance of service providers against the benchmarks for call drop. Issues relating to non-compliance with the benchmarks are followed-up with service providers and also financial disincentives are imposed. PMRs and the TSPs who do not meet the benchmarks for Drop Call Rate are available on TRAI website 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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

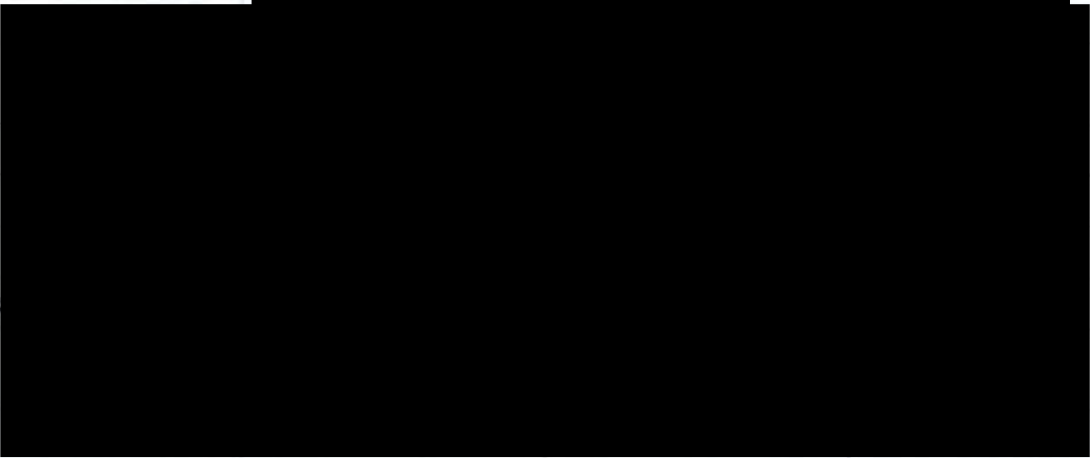
Tele: 011-23664503

HINDI VERSION FOLLOWS

Copy to:

Shri Shrigopal Agrawal Director (AS-I) & CPIO Deaptt. Of Telecommunications Ministry of Communications Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned Letter No. 20-1205/2020/AS-I dated 18.06.2020.
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295/2020

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00417	Date of Receipt :	23/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ?	No(Normal)	Request Pertains to :	
Information Sought :	Reference : THE TELECOMMUNICATION (BROADCASTING AND CABLE) SERVICES (FIFTH)(DIGITAL ADDRESSABLE CABLE TV SYSTEMS) TARIFF ORDER, 2013 (No. 1 of 2013) NOTIFICATION New Delhi, the 27th May, 2013 As per the TRAI notification referred above, a Standard Tariff Package for supply and installation of set top box for cable TV services provided through digital addressable systems has been made available under options I to IV. As per Analysis of comments, Jurisdiction, clause 10, the service providers providing broadcasting and cable TV services using an addressable system are required to give option to the subscribers for procuring the consumer premises equipment/STB on outright purchase basis or hire purchase basis or rental basis as per the scheme. Further in clause 15 it is mentioned that In addition to the standard tariff packages prescribed by the Authority, operators are free to offer their own schemes for supply of STB to its subscribers in accordance with their business plan and within the existing Regulations/ Tariff Orders. Subscribers shall have option to choose from the standard tariff package prescribed by the Authority and the alternative schemes offered by the operators. Further in clause 26 it is mentioned that the standard tariff package is provided only for the basic/ vanilla STBs meant for reception of Standard Definition TV signals (SDTV) conforming to the relevant Indian Standard, if any, set by the Bureau of Indian Standards. and the price of SDTV STB is taken as Rs 1750. However it is observed that no tariff is mentioned about the cap in pricing or tariff rate for High Definition TV Signals or STBs having different features or capabilities mentioned in clause 16. Under this context, i would like to get the following information : 1. For HD TV signal capable STBs having different capabilities mentioned in clause 16, is there any guideline or regulation for applicable tariff. What are they and from what date on they are applicable 2. Are the service providers free to charge the customers any tariff as per their plan (other than subscription charges) for Supply, installation, activation etc for HD STB		

or STB having different capabilities mentioned in clause 16

3. Is there any cap on installation charges for STB other than SDTV STBs for eg. for a HD STB connection or STB with other capability as mentioned in clause 16

4. Under Standard tariff option I - IV, it is mentioned There shall be no installation charges or re-installation charges except in case of shifting of connection. Is this applicable only to SDTV STBs or other STBs with HD and/ or other capabilities like recording, internet connectivity etc. What is the tariff

5. Standard tariff package mentions under option I - IV Repair and Maintenance Charges for three years from the date of installation : Nil. Is this applicable for all STBs (including HD, SD, or STB with other capabilities



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 295/2020/RTI

Dated: 1st July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 23.06.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00417 for providing information under the provisions of the Right to Information Act, 2005 about STBs related matter. In this context, the following is furnished:

S.No.	Reply
1 to 5	TRAI has notified the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 dated 03.03.2017. The complete text of the tariff order dated 03.03.2017 as amended on 01.01.2020 are available on the TRAI's website under the link: https://www.trai.gov.in/release-publication/regulations/amendments-page/94209. As per clause 10 of the above mentioned Tariff Order 2017 dated 03.03.2017 relating to "Repeal and Saving", the Telecommunication (Broadcasting and Cable) Services (Fifth) (Digital Addressable Cable TV Systems) Tariff Order, 2013 notified on 27.05.2013 has been repealed. Therefore, the Tariff Order, 2013 notified on 27.05.2013 is not enforce. However, you may also refer to the Chapter V of the Telecommunication (Broadcasting and cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 dated 03.03.2017 relating to "Customer Premises Equipment". The complete text of the said Regulation dated 03.03.2017 alongwith its amendments are available on the TRAI's website under the link: https://www.trai.gov.in/release-publication/regulations/amendments-page/94215.

Contd...2/-

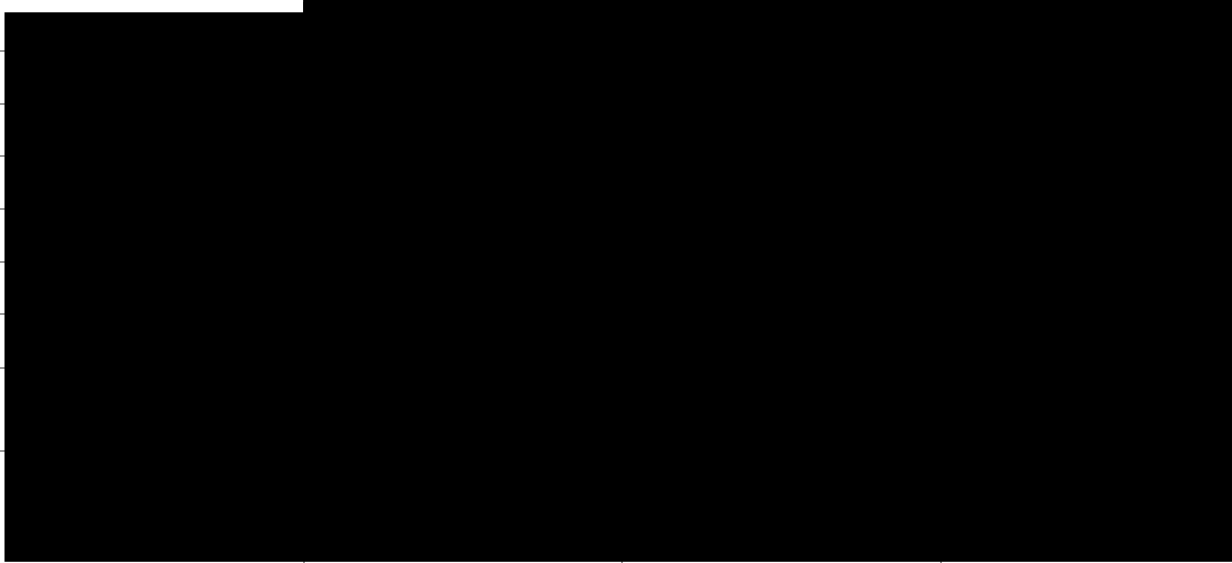
2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully



(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS						
Registration No. :	TRAOI/R/T/20/00046	Date of Receipt :	22/06/2020			
Transferred From :	Department of Consumer Affairs on 22/06/2020 With Reference Number : DOTEL/R/T/20/00492					
Remarks :	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.					
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English			
						
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :				
Information Sought :	I want to know that has the TRAI determined different set of rules for Airtel and different for other operators. Whenever my prepaid pack validity ends they stop my incoming service. I also use Jio sim. They never do so. I mean to say I am a prepaid user not a postpaid. How will our family and loved ones contact us if incoming service is stopped. I think this greed satisfying malpractice of telecom operators must be stopped. This is time of pandemic a time to help people and not to trap people.					
Original RTI Text :	I want to know that has the TRAI determined different set of rules for Airtel and different for other operators. Whenever my prepaid pack validity ends they stop my incoming service. I also use Jio sim. They never do so. I mean to say I am a prepaid user not a postpaid. How will our family and loved ones contact us if incoming service is stopped. I think this greed satisfying malpractice of telecom operators must be stopped. This is time of pandemic a time to help people and not to trap people.					

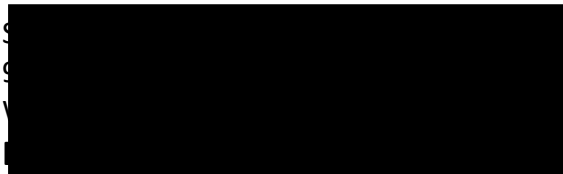


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(297)/2020-RTI

Dated: 24th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 22.06.2020 filed online in the RTI portal of DoT vide registration No. [DOTEL/R/T/20/00492](#) which is received through transferred on the RTI Portal of TRAI vide registration No. TRAOI/R/T/20/00046 for providing information under the provisions of the Right to Information Act, 2005 regarding rules for Service Provider related matter. In this context, the following is furnished:

S.No.	Reply
1	As per the existing tariff framework, tariff for mobile services is under forbearance except for national roaming etc. The service providers have the flexibility to decide the various components of tariff including quantum of benefits for different service areas of their operation.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:

The Dy. Secy. & Nodal Officer (RTI) Deaptt. Of Telecommunications Ministry of Information & Technology Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned online RTI application vide registration no. DOTEL/R/T/20/00492 dated 22.06.2020.
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298/2020

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/T/20/00037	Date of Receipt :	01/06/2020
Transferred From :	Telecom Regulatory Authority of India on 01/06/2020 With Reference Number : DOTEL/R/T/20/00222/2		
Remarks :	The RTI application is being transferred under Section 6(3) of RTI Act, 2005 for providing information, if any, directly to the applicant/ transferring to the concerned CPIO.		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	There have been several instance in various states about forceful conversion of 2g connection users to 3g/4g/5g networks. This is done through poor connectivity being provided by the mobile operators for 2g connection. The calling through 2g handset deliberately takes lots of time and many times the range is insufficient for the customer to talk properly. The RTI activist wants to know following in the above mentioned context:- Respected Sir/Mam, The context of this application is the forceful conversion of 2g 3g customers to 4g technology by some private mobile service providers. There have been several instances of 2g customers being provided with low network coverage. The same 2g network used to work properly previously, however currently the 2g service provided by the mobile operators is not having quality. The calling through 2g handset deliberately takes lots of time and many times the range is insufficient for the customer to talk properly. Also while calling the coverage fluctuates. 1. Has TRAI held any press conferences, on providing quality of service in 2g		

spectrum to mobile customers.

2. Has TRAI issued any circular, notice, asking general public to change their network to 3g or 4 g

3. Any committees or commission of independent researchers along with full affiliations constituted by TRAI regarding effects of mobile radiations in terms of brain tumor or cancer when the mobile radiations is emitted from 2g 3g 4g and 5g hansets.

4 what transparency mechanism have been adopted by TRAI to safeguard health issues off mobile phone users.

5 Any intervenor or interlocutory application filed in the following courts of law regarding mobile phone radiations by the TRAI

1. Hon. Supreme Court of India

2. Hon. Delhi High Court

6. Any online or offline grievance portal for addressing the citizens concern regarding quality of service provided by the mobile providers.

7 all minutes of meetings with stakeholders on the issue of mobile radiations in terms of brain tumor and cancer wrt the mobile radiations being emitted from 2g g 4g and 5g networks.





TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(298)/2020-RTI
To

Dated: 9th July, 2020

SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your two applications dated 01.06.2020 filed online in the RTI portal of DoT vide registration No. DOTEL/R/T/20/00222/2 & dated 22.06.2020 vide registration No. DOTEL/R/T/20/00468/1 which is received through transferred on the RTI Portal of TRAI vide registration No. TRAOI/R/T/20/00037 & No. TRAOI/R/X/20/00019 for providing information under the provisions of the Right to Information Act, 2005 regarding quality of 2g spectrum service and related matter.

2. In the above context, it is informed that in so far as TRAI is concerned, necessary information pertaining to TRAI has already been supplied to you vide this office letter number 1(118)/2020-RTI dated 06.03.2020 (copy enclosed) with reference to your identical application filed online in the RTI portal of TRAI vide registration No. TRAOI/R/E/20/00140 dated 19.02.2020 received in TRAI. TRAI has no more information to furnish in this regard.

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, MahanagarDoorsancharBhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Encl: As above.

Copy to:

The Dy. Secy. & Nodal Officer (RTI) Deptt. Of Telecommunications Ministry of Information & Technology Sanchar Bhawan, 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned two online RTI applications vide registration no. DOTEL/R/T/20/00222/2 dated 01.06.2020 and DOTEL/R/T/20/00468/1 dated 22.06.2020.
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URGENT MATTER
UNDER RTI ACT

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

No. 1(118)/2020-RTI

Dated the 6th March, 2020

To



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

Sir,

Please refer to your application dated 19.02.2020 filed online on the RTI portal of TRAI vide registration No. TRA01/R/E/20/00140 for providing information under the provisions of the Right to Information Act, 2005 regarding 2G, 3G & 4G network coverage related matters. In this context, the following is furnished:

Point No.	Reply
1.	TRAI had issued regulations on "The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated 20th March, 2009." As per these regulations the service providers have to submit their performance of License Service Area on quarterly basis. The report submitted by the service providers is Technology Agnostic.
2.	Information sought vide this point is not available in TRAI.
3, 4 & 7.	The information sought by you is not available with TRAI. However, it is to bring to your kind notice that 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. Accordingly, TRAI has not issued any guidelines, directions or orders in this regard. It is further 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 https://dot.gov.in/ . Hence, your application has been transferred online to DoT on 04.03.2020 for provide the information directly to you.
5	In this regard, it is stated that TRAI has not filed any intervenor or interlocutory application regarding mobile phone radiations before the Hon'ble Supreme Court of India and Hon'ble Delhi High Court.
6	Customer can raise the grievance to the service provider. Telecom Consumer Complaint Redressal Regulations, 2012 are available on public domain at http://main/traigov-in detailing the guidelines

Contd....on pg.2/-

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.J. Mahoharan)

Central Public Information Officer (LO)

Tele: 011-23664211



RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00409	Date of Receipt :	22/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Information Sought :	my airtel number [REDACTED] has been blocked on 29 Feb 2020 without any prior notice. I was using the same number for the last 3 years. I have launched many complaints regarding this to the appellate authority of airtel and your end vide complaint no DS-05-20-0495. I had done the recharge for the 84 days just one month ago. the Airtel representative told that the given number is not reflecting at our end and they also said that your number has been transferred to IDEA. when I contacted IDEA then they told your given number is not reflecting at your end. kindly tell me that my number [REDACTED] currently reflecting at which telecom company.		

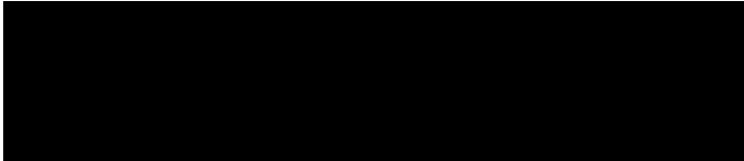


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(299)/2020-RTI

Dated: 24th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 22.06.2020 filed online in the RTI portal of TRAI vide registration no. TRA0I/R/E/20/00409 for providing information under the provisions of the Right to Information Act, 2005 regarding Telecom Service Provider related matter. In this context, the following is furnished:

S.No.	Reply
1	The information sought by you is not available with TRAI. Though the Telecommunications Mobile Number Portability Regulations are issued by TRAI, it is not directly involved in the actual porting process.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00415	Date of Receipt :	23/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Please Provide me Information Under RTI Act 2005 about:- (1) How TRAI Tackle complaint for Preapid/Postpaid Mobile of Customer throughout the country. (2) How many Complaint was filed by Prepaid Mobile Number-9887792479 (Idea/Vodafone) Rajasthan and What action did TRAI Taken. (3) How TRAI Solve the problem of common man about Balance Deduction or any complaint regarding Mobile Services. (4) Which Government Body Look after the complaint Related to Customers of Prepaid/Postpaid Mobile. (5)How TRAI resolves complaint related to Balance deduction as I have many times emailed my problem for Mobile 9887792479 about balance deduction and when no action was taken then I have to Portout to BSNL with a Balance loss of Rs 250/- (6)How Can I get the compensation for Balance Deduction of Rs 250/- after Port out to other company as I have many times Complained my problem to Idea through call and Email.		

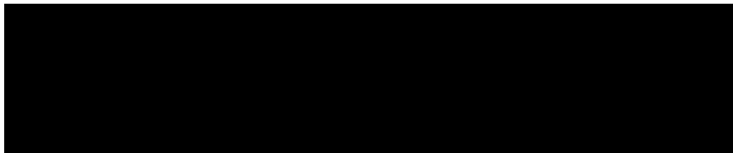


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(302)/2020/RTI

Dated: 24th June, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 23.06.2020 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/20/00415 for providing information under the provisions of the Right to Information Act, 2005 about complaint Related to Customers of Prepaid/Postpaid Mobile related matter. In this context, the following is furnished:

S.No	Reply
1 to 4	It is for information that TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. It is also 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. 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. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.
5 to 6	Clause (d) of sub-regulation (2) of regulation 7 (Request for porting of mobile number) of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) reads as follows: “(d) in the case of a pre-paid subscriber, an undertaking by the subscriber to the effect that he understands and agrees that, upon porting of the mobile number, the balance amount of talk time, if any, at the time of porting shall lapse;” The Regulations are available in the TRAI’s website under the link: https://trai.gov.in/sites/default/files/201208081218350931511Regulation23sep09%5B1%5D.pdf

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

23-June-2020

30/3/2020

सेवा

सचिव महोदय

TRAI - नई दिल्ली

विषय:- RTI के तहत mobile tower आवासीय क्षेत्रों में लगाने संबंधी नियमावली (गाइडलाइन) की सूचना

महोदय

सविनय प्रार्थना है कि प्रार्थी को सूचना के अधिकार के तहत निम्नलिखित सूचनाएं देने की कृपा करें-

1. Mobile कंपनी एक आवासीय कालोनी के मकानों की छतों पर mobile tower लगाने से पहले किस विभागों से NOC प्राप्त करती है की सूचना।
2. आवासीय क्षेत्रों में मोबाइल टावर लगाने संबंधी TRAI के सम्बन्धित नियमों की सूचना।
3. मोबाइल टावर से यदि मानव एवं जीवों को नुकसान होता है तब कि स्थिति में मकान मालिक जिसके छत पर mobile tower लगा हो उन पर क्या क्या वैधानिक कार्यवाही की जा सकती है उसकी सूचना।

सधन्यवाद

संलग्नक:-

पोस्टल ऑर्डर - 48F-198315
(10 रु० मूल्यका)



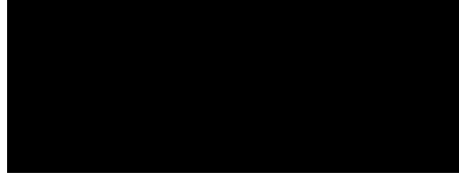


भारतीय दूरसंचार विनियामक प्राधिकरण
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
(पुराना मिंटो रोड), नई दिल्ली-110002

फाइल संख्या 1(303)/2020-आरटीआई

दिनांक: 08 जुलाई, 2020

सेवा में,



विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना हेतु आरटीआई आवेदन का हस्तांतरण।

महोदय जी,

कृपया सेल फोन टॉवर लगाने से संबंधित मामले के बारे में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना हेतु इस कार्यालय में प्राप्त दिनांक 23.06.2020 के अपने आरटीआई आवेदन का अवलोकन करें।

2. इस संबंध में निम्नलिखित सूचना प्रस्तुत की जा रही है:

मद संख्या	उत्तर
1-3	मांगी गई सूचना भादूविप्रा में उपलब्ध नहीं है। बहरहाल, सूचित किया जाता है कि मोबाइल टॉवर लगाने से संबंधित मुद्दा भादूविप्रा के दायरे में नहीं आता है और मोबाइल टॉवर लगाने के लिए सेवा प्रदाता को भादूविप्रा से अनुमति लेने की आवश्यकता नहीं होती है। तदनुसार, भादूविप्रा ने इस संबंध में कोई दिशानिर्देश, निदेश या आदेश जारी नहीं किया है। यह भी सूचित किया जाता है कि भादूविप्रा कोई प्रमाणपत्र/एनओसी जारी नहीं करता है। इसके अलावा, आपके आरटीआई आवेदन का मामला दूरसंचार विभाग से संबंधित है, इसलिए सीधे आपको सूचना मुहैया कराने के लिए आरटीआई अधिनियम, 2005 की धारा 6(3) (ii) के अनुसार, आपका आवेदन की मूल प्रति दूरसंचार विभाग को हस्तांतरित जा रही है।

भवदीय,

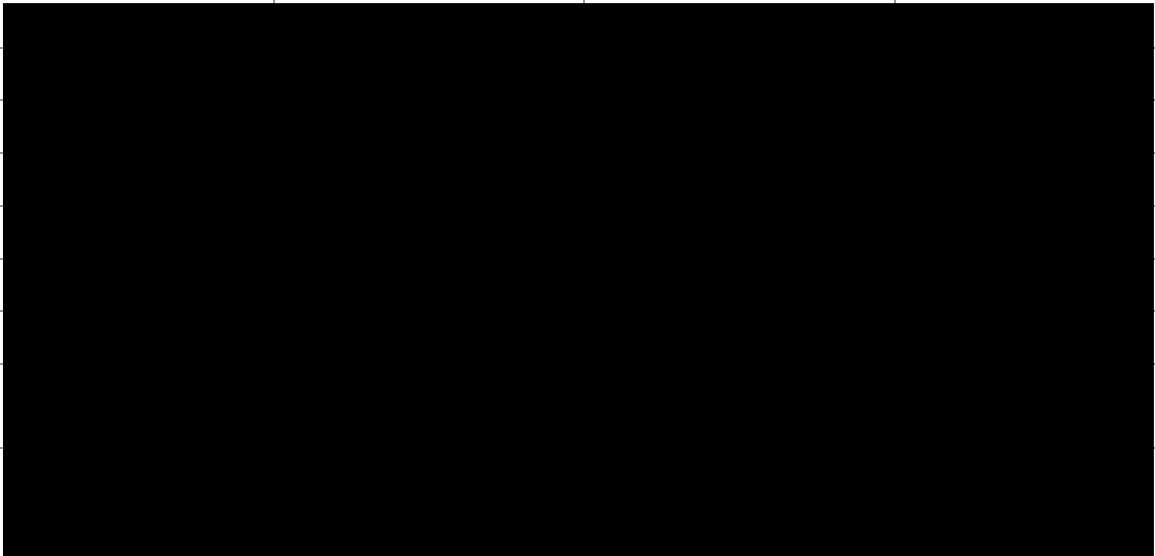
(एस. के. दत्ता)

केन्द्रीय जन सूचना अधिकारी

टेली.: 011-23664503

प्रतिलिपि:-

1) उप सचिव (समन्वय) एवं नोडल अधिकारी (आरटीआई) दूरसंचार विभाग संचार एवं सूचना प्रौद्योगिकी मंत्रालय संचार भवन, 20 अशोका रोड़ नई दिल्ली-110001	सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सीधे आवेदक को सूचना प्रदान करने के लिए उपरोक्त आरटीआई आवेदन की मूल प्रति संलग्न है। अगर इस आवेदन का मामला आपसे संबंधित न हो, तो कृपया आवेदन को अपने विभाग में संबंधित सीपीआईओ को भेजने का कष्ट करें।
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RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/X/20/00025	Date of Receipt :	07/07/2020
Transferred From :	Ministry of Information & Broadcasting on 07/07/2020 With Reference Number : MOIAB/R/E/20/00355/1		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	RTI application is transferred to Telecom Regulatory Authority of India u/s 6(3) of RTI Act, 2005		
Original RTI Text :	Regarding cable TV NETWORK and DTH.		

श्रीमान जी,

सूचना का अधिकार के अधिनियम के प्रावधानों के अधीन निम्न आवश्यक सूचनाएं प्राप्त करना चाहता हूं।

1. जब केबल टीवी नेटवर्क प्रदाता या डीटीएच सेवा प्रदाता नए नियमों के अनुसार वर्तमान नेटवर्क क्षमता की बढ़ोतरी (200 चैनल्स) में अधिकांशतः उपभोक्ताओं की मांग अनुरूप क्रमशः तहजीब टीवी, बीबीसी हिंदी, बीबीसी उर्दू, मर्सी टीवी, न्यूज 24, गुलिस्तां न्यूज, 4टीवी न्यूज़, लॉर्ड बुद्धा, आलमी समय इत्यादि जो कि फ्री टू एयर चैनल्स हैं जिनको नए नियमों के अनुसार नेटवर्क क्षमता में शामिल करने से इंकारी पर सेवा प्रदाताओं के लिए बाध्यकारी ऐसे नियम, विनियम, निर्देश इत्यादि से संबंधित स्पष्ट जानकारी उपलब्ध करवाएं।

प्रार्थी

अब्दुल हासिब, एडवोकेट

मनिहारी बाज़ार, सिटी सवाई
माधोपुर (राजस्थान)

TO BE ISSUED IN HINDI

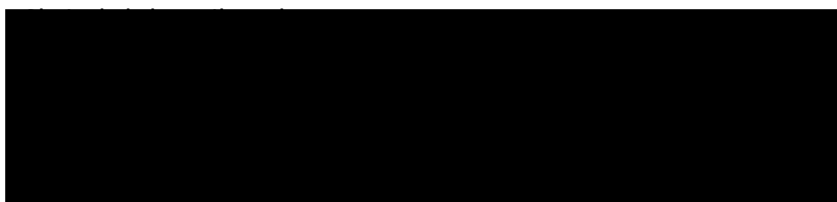


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 304/2020/RTI

Dated: 10th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

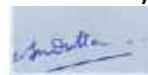
Please refer to your application dated 07.07.2020 filed online in the RTI portal of MIB vide registration No. **MOIAB/R/E/20/00355/1** which is received through transferred on the RTI Portal of TRAI vide registration No. **TRAOI/R/X/20/00025** for providing information under the provisions of the Right to Information Act, 2005 regarding Cable TV Network and DTH related matter. In this context, the following is furnished:

S.No.	Reply
1	The sub-regulations (2), (2A) and (7) of the Regulation 4 of the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 (no. 1 of 2017) dated 03/03/2017 (<i>available on TRAI website https://traigov.in/</i>) and further amendments thereof, inter-alia is reproduced as below; “(2) Every distributor of television channels shall offer all channels available on its network to all subscribers on a-la-carte basis and declare distributor retail price, per month, of each pay channel payable by a subscriber: <i>Provided that the distributor retail price, per month, payable by a subscriber to a distributor of television channels for subscribing to a pay channel shall, in no case, exceed the maximum retail price, per month, declared by the broadcasters for such pay channel.</i> (2A) Every distributor of television channel shall allow distinct choice of channels and bouquets of channels to each TV connection or set top box in a multi TV home.”

	(7) Within the distribution network capacity subscribed, 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: <i>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”.</i>
--	---

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully



(S.K. Dutta)

Central Public Information Officer

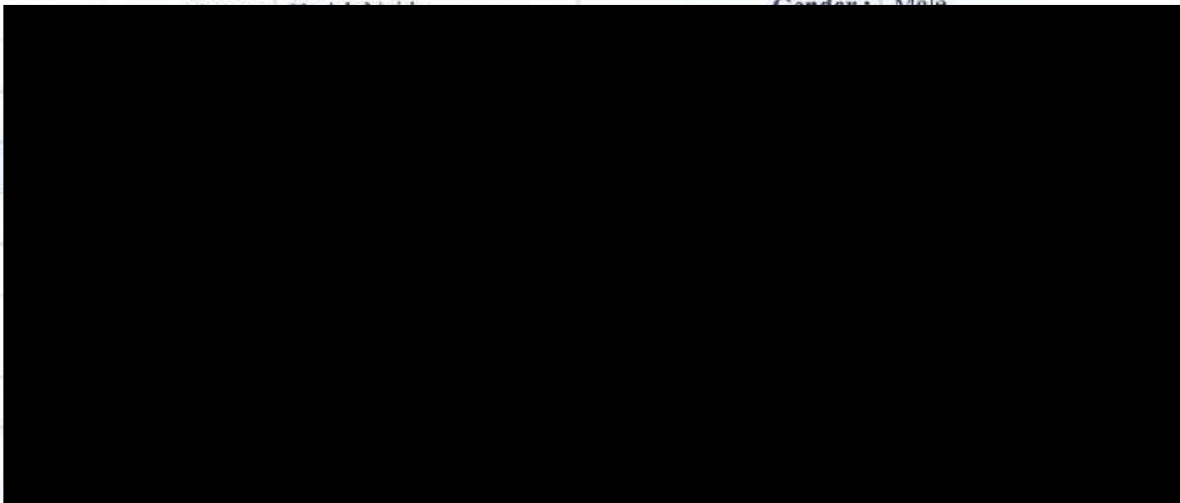
Tele: 011-23664503

HINDI VERSION FOLLOWS

Copy to:

The Under Secretary & CPIO, Ministry of Information & Broadcasting, A Wing, Shastri Bhawan New Delhi.	For information w.r.t. the above mentioned online RTI application vide Registration No. MOIAB/R/E/20/00355/1 dated 07.07.2020.
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1(305)/2020

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00428	Date of Receipt :	27/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Information Sought :	Peoples from all over India are raised complaints for Hathway pathetic service and harsment in Twitter Thousands of peoples are suffering from Hathway due to bad service , its seems TRAI dont responding even single complaint Kindly expain what action TRAI had been taken againts HATHWAY BROADBAND Thanks		

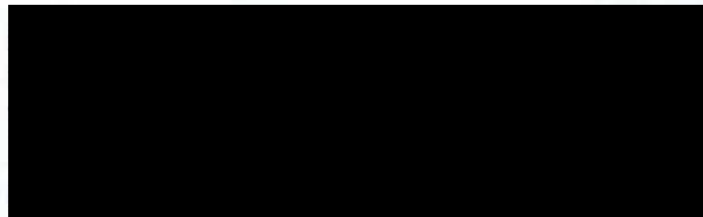


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F. No. 1(305)/2020-RTI

Dated: 6th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 27.06.2020 filed online in the RTI portal of TRAI vide registration No. TRAOI/R/E/20/00428 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint against M/s. Hathway for service related matter. In this context, the following is furnished:

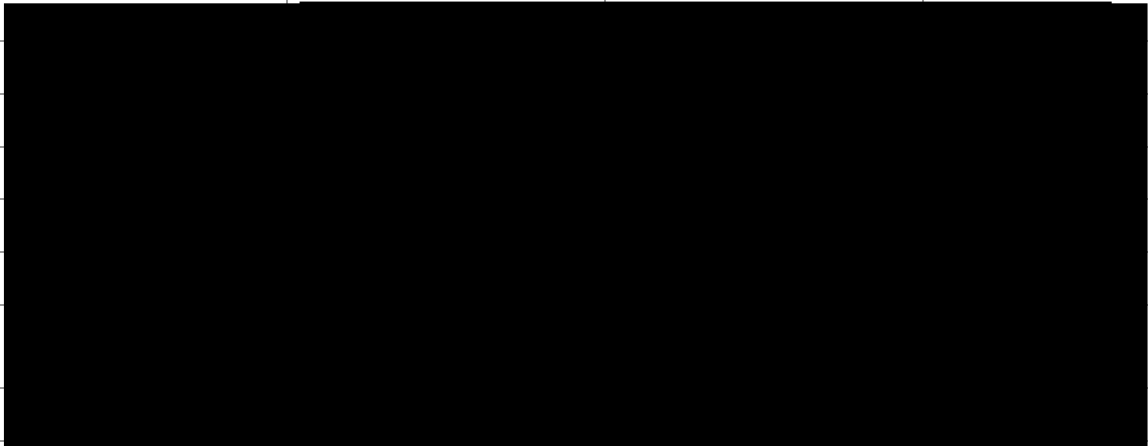
S. No.	Reply
1	It is stated that TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. It is also for information that TRAI has mandated all Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Service Providers (SPs). 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 SPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00422	Date of Receipt :	25/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	1. Whether a new mobile service provider can deactivate and confiscate the balance standing to the credit of the account of a prepaid consumer being more than Rs.2000/- and which is valid for an year, after a post paid mobile has been ported from the old service provider, if the bill generated for the next cycle i.e after porting the number to the new service provider, of the old service provider remains unpaid.This happening after the number has been successfully ported to the new service provider i.e there was no prior outstanding of the consumer with the old mobile service provider. 2. if the answer of no1 is yes please mention the rule under which the new mobile service provider can confiscate the amount standing in credit of the consumers prepaid mobile number.		

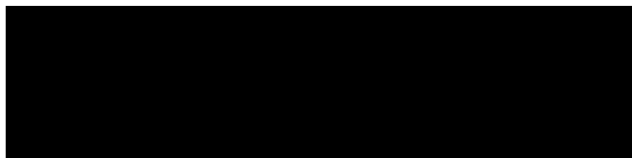


TELECOM REGULATORY AUTHORITY OF INDIA
MahanagarDoorsancharBhawan, JawaharLalNehruMarg,
(Old Minto Road), New Delhi – 110 002

No. 1(306)/2020-RTI

Dated the 31st July, 2020

To



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

Sir,

Please refer to your application dated 25.06.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00422 for providing information under the provisions of the Right to Information Act, 2005 regarding porting of mobile number related matter. In this context, the following is furnished:

S.No	Reply
1	Yes.
2	Clause (c) and (d) of Sub-Regulation (2) of Regulation 7 (Request for porting of mobile number) of the Telecommunication Mobile Number Portability Regulations, 2009 read as follows: “(c) in the case of a postpaid subscriber, an undertaking by the subscriber that he has already paid all dues as per the last bill to the Donor Operator and that he shall be bound to pay all dues to the Donor Operator pertaining to the mobile number sought to be ported till its eventual porting and that he understands and agrees that in the event of non-payment of any such dues to the Donor Operator, the ported mobile number shall, without prejudice to any other remedies available to the Donor Operator under law for recovery of such dues, be liable to be disconnected by the Recipient Operator; (d) in the case of a pre-paid subscriber, an undertaking by the subscriber to the effect that he understands and agrees that, upon porting of the mobile number, the balance amount of talk time, if any, at the time of porting shall lapse;” The Regulations are available in the TRAI’s website under the link: https://traigovinsites/default/files/201208081218350931511Regulation23sep09%5B1%5D.pdf

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, MahanagarDoorsancharBhawan, 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

307/2020

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/20/00433	Date of Receipt :	28/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Amount Paid :	Rs 7	Mode of Payment :	Payment Gateway
Does it concern the life or Liberty of a Person ?	No(Normal)	Request Pertains to :	
Information Sought :	To TRAI SUBJECT COMPLAIN AGAINST VIDEOCON D2H KOLKATA AREA OFFICER GAURAV DHAR mobile number 9874788738 AND CUSTOMER CARE SERVICE 1800212212 FOR DAILY SWITCHING OFF AND PROVIDING NO SIGNAL TO MY CHANNELS LIKE DD NATIONAL CHANNEL NUMBER 149 STAR PLUS HD CHANNEL NUMBER 902 AND TV CHANNEL NUMBER 104 STAR BHARAT CHANNEL NUMBER 107 SET HD CHANNEL NUMBER 906 WHEN A LIGHT OR HEAVY RAIN OR DENSE CLOUD IS THEIR IN MY AREA AND ALSO SOMETIMES IN A SUNNY WEATHER AND OTHER CHANNELS ARE COMING BY SCANNING THE SET TOP BOX WHEN THE SIGNAL GETS LOST BUT THESE CHANNELS ARE NOT COMING EVEN AFTER SCANNING AND SEE SIR THAT HOW THEIR COMPANY ARE SUCKING MONEY FROM CUSTOMERS AND TRYING TO MAKE PROFIT BY SWITCHING OFF SOME CHANNELS DAILY AND DOING THIS AS WE ARE NOT LISTENING TO CUSTOMER CARE TO TAKE EXTRA CHANNELS LIKE MOVIES ACTIVE AND OTHER CHANNELS AND PAY EXTRA FOR THAT AND THAT IS WHY THEY ARE DOING THIS. Respected sir I am kalyan halder resident of chunaripara colony Care Of SANJIB das post office ichapur nawabgunj district north 24 parganas pin code 743144 COMPLAIN AGAINST VIDEOCON D2H KOLKATA AREA OFFICER GAURAV DHAR mobile number 9874788738 AND CUSTOMER CARE SERVICE 1800212212 FOR DAILY SWITCHING OFF AND PROVIDING NO SIGNAL TO MY CHANNELS LIKE DD NATIONAL CHANNEL NUMBER 149 STAR PLUS HD CHANNEL NUMBER 902 AND TV CHANNEL NUMBER 104 STAR BHARAT CHANNEL NUMBER 107 SET HD CHANNEL NUMBER 906 WHEN A LIGHT RAIN OR DENSE CLOUD IS THEIR IN MY AREA AND ALSO SOMETIMES IN A SUNNY WEATHER AND OTHER CHANNELS ARE COMING BY SCANNING THE SET TOP BOX WHEN THE SIGNAL GETS LOST BUT THESE CHANNELS ARE NOT COMING EVEN AFTER SCANNING AND SEE MODI JI THAT HOW THEIR COMPANY ARE SUCKING MONEY FROM CUSTOMERS AND TRYING TO MAKE PROFIT BY SWITCHING OFF SOME CHANNELS DAILY AND DOING THIS AS WE		

ARE NOT LISTENING TO CUSTOMER CARE TO TAKE EXTRA CHANNELS LIKE MOVIES ACTIVE AND OTHER CHANNELS AND PAY EXTRA FOR THAT AND THAT IS WHY THEY ARE DOING THIS.

Sir the company customer care people are daily harrasing the customers and forcing us to take extra channels which we are not interested to take and pay. Sir when we are not listening to them then by seeing the weather and heavy rains or dense clouds they provide no signal to all the channels and when we are scanning the device to get the signal they they are compulsory providing no signal to some of the channels and making profit from the customers by daily switching off these channels in good or bad weather. Sir, i want strict action from your side against these cunning foxes who are in search of extorting money from customers and i suggest to telecom regulatory authority of India that please reduce the number of people from customer care service and remove this area officer gaurav dhar as they are regularly harrasing the customers.

Thanking you
Yours faithfully
Kalyan Halder

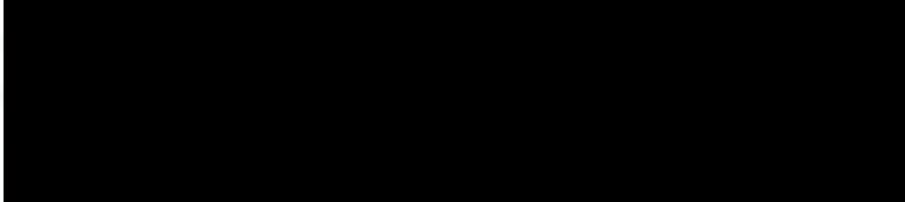


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F. No. 1(307)/2020-RTI

Dated: 5th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 28.06.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00433 for providing information under the provisions of the Right to Information Act, 2005 complaint against M/s. Videocon D2H, Kolkata related matter. In this context, the following is furnished:

S.No.	Reply
1	Vide the above application you have not sought any information but submitting individual complaint and requesting for resolution of the same, which is not covered under RTI Act 2005. Consumers are advised to send their complaints on TRAI's Consumer Grievance Redressal email id das@trai.gov.in. However, considering this as applicant's complaint, the same has been uploaded on the internal TRAI portal for complaint resolution for an early resolution by the concerned DTH service provider.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

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

308/2020

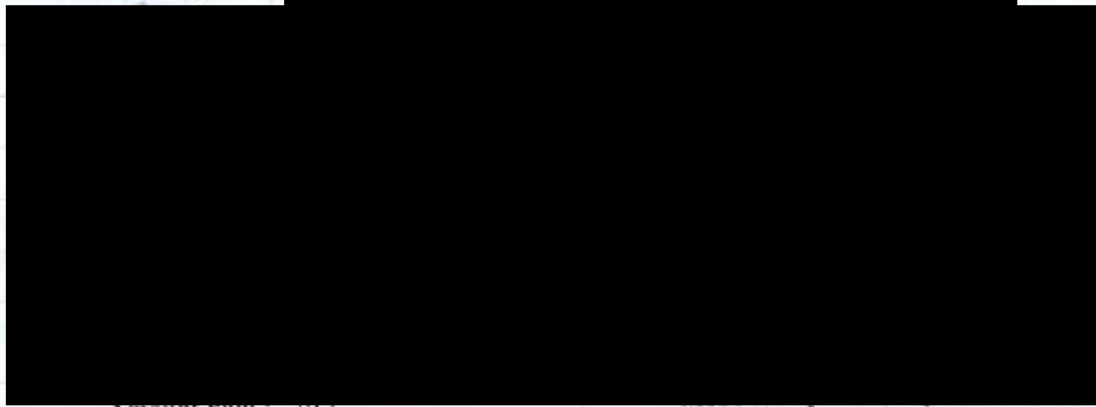
RTI REQUEST DETAILS

Registration No. : TRA01/R/E/20/00431

Date of Receipt : 28/06/2020

Type of Receipt : Online Receipt

Language of Request : English



Amount Paid : 10 /

Does it concern the life
or Liberty of a Person ?
:

No(Normal)

Request Pertains to :

Information Sought :

To

The TRAI
India

Sub: Please provide me the information under RTI 2005 ACT

Respected Sir,

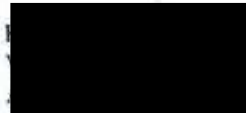
1. Is it mandatory to provide DTH relocation services to the DTH customers by DTH service operators.

2. Is it mandatory to show the relocation service details in their respective service providers website.

3. If the DTH service providers fail in providing the relocation of DTH, which action you will initiate on the service providers, if you receive such type of grievances.

Thanking you sir

Yours sincerely



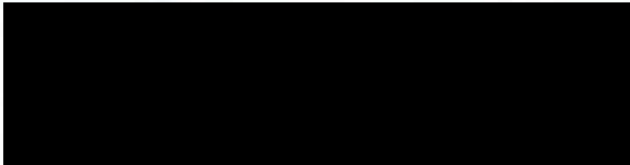


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(308)/2020-RTI

Dated: 5TH July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 28.06.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00431 for providing information under the provisions of the Right to Information Act, 2005 about DTH relocation services related matter. In this context, the following is furnished:

S.No.	Reply
1	You may go through the Regulation 14 of "The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017" [QoS Regulation] dated 03 rd March 2017 to know the provisions of "Relocation of connection" which is available on TRAI website at the following link: https://main.trai.gov.in/sites/default/files/QOS_Regulation_03_03_2017.pdf These regulations are applicable to all Distributors Platform Operators (DPOs) including DTH Operators.
2	In this regard Regulation 31 of the above mentioned QoS Regulation may be referred which states that distributors have to establish a website and provide a link on its home page for the <i>Consumer Corner</i> which contains the "Provisions for relocation of connection and applicable charges"
3	All DTH service providers are required to comply with the Regulations and Tariff Orders issued by TRAI from time-to-time. In case of non-compliance, action, as deemed fit is taken by TRAI as per the provisions of TRAI Act, 1997.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00421	Date of Receipt :	25/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear sir/mam apse nivedanhainki,hamak airtel user hainaurhamare area me network bahotkharabchalrahaahainhamneivraur open network par kafi complaint kiyalekin koi bhisunwainahi ho rahihaainsirf recharge karnekeliyekahajatahain apse nivedanhainki is par action lenekikripakre		

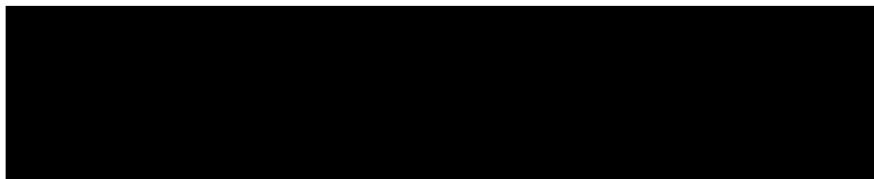


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(310)/2020-RTI

Dated: 24th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your two applications dated 25.06.2020 filed online in the RTI portal of TRAI vide registration No.TRAOI/R/E/20/00421 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint against M/s. Airtel for network related matter. In this context, the following is furnished:

S.No.	Reply
1	It is stated that you have sought to have, your complaint redressed through RTI and has not sought any information admissible within the provisions of RTI Act. Further, TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. It is also 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. 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. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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, MahanagarDoorsancharBhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

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

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00434	Date of Receipt :	29/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	We feel that the application approval/rejection process is biased and there is a favouritism card playing a lead role. We have certain concerns and queries on the complete DLT implementation: Firstly, why Entities/Companies have to apply on Telecom Operators website. Since this is a TRAI initiative and TRAI mandate, there should be a single registration platform, monitored and carried by your TRAI and Govt officials. Secondly, the registration data provided to Telecom Operators of all our Entity/Clients/Companies can we be misused by them to generate sales. Thirdly, after submitting the application, the Entity cannot see the progress of their application, why. They can only receive an end result that is rejected due to document insufficiency. There should be a process to share the missing document, but here, the Entity needs to re-apply and do the complete registration again. If they had a connection with Telecom Operator, they would have received the status and share that document only to be added from backend, but here, they have to wait for 5-6 business days. Also, how do Telecom Operators process the incoming application, is there a queue or a random manner. If queue, we would like to see the records and processing patterns. We request to understand the process from your Point of View and with full transparency.		

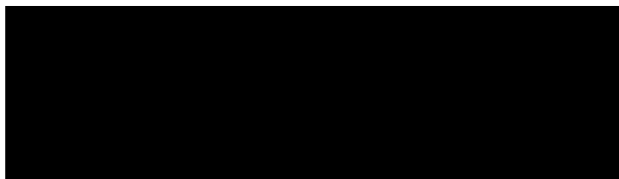


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(311)/2020-RTI

Dated: 25th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your two applications dated 29.06.2020 filed online in the RTI portal of TRAI vide registration No.TRAOI/R/E/20/00434 for providing information under the provisions of the Right to Information Act, 2005 regarding DLT implementation related matter. In this context, the following is furnished:

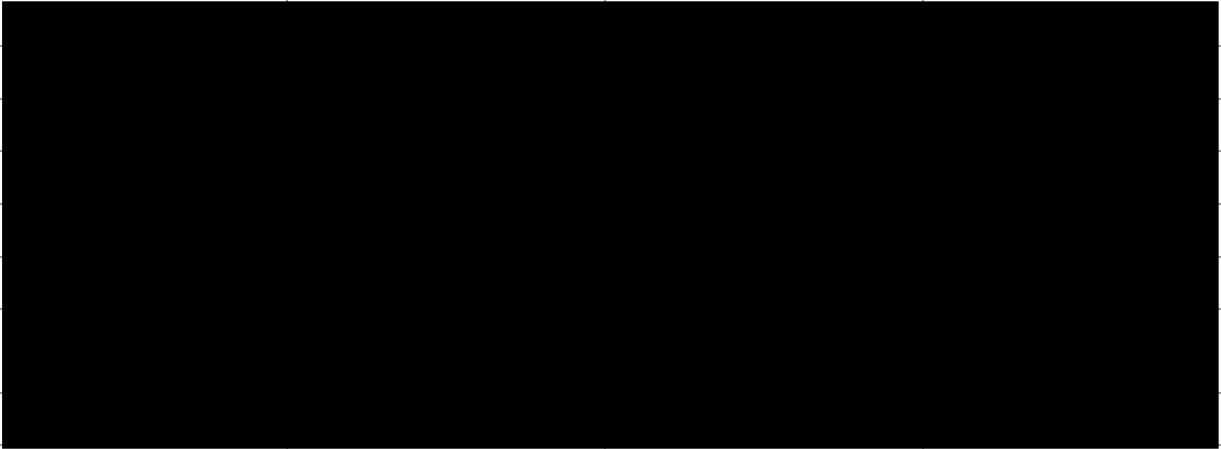
S.No.	Reply
1	The information sought by you pertains to creating information by drawing inference and /or making of assumptions or interpreting information for furnishing replies to hypothetical questions viz. How... why... why... "what... , when ... etc which do not fall under the definition of Information" under section 2(f) of the RTI Act, 2005. According to the functions specified in TCCCPR, 2018, every Access Provider undertakes various activities and registrations. For more information regarding registration, please refer the Regulation 8 of the TCCCPR, 2018 and Direction issued to Access Provider on 19.06.2020. The copy of TCCCPR, 2018 is available on public domain at URL https://traigov.in/sites/default/files/RegulationUcc_19072018.pdf. The copy of Direction dated 19.06.2020 is available on public domain at URL https://traigov.in/sites/default/files/Direction_19062020.pdf. You may approach to any of the Access Providers(also known as Telecom Service Provider) for more information.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS							
Registration No. :	TRAOI/R/E/20/00430	Date of Receipt :	28/06/2020				
Type of Receipt :	Online Receipt	Language of Request :	English				
							
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :					
Information Sought :	A. The time from when you have issued the notifications for DLT registration and KYC in the SMS and Voice industry, whose responsibility is to take KYC from the Sender of the SMS or Caller of the Voice Call If KYC is the responsibility of the Telecom Operators, then who will be liable for the Spam and Fraud activities by the Sender B. Are there any Spam and Fraud protection liabilities on the Aggregators, Distributors, Resellers, Telemarketers, since they dont have any control after DLT implementatio. If any, then kindly describe all their liabilities.						

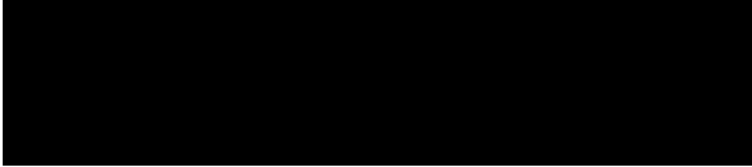


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(314)/2020-RTI

Dated: 25th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your two applications dated 28.06.2020 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/20/00430 for providing information under the provisions of the Right to Information Act, 2005 regarding KYC and related matter. In this context, the following is furnished:

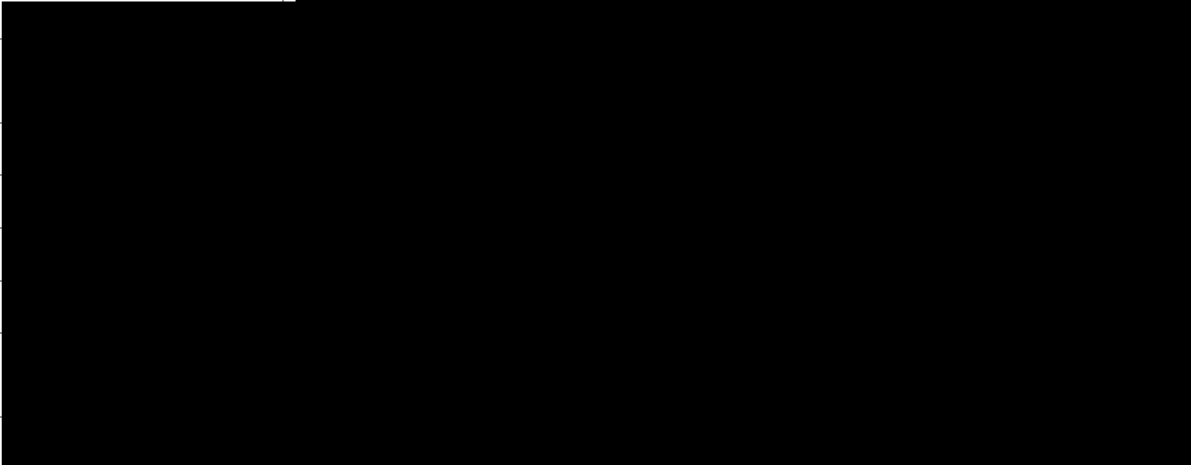
S.No.	Reply
A to B	According to the functions specified in Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018, every Access Provider undertakes various activities and registrations. For more information regarding registration and responsibilities of various entities, please refer the Regulation 8 and schedule-I of the TCCCPR, 2018. The copy of TCCCPR, 2018 is available on public domain at URL https://traigov.in/sites/default/files/RegulationUcc19072018.pdf . You may approach to any of the Access Provider (also known as Telecom Service Provider) for more information.

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, MahanagarDoorsancharBhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00432	Date of Receipt :	28/06/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Good Evening Sir, My name is Zaid and I am using Hathway broadband connection from the last 4 years, And my account number is 1143478053. I am living in Surat, Gujarat. Right now a lot of times the internet is not working due to only one reason, that our connection line comes from a building name Makkah palace where the building person cut our cables and not allowed any person to come to their terrace where the connection lines are situated. We told about this situation to the company and a person who handling our area that kindly shift it to another appropriate building but they told nothing will be changed. A person who handles our area whose name is Dharam did not receive our call as weel concerned person who is nodal officer Mr. JigarPrajapati his mobile number shows switched off every time and no one gives reply on mails. Every single time internet is not working was takes sometimes more than 5 to 6 days also. I am writing this complaint to maintain service in our area and shift connections to another building as well as provide us those days where the internet is not working due to the company irresponsible behavior. From the last 18-month subscription, the internet is not working around 30 to 40 days. So, provide those days additionally in our running plan. I am attaching a registered complaints screenshot for reference. Kindly solve this issue as soon as possible. Thank you Zaid Shaikh 8460418494		

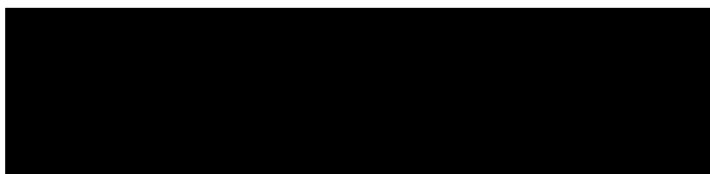


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

No. 1(315)/2020-RTI

Dated the 31st July, 2020

To



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

Sir,

Please refer to your application dated 28.06.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00432 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint against M/s. Hathway Broadband for frequent disconnection related matter. In this context, the following is furnished:

S.No.	Reply
1	Vide the application you sought to have, your complaint redressed through RTI and has not sought any information admissible within the provisions of RTI Act. Further, TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. It is also for information that TRAI has mandated all Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

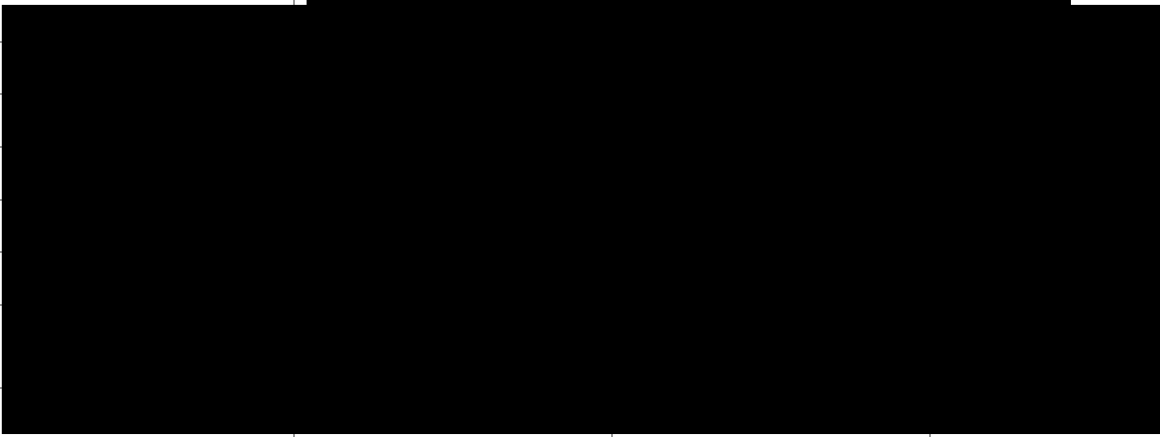
2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, MahanagarDoorsancharBhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

Yours faithfully,

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00440	Date of Receipt :	01/07/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	1. What is DLT registration 2. Who are authorized to do DLT Registration 3. is there any fee decided by TRAI for DLT registration if yes then provide the rule under which the DLT fees amount is decided. if No then does the Operator / Authorized DLT registrar are authorized to charge the DLT Registration Fee. 4. In case if the DLT registration is free and Bulksms provider charging the DLT registration fee through there weblink then is it legal or illegal. 5. Is there any Fee for DLT registration if yes then How much amount. 6. Provide the Names of authorized organization or service provider who are providing free DLT registration. 7. if DLT registration is free then if one telemarketer charging the amount against the free service then is it legal or illegal.		



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

No. 1(318)/2020-RTI

Dated the 29th July, 2020

To



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

Sir,

Please refer to your application dated 01.07.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00440 for providing information under the provisions of the Right to Information Act, 2005 about DLT registration and related matter. In this context, the following is furnished:

S.No.	Reply
1 to 7	As per Regulation 13 of Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018, "Access Providers shall adopt Distributed Ledger Technology (DLT) to ensure that all necessary regulatory pre-checks are carried out for sending Commercial Communication". According to the functions specified in TCCCPR, 2018, every Access Provider undertakes various activities and registrations. For more information regarding registration and fee, please refer the Regulation 8 and 22 of the TCCCPR, 2018. The copy of TCCCPR, 2018 is available on public domain at URL https://traigov.in/sites/default/files/RegulationUcc19072018.pdf . You may approach to concerned Access Provider (Telecom Service Provider) for more information.

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, MahanagarDoorsanchar 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

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00445	Date of Receipt :	03/07/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear Sir/Madam Am suffring from very poor network since last 2 years, In my area very bad coverage of all mobile network..I have been complainet many time but no solution are give us... no one of care it may possible because the issue of Village areas ..kindly take Action.. My Area ..Village-Tenduva kalan, post-Deoria, Mankapur Gonda Pin-271302 Landmark-Jawahar Navodaya Vidyalaya mankapur		

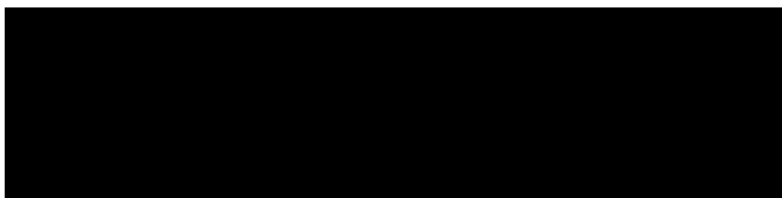


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(320)/2020-RTI

Dated: 31st July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 03.07.2020 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/20/00445 for providing information under the provisions of the Right to Information Act, 2005 regarding network related matter. In this context, the following is furnished:

S.No.	Reply
1	No information has been sought by you as per the definition of 'information' in section 2(f) 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, MahanagarDoorsancharBhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00449	Date of Receipt :	04/07/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	if a consumer is unable to recharge his newly bought mobile g.s.m connection for even first time(FRC), after how many days his connection will get deactivated and will be available for purchase to other person.		

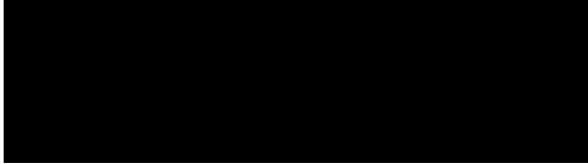


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(321)/2020-RTI

Dated: 25th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 04.07.2020 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/20/00449 for providing information under the provisions of the Right to Information Act, 2005 regarding activation/deactivation of mobile connection related matter. In this context, the following is furnished:

S.No.	Reply
1	As per the Telecom Consumers Protection (Sixth Amendment) Regulations, 2013 dated 21 st March, 2013, inter-alia provides that no service provider shall deactivate the cellular mobile telephone connection of a pre-paid consumer for non-uaage, for minimum period of ninety days or such longer period as may be specified by the service provider. The guidelines on deactivation of Cellular Mobile connection due to non-usage mandate certain transparency measures to protect the interest of consumer. The said regulation is also available on TRAI's website 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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

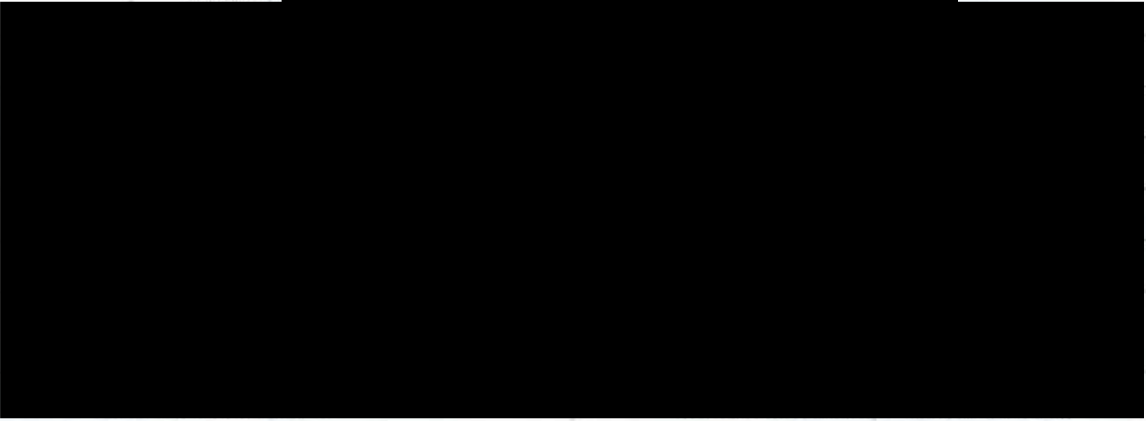
Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

322/2020

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00442	Date of Receipt :	02/07/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Sir 9690086963 was my number. lastly it was with airtel and due to no recharge for long time, this no. got disconnected. the first operator for this no. was i guess IDEA. Sir, i want this no. at any cost. it pertains a special memory for me. i tried reaching to both airtel and idea to re activate this no., but all in vain. sir please check the database and let me know how and where i can get this no. looking forward for a reply in favour		



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 322/2020/RTI

Dated: 9th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 02.07.2020 filed online in the RTI portal of TRAI vide registration No. TRAOI/R/E/20/00442 for providing information under the provisions of the Right to Information Act, 2005 regarding reactivation of mobile number 9690086963 related matter. In this context, the following is furnished:

S.No.	Reply
1	All Telecom Service Providers are governed by the License Agreement entered into with Department of Telecommunications (DoT). Instructions relating to Numbering resources and subscribers' verification are issued by DoT, therefore your application has already been transferred to DoT online on 09.07.2020 in terms of Section 6(3) (1) under the provisions of the Right to Information Act, 2005 for providing information of the relevant issues.

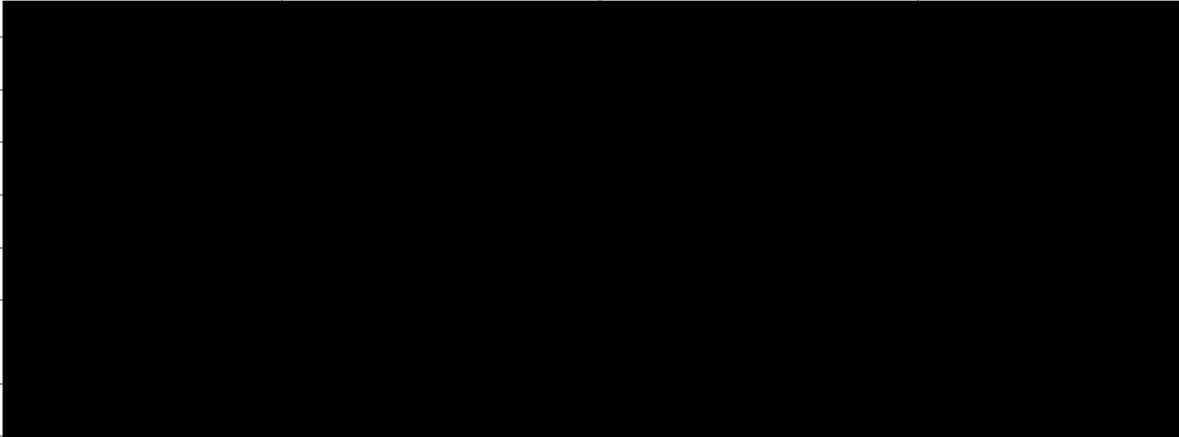
2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00454	Date of Receipt :	05/07/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	1. Provide the law, bye-laws, rules, regulation policies pertinent to calling party pay regime in India. 2. Provide the laws, bye-laws, rules, regulations, policies pertinent to prescribing minimum validity recharge amount as is determined by telecom service providers in relation to cellular mobile Telecom services. 3. Provide laws, policies, bye-laws, rules and regulations pertinent to calling party pay regime in India. 4. Provide the Facts and Figures evidencing success of calling party pay regime in India. 5. Provide the reason or account for telecom service provider prescribing minimum validity recharge when incoming is free for subscriber in real time. 6. What is minimum validity recharge per month tariff or amount prescribed by concern authority, if any. 7. Provide the number of subscribed cellular telecom services mobile number on which incoming calls has been blocked since December 2019 as when Minimum validity recharge amount has been increased by major telecom service providers. 8. Provide the number of subscribed cellular telecom service mobile number on which incoming calls has been blocked due to failure to recharge since March 2020.		

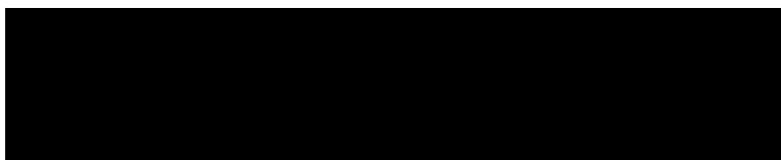


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(325)/2020-RTI

Dated: 25th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

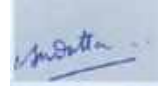
Please refer to your application dated 05.07.2020 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/20/00454 for providing information under the provisions of the Right to Information Act, 2005 regarding validity recharge and related matter. In this context, the following is furnished:

S.No.	Reply
1,3,4, 6 to 8	Information sought by you vide these points is not available in TRAI.
2 & 5	As per the existing regulatory framework, tariff including rates and related conditions is under forbearance except for national roaming, rural fixed line services and leased circuits. Some telecom service providers have introduced tariff plans wherein the terms and conditions include the condition of recharge with a certain amount at stipulated period to continue to avail uninterrupted services and benefits of the tariff plans. Failure to comply with the prescribed mandatory recharge will result in stoppage of service in a phased manner. As per the TTO Section-III clause 6: (v) <i>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.</i> Further, as per the Telecommunication Tariff (48th Amendment) Order, 2008 clause 2 inter-alia, provides 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.
--	--

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, MahanagarDoorsancharBhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

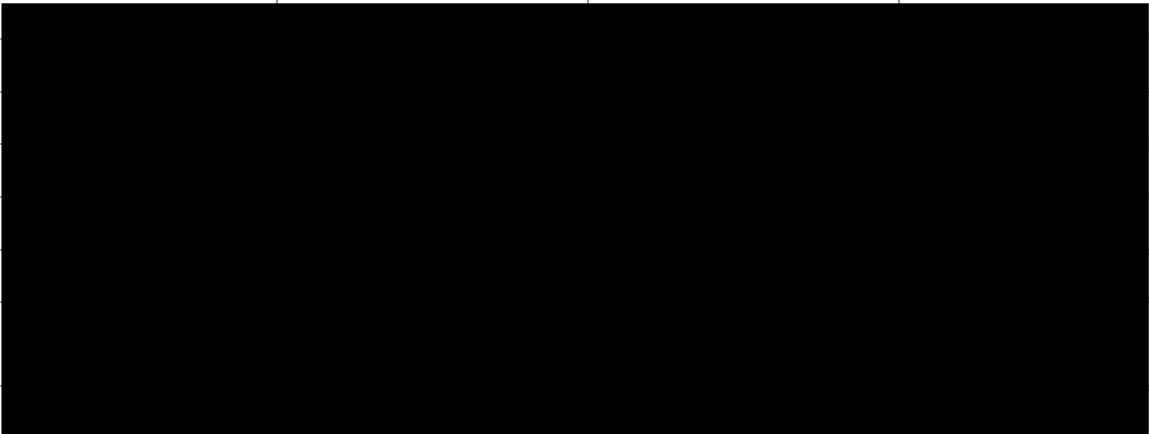
Yours faithfully



(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS							
Registration No. :	TRAOI/R/E/20/00444	Date of Receipt :	03/07/2020				
Type of Receipt :	Online Receipt	Language of Request :	English				
							
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :					
Information Sought :	What action does TRAI take against errant service provider What is time frame of TRAI sending complaint to service provider Website of TRAI says it just forwards complaint to service provider, which is quite useless without any followup Can more action be taken on this, than just forwardin complaint I have attached complaint on Airtel to you for convenience.						

FORM (See regulation 11 of the of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007}

Appeal under regulation 11 of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 to the appellate authority appointed by-----
 ----- (mention name and address of service provider)

- 1.The Name, Address, Telephone Number, Facsimile number and the email address of the Appellant.
2. Telephone Number or Cellular Mobile Telephone Number or Broadband Connection Identity, as the case may be, for which appeal is filed
3. The name of the city /district of the origin of complaint
4. The name of the State or licensed service area, as the case may be, of the origin of complaint.
5. Nature of Complaint (specify, whether complaint relates to Provisioning/Activation/Billing/

Fault/Repair/Service disruption /disconnection of service/ Value Added Service / Closure / Termination or specify if any other).

6. The docket number allotted by the Call Centre at the time of lodging complaint under clause (a) of sub-regulation (1) of regulation 4 and date of lodging the complaint with the Call Centre.

7. The unique complaint number communicated by the Nodal Officer under clause (c) of regulation 8, and date of lodging the complaint with the Nodal Officer. RAMKUMAR 218, 6TH BLK, 25TH CROSS, JAYANAGARA, BANGALORE- 560082

8. Date of decision of the Nodal Officer and decision intimated by the Nodal Officer under clause (d) of regulation 8, if any.

9. Statement of Facts relating to grievance or appeal: (attach separate sheet signed by Appellant if required)

10. Grounds of Appeal: A full description of the matter, which is the cause of the grievance, including copies of any relevant and supporting documents, if any, and the relief claimed in Appeal (attach separate sheet signed by Appellant if required).

11. A statement to the effect that same subject matter or issue, for which an appeal has been filed under these regulations, is not covered in any proceedings before any court or tribunal or under the Consumer Protection Act, 1986 (68 of 1986) or any other law for the time being in force.

12. Details of any other relevant material or document.

13. Whether the Appellant requests to grant him exemption from appearing in person and decide the appeal on the basis of information, document or record filed by him.

JUNE 17TH 2020 NOT APPLICABLE NO I CAN APPEAR IF NEEDED BE. IN PERSON TO FIX ISSUE. I WILL COME IF IT MEANS RESOLVING THE ISSUE PERMANENTLY POOR CONNECTION BY AIRTEL LEADING TO FREQUENT DISRUPTION THIS IS LEADING TO VERY BAD EXPERIENCE FOR US FREQUENT DISCONNECTION OF BROADBAND. NO PROPER RESOLUTION BY BHARTI AIRTEL TECHNICIANS INCOMPETENT HORRIBLE CUSTOMER SERVICE WITH NO ACCOUNTABILITY NOT APPLICABLE TO ME Form for verification

I, _____ (name in full and in block letters), the appellant, son/daughter of _____ do hereby declare that to the best of my knowledge and belief, the information given in this appeal and the annexure and statements accompanying the appeal are correct, complete and truly stated.

..... Signature of appellant (Name of appellant).....

(Specify status of the appellant, whether a company/firm/society/ individual/ others
.....)

Note1. The Form of appeal, grounds of appeal and the Form of verification appended shall be signed by the appellant. Note2. The appellant shall submit in duplicate the appeal in this Form.

Note2. The appellant shall submit in duplicate the appeal in this Form.

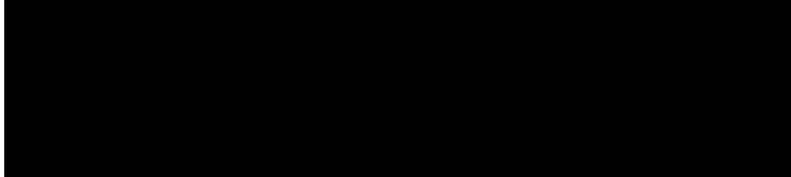


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F. No. 326/2020/RTI

Dated: 13th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 03.07.2020 filed online in the RTI portal of TRAI vide registration No. TRAOI/R/E/20/00444 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint against M/s. Airtel for poor service related matter. In this context, the following is furnished:

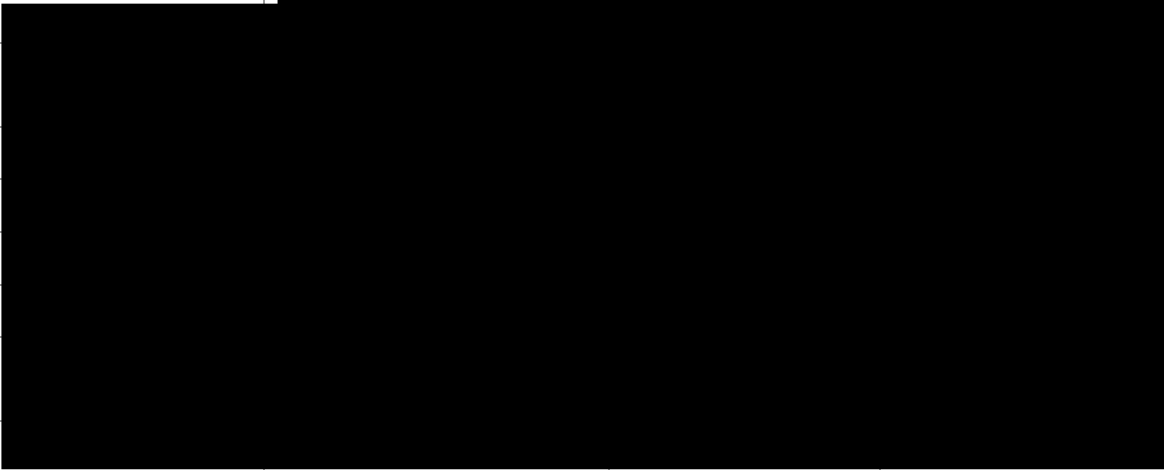
S.No.	Reply
1	TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service provider for appropriate action and no follow-up action is taken by TRAI on individual complaints. Accordingly, your complaint has been forwarded to the concerned service provider i.e. M/s. Bharti Airtel Ltd. for taking appropriate action. It is for information that TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. 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. 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. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS							
Registration No. :	TRAOI/R/E/20/00467	Date of Receipt :	06/07/2020				
Type of Receipt :	Online Receipt	Language of Request :	English				
							
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :					
Information Sought :	PLEASE PROVIDE THE FOLLOWING INFORMATION FOR Q1,2020-2021 (1ST APRIL TO 30TH JUNE) 1)TOP 5 FTTH/FIBER CONNECTION PROVIDERS DURING Q1 (GROSS CONNECTION WISE) 21)TOP 5 FTTH/FIBER CONNECTION PROVIDERS DURING Q1 (NET CONNECTION WISE) 3)AVERAGE FIXED MONTHLY CHARGES (FMC) OF EACH TOP 5 ISPs (DURING Q1 PROVIDED CONNECTIONS)						

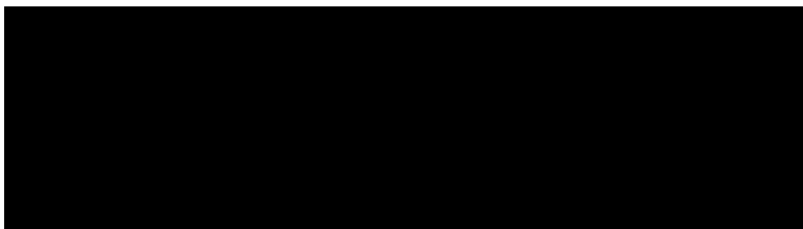


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 329/2020/RTI

Dated: 18th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 06.07.2020 filed online in the RTI portal of TRAI vide Registration No. TRA0I/R/E/20/00467 for providing information under the provisions of the Right to Information Act, 2005 regarding FTTH Fiber connection providers and related matter. In this context, the following is furnished:

S.No.	Reply																		
1 to 2	The information on TOP 5 FTTH/FIBER CONNECTION PROVIDERS during Q1 i.e. year 2020-21 is not available. However, the information on TOP 5 FTTH/FIBER CONNECTION PROVIDERS as on 31.12.2019 is as follows:- TOP 5 FTTH/FIBER CONNECTION PROVIDERS as on 31.12.2019 <table><tr><th>S.No.</th><th>Internet Service Providers</th><th>No. of Subscribers</th></tr><tr><td>1</td><td>Reliance Jio Infocomm Ltd</td><td>8,53,887</td></tr><tr><td>2</td><td>Bharat Sanchar Nigam Ltd.</td><td>4,34,693</td></tr><tr><td>3</td><td>Hathway Cable & Datacom Pvt. Ltd.</td><td>3,53,960</td></tr><tr><td>4</td><td>You Broadband India Pvt. Ltd.</td><td>3,21,751</td></tr><tr><td>5</td><td>Asianet Satellite Communications Ltd.</td><td>1,09,000</td></tr></table>	S.No.	Internet Service Providers	No. of Subscribers	1	Reliance Jio Infocomm Ltd	8,53,887	2	Bharat Sanchar Nigam Ltd.	4,34,693	3	Hathway Cable & Datacom Pvt. Ltd.	3,53,960	4	You Broadband India Pvt. Ltd.	3,21,751	5	Asianet Satellite Communications Ltd.	1,09,000
S.No.	Internet Service Providers	No. of Subscribers																	
1	Reliance Jio Infocomm Ltd	8,53,887																	
2	Bharat Sanchar Nigam Ltd.	4,34,693																	
3	Hathway Cable & Datacom Pvt. Ltd.	3,53,960																	
4	You Broadband India Pvt. Ltd.	3,21,751																	
5	Asianet Satellite Communications Ltd.	1,09,000																	
3	Tariff is under forbearance for internet service providers and TRAI does not maintain any such information regarding fixed monthly charges in respect of internet 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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

To

RTI Application

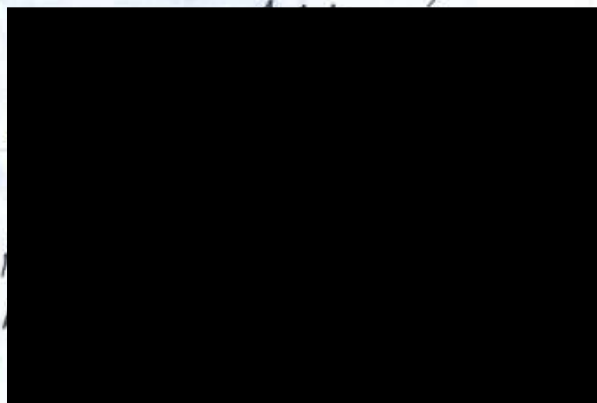
330/2020

02-07-2020

C.P.I.O., RTI Act, 2005

Telecom Regulatory
Authority of India,
New Delhi

Sender's Name/



(i) Telemarketing के लिए Registered
करवाने के लिए ताल्लु म. व.

customers को call कर सके
(msg. send करने के लिए नहीं)

जो पूरी प्रक्रिया हो उसकी (attested)
जानकारी देना है।

(ii) क्या telemarketing Registration
के बाद म. customer को call
कर सकता है।

(iii) म. तहसील तावड, जिला गुरु, हरियाणा
में रहता है।
P.T.O.

क्या इस address पर जो
telephone connection मिलेगी
है ?

(iv) Telemarking के लिए Registration
करवाने के लिए जो connection
मिलेगा, वो जोल मिलने के लिए है।
यह मिलेगा व customer को
call करने के लिए जो नंबर
है, वो नंबर उपर available
कराए जाएंगे ? कृपया बताएं
Dr. Rajesh Kumar एडमनाद सिंह
Rajesh

(v) Information : क्या कोई मोबाइल
नंबर है जिस पर इस विषय में
बोल भी जाए, है तो कृपया
Rajesh बताएं

_____ पर मैं मॉड्युल
whats app में लिखे हैं। Letter प्राप्त है
मेरे Received letter बालक ओपन। whats app
पर भेजें प्रार्थना,



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F. No. 1(330)/2020-RTI

Dated: 25th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 02.07.2020 for providing information under the provisions of the Right to Information Act, 2005 about telemarketing related matter. In this context, the following is furnished:

S.No.	Reply
i to v	TRAI is not involved in any registration process of telemarketer as per new regulation i.e. Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018. According to the functions specified in TCCCPR, 2018, every Access Provider undertakes various activities and registrations. For more information regarding registration, please refer the Regulation 8 of the TCCCPR, 2018. The copy of TCCCPR, 2018 is available on public domain at URL https://traigov.in/sites/default/files/RegulationUcc19072018.pdf . you may approach to any of the Access Providers (also known as Telecom Service Provider) for more information and registration process is also available on website of each TSPs.

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, MahanagarDoorsancharBhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

HINDI VERSION FOLLOWS

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

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00470	Date of Receipt :	09/07/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Please find the attached documents for application details.		

Respected Sir,

I have tried multiple time for Mobile Number Portability and want to change my current network operator to another operator. But i am not able to do it because network operator is saying that we can't proceed your request because there are more than six number are activated on my Aadhaar number [REDACTED] and currently in working condition.

But as per my knowledge only two mobile number are currently activated and in working condition.

Request you to please provide me all details related to mobile number which are activated on my Aadhaar number so that i can recognize whether anyone is using any number illegally or not.

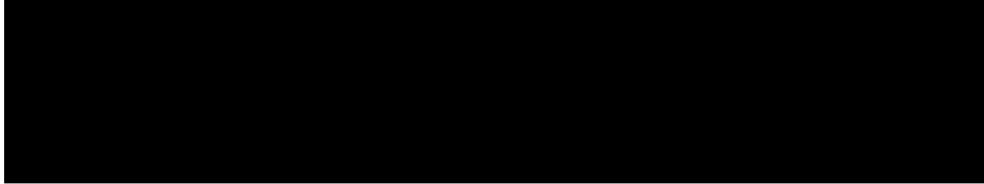


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F. No. 1(331)/2020-RTI

Dated: 14th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 09.07.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00470 for providing information under the provisions of the Right to Information Act, 2005 regarding number of SIM active against Aadhar number related matter. In this context, the following is furnished:

S. No.	Reply
1	The information sought relates to subscribers' verification. Instructions regarding subscribers' verification are issued by DoT, therefore your application has already been transferred to Department of Telecommunications (DoT) online on 14.07.2020 in terms of Section 6(3) (1) under the provisions of the Right to Information Act, 2005 for providing information of the relevant issues.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

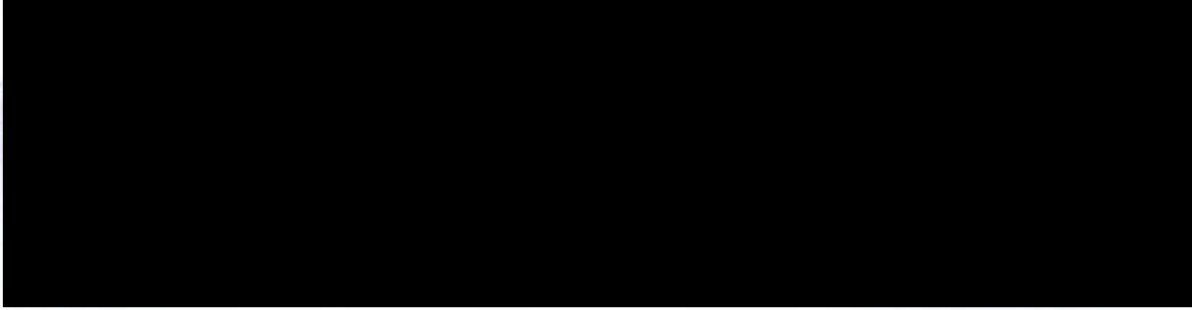
(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

332/2020

सूचना का अधिकार अधिनियम 2005 धारा 6 (1) के अन्तर्गत अनुरोध पत्र



4. इच्छित सूचना का विवरण - कृपया अनुरोधकर्ता को अवगत कराये कि :-दिनांक 16/03/2020 को एक प्रार्थना पत्र आपके कार्यालय को प्रेषित किया गया था जियो कम्पनी से सूचना मांगी गई थी लेकिन कम्पनी ने यह कहकर सूचना उपलब्ध नहीं करायी कि वह सूचना के अधिकार के अन्तर्गत नहीं आते है। उस सन्दर्भ में पूछना है कि

बिन्दु नं0 1-मियोवाला चौक हरिद्वार रोड़ देहरादून पर जियो कम्पनी (रिलायन्स कारपोरेट)के जहाँ जहाँ टावर लगे हैं उनके भूस्वामी के नाम पता ,व टावर आईडी का विवरण उपलब्ध करवाये।

बिन्दु नं0 2- हरावाला हरिद्वार रोड़ देहरादून पर जियो कम्पनी (रिलायन्स कारपोरेट) के जहाँ जहाँ टावर लगे हैं उनके भूस्वामी के नाम पता ,व टावर आईडी का विवरण उपलब्ध करवाये।

बिन्दु नं0 3 :- दिनांक 4/01/2019 को मो0 नं0 8433075028 रात्रि 8:30 से 10:30 बजे तक की लोकेशन जिस टावर की थी उस टावर की आईडी जहाँ पर वह टावर लगा हुआ है उसके भूस्वामी का नाम व पता अवगत कराये।

5. सम्बन्धित विभाग का नाम - लोक सूचना अधिकारी
कार्यालय भारतीय दूरसंचार विनायमक प्राधिकरण नई दिल्ली

6. आवेदन शुल्क जमा करने का प्रमाण - रु. 10 का पोस्टल ऑर्डर (51 एफ 645147)

7. आवेदन शुल्क जमा करने की तिथि - 18/06/2020

8. फोन नं0 - 7520097114

9. आवेदक का हस्ताक्षर -

सेवा में,

मुख्य कार्यालय

भारतीय दूरसंचार विनायमक प्राधिकरण

महानगर दूरसंचार भवन जवाहर लाल नेहरू मार्ग

ओल्ड मिंटों रोड नई दिल्ली

महोदय,

निवेदन है कि प्रार्थी के परिवार के साथ दिनांक 4/01/2019 को पड़ोसी द्वारा जानलेवा हमला किया गया था जिसका मुकदमा पंजीकृत है उक्त घटना में मोबाइल भी लूटे गये थे। प्रार्थी जीयों (रिलायन्स कारपोरेट लि0 मि0) से लगातार कुछ जानकारी प्राप्त करने का अनुरोध कर रहा है लेकिन कम्पनी द्वारा कोई जानकारी प्रार्थी को प्राप्त नहीं करायी जा रही है। प्रार्थी जनपद देहरादून के भियाँवाला व हर्रावाला हरिद्वार रोड पर कम्पनी के लगाये गये टावर की जानकारी व जहाँ जहाँ टावर लगें हैं उनके भूस्वामी का नाम जानना चाहता है तथा उपरोक्त दिनांक 4/01/2019 की रात्रि 8:30 बजे से 10:30 तक मोबाइल नं0 8433075028 की लोकेशन जिस टॉवर से अटैच थी उसका विवरण चाहता है कम्पनी किसी भी प्रकार का सहयोग नहीं कर रही है।

अतः आपसे अनुरोध है कि उपरोक्त परिस্থितियों को देखते हुए न्याय हित मे कम्पनी से उपरोक्त जानकारी अनुरोधकर्ता को दिलाने की कृपा करें।

दिनांक 16/03/2020

प्रार्थी

भारतीय डाक
EVS13640242IN INK1698881364024
SP 24HRS SF BOOKING CENTRE DEHRADUN STD-243401
Counter No:1, 16/03/2020, 19:44
To: BHARTAY DOKSACHAR, V
PIN: 110001, New Delhi GPO
From: BHARTAY, RAUSHI
Wt: 11gms
Amt: ₹1.30 (Cash) Tax: ₹6.30
(Track on www.indiapost.gov.in)
Dial 1800-266-6868

Ref:.....

Date: 20/12/19

सूचना का अधिकार अधिनियम 2005 धारा 6 (1) के अन्तर्गत अनुरोध पत्र

बिन्दु नं0 1—मियावाला चौक हरिद्वार रोड़ देहरादून पर आपकी कम्पनी के जहाँ —जहाँ टावर लगे हैं । उनके भूस्वामी के नाम पता व टावर आईडी का विवरण उलब्ध करायें।

बिन्दु नं0 2— हर्षवाला, हरिद्वार रोड़ देहरादून पर आपकी कम्पनी के जहाँ —जहाँ टावर लगे हैं । उनके भूस्वामी के नाम पता व टावर आईडी का विवरण उलब्ध करायें।

बिन्दु नं0 3— दिनांक 04/01/2019 को मोबाईल न0 8433075028 रात्री 08:30 से 10:30 बजे तक की लोकेशन जिस टावर की थी उस टावर की आईडी जहाँ पर वह टावर लगा हुआ है उसके भू स्वामी का नाम व पता अवगत करायें।

5. सम्बन्धित विभाग का नाम -

लोक सूचना अधिकारी
कार्यालय रिलायंस कॉरपोरेट
आई टी पार्क लिमिटेड देहरादून

6. आवेदन शुल्क जमा करने का प्रमाण -

रु. 10 का पोस्टल ऑर्डर (51F 044357)

7. आवेदन शुल्क जमा करने की तिथि -

20/12/2019

8. फोन नं0 -

9. आवेदक का हस्ताक्षर -



भारतीय डाक
India Post
Post Office
Dehra Dun
Uttarakhand
PIN-248001
Date: 20/12/2019
Time: 10:30 AM
To: Mr. Anurag Kumar
Reliance Corporate
IT Park Limited
Dehra Dun
Uttarakhand



सत्यमेव जयते



**URGENT MATTER
UNDER RTI ACT**

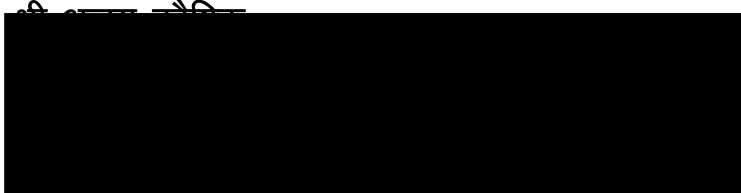
भारतीय दूरसंचार विनियामक प्राधिकरण TELECOM REGULATORY AUTHORITY OF INDIA

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

संख्या : 1(332)/2020-आरटीआई

दिनांक: / 07 / 2020.

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 आपके पत्र दिनांक 18.06.2020 का संदर्भ ग्रहण करें जिसमें आपने मियोवाला चौक, हरिद्वार में रिलायन्स जियो कम्पनी के टावर आईडी का विवरण आदि के सम्बन्ध में जानकारी मांगी है।

2. उपर्युक्त संबंध में, यह सूचित किया जाता है कि उक्त विषय पर आपके द्वारा मांगी गई सूचना भादूविप्रा से संबंधित 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 आपके आवेदन पत्र की मूल 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,

संलग्न: यथोपरी।

(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 श्री अजय कौषिक 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।

334/2020

Dated:-03/07/2020.

The Central Public Information officer,
Telecom Regulatory Authority of India ,
New Delhi,

Subject: RTI application U/S 6 (1) of the RTI Act.

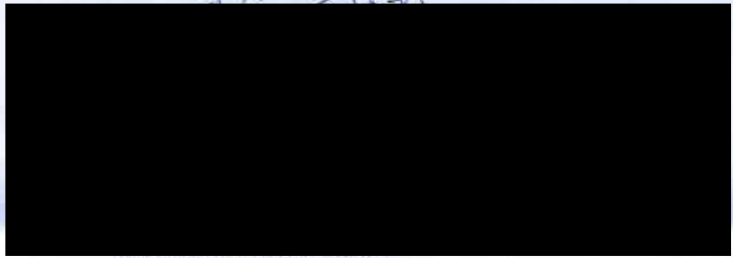
Sir,

The applicant wants to seek information about surveillance/Real time location tracking and call recording of his mobile no. [REDACTED] which is registered in his name.

- (1) Please provide the information about the applicant's mobile no. 9634961185 was/is on location tracking/surveillance/call recording done by any police official of Uttarakhand state police.
- (2) Please provide the total number of time in year 2020 the applicant's mobile no. 9634961185 was kept on surveillance/location tracking on Uttarakhand police.
- (3) Please provide the copy of E-mail/SMS/or any other correspondence sent to mobile service provider of the applicant(Airtel) for location tracking/surveillance/call recording of applicant's mobile no.9634961185 in the month of June,2020.
- (4) Please provide the copy of E-mail /letter/SMS that is sent to service provider of applicant's mobile no.9634961185 sent by Uttarakhand police for location tracking /surveillance.

The applicant is paying an amount of Rs.10 in the form of postal order No. 52F 920350.

[Signature]
03/07/2020



By mail/Speed Post



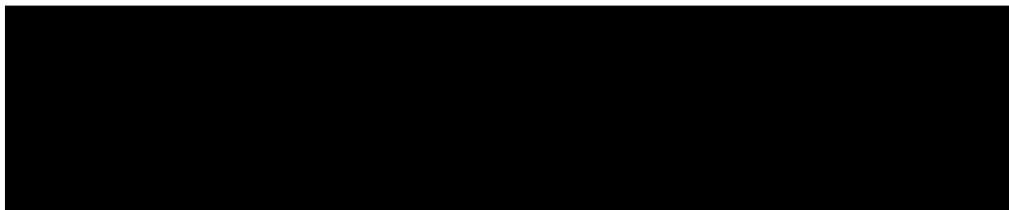
TELECOM REGULATORY AUTHORITY OF INDIA

Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F. No. 1(334)/2020-RTI

Dated: 16th July, 2020.

To



Sub: Transfer of RTI application to supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your RTI application dated 03.07.2020 received in this office for providing information under the provision of RTI Act, 2005 regarding surveillance and tracking your mobile 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 or MHA, hence, your application, in original, is being transferred to DoT and MHA, in terms of section 6(3) (ii) of the RTI Act, 2005 for providing information directly to you. You are also requested to contact the below CPIO for further correspondence in this matter.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:-

1) The Dy. Secretary (Coord.) & Nodal Officer (RTI), Deptt. of Telecommunications, Ministry of Communications & IT, Sanchar Bawan, No. 20, Ashoka Road, New Delhi – 110001.	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.
2) The Nodal Officer (RTI)/CPIO, Ministry of Home Affairs, North Block, New Delhi-110001.	

इसमें
केंद्रीय जन सूचना अधिकारी/सचिव 335/2020
भारतीय दूरसंचार विनियामक प्राधिकरण
महानगर दूर दूरेशन भवन
जवाहरलाल नेहरू मार्ग नई दिल्ली 110002

विषय: - RA Regt 2005 के अन्तर्गत आवेदन पत्र: -

मान्यवर
प्राथी भोलानाथ 10 स्क. श्री राजा राम 11/5 फाईम रैंक पाठ
लिठ प्लाट नं 14 नेक्सस कम्युनिटी न्यूवीड पौरवावा माजार
डबुआ वाली रोड NA-1 करीदवाड़ा कमी चारी हैं।

प्राथी RA Regt 2005 की धारा 2 के अन्तर्गत आपकी सक्षम
प्राधिकारी मानते हुए धारा 6 के अन्तर्गत निम्न लिखित
सूचना उपलब्ध करने के लिए अनुरोध किया है।

① प्राथी के घर में पुत्र वधु के मोबाइल 8874770736
पर माह सितम्बर 2019 से जुलाई 2020 तक जै भी कॉल जिस भी कॉल
से अवांछित कॉल और संदेश आ रही हैं उसकी कॉल और
संदेश की विवरण भानी कॉल स्टैटमेंट डिटेल्स जुलाई 2020
तक का उपलब्ध करने का कष्ट करें।

② प्राथी के पुत्र वधु की मोबाइल रिचार्ज किस मोबाइल से
कौन काला है यह विवरण लिथी सितम्बर से जुलाई 2020
तक की उपलब्ध करने का कष्ट को नाम साहेब

डाल आपसे प्रार्थना है कि उपरोक्त लिखे बिंदु
के सूचना 30 दिनों के अन्दर-2 उपलब्ध करने का कष्ट
करें। इसके लिए इस पत्र के साथ शुल्क 10/- रुपये का
1PO No 49 F 892222 की मूल कापी अलग है।

दिनांक 10/7/2020

प्राथी



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 मिंगो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002

संख्या : 1(335)/2020-आरटीआई

दिनांक: 20/07/2020.

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 आपके पत्र दिनांक 10.07.2020 का संदर्भ ग्रहण करें जिसमें आपने मोबाइल की काल ओर संदेश के विवरण के सम्बन्ध में जानकारी मांगी है।

2. उपर्युक्त संबंध में, यह सूचित किया जाता है कि उक्त विषय पर आपके द्वारा मांगी गई सूचना भादूविप्रा से संबंधित 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 आपके आवेदन पत्र की मूल 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,

संलग्न: यथोपरी।

(हस्ताक्षर)

(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 श्री भोला नाथ 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।



सेवा में

भारतीय दूर संचार विभागक प्राधिकरण
"जन सूचना अधिकारी"

महानगर दूर संचार भवन
जवाहर लाल नेहरू मार्ग

नई दिल्ली - 110002

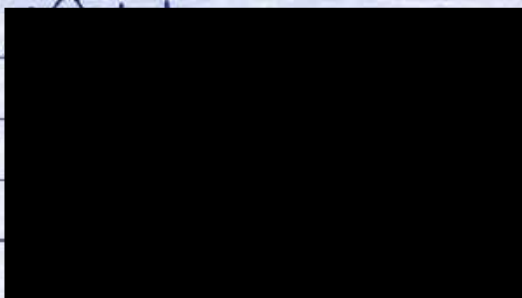
संदर्भ में - केबिल प्रसारणकर्ता तथा केबिल आपरेटर्स
की मन मानी हेतु

महोदय

निवेदन यह है कि उपरोक्त विभाग/भारत
सरकार के निर्देशानुसार वर्तमान में (दिनांक 15/11/2020
समाचार पत्र, नवोदय टाइम्स लेखानुसार) मार्च 2020 के
मासिक शुल्क में काफी गिरावट देखने को मिलेगी तथा
आधिक चैनलों का उपभोक्ता/ग्राहक आनन्द उठा सकेगा।

अतः आप पत्र प्राप्त करी गवा से अनुरोध
है कि कुछ सम्बन्धित बिन्दुओं को पेज नं. 2 पर प्रति-
वेदन प्राप्त हेतु अंकित है तथा टिप्पणी पेज नं. 3 पर
प्रस्तुत है। उत्तर उचित शीघ्रता से हमें प्रदान करें।

- सूचना का अधिकार अधिनियम 2005 के अन्तर्गत।
- किसी प्रकार की त्रुटि के लिए सूचनार्थी क्षमा प्रार्थी है।
- किसी पत्राचार के लिए हिन्दी भाषा का प्रयोग करें।





- 1- केबिल आपरेटरो द्वारा उपभोक्ताओं से प्राप्त की गई मासिक शुल्क की धनराशी का बिल/कैश-मीमो देना आते अनुवर्धित होना चाहिये उसका नहीं अवगत कराये ?
- 2- केबिल आपरेटरो द्वारा उपभोक्ताओं/ग्राहकों से प्राप्त की गई नये कनेक्शन/बॉक्स आदि की अनुमोदन धन राशी का बिल/कैशमीमो वर्तमान में देना आते आवश्यक होना चाहिये उसका नहीं सूचित करे ?
- 3- प्रथम और द्वितीय बिन्दु का प्रतिवेदन यदि हाँ में है तो पालन ना करने वाले केबिल आपरेटरो आदि पर किस प्रकार की कार्यवाही आदि का प्रावधान है जानकारी प्रदान करे ?
- 4- ग्राहकों/उपभोक्ताओं के रंक ही हाथों/मकान/घर आदि में रंक से अधिक अन्य केबिल कनेक्शन संचालित कराने हेतु किसी प्रकार की (रंक से अधिक) छूट का प्रावधान है अर्थात् मासिक शुल्क, अनुमोदन शुल्क में कितने प्रतिशत, धारकों धन राशी का लाभ होगा, सूचित करे ?
- 5- नया चैनलों का मासिक प्रसारण मूल्य/शुल्क चैनलों के निर्माता निर्देशक तय करते हैं अथवा सरकार के सम्बन्धित विभाग द्वारा शुल्क को निर्धारित किया जाता है बताये ?
- 6- केबिल उपभोक्ताओं को पूर्व से वर्तमान में समर्पित मार्च से नया नया सरोधन किया गया है निर्धारित शुल्क तथा चैनलों आदि में नया सुधार किया गया है विस्तार से जानकारी प्रदान करे ?



टिप्पणी/सुझाव

केबिल आपरेटरो द्वारा कुछ महीनों पूर्व भी एक पर्ची देकर, ग्राहकों से मासिक शुल्क प्राप्त किया जाता था। न्योनरि उस समय सभी चैनलों को एक साथ प्रसारित किया जाता था अर्थात् अलग-2 सामूहिक ग्रुपों में चैनलों का विभाजन नहीं हुआ था इस लिए केबिल आपरेटरो द्वारा (कोई ग्राहक कुछ चैनलों को देखना चाहे अथवा नहीं) सभी ग्राहकों से निर्धारित मासिक शुल्क एक ही, एक सी पर्ची पर प्राप्त कर लिया जाता था। ज्ञात हो इसी प्रकार नया बामस कनेक्शन आदि का शुल्क भी विषयम् (जिसका खुदरा मूल्य निर्धारित ना हो) रूप से केबिल आपरेटरो द्वारा ग्राहकों से प्राप्त की जाती थी।

हमारे कहने का तात्पर्य यह है कि पूर्व से वर्तमान में केबिल आपरेटरो के लिए कुछ बदला हो, अथवा नहीं बदला हो, किन्तु ग्राहकों/उपभोक्ताओं आदि के लिए अवश्य बदलाव आया है। ज्ञात हो पहले 2000 रु से 2500 रु में सभी चैनलों का प्रत्येक मास ग्राहक लूफ्त उठा लिया करते थे। किन्तु आज पूर्व से काफी कम चैनलों को देखने हेतु दो गुना से अधिक की धन राशी केबिल वालों को चुकानी पड़ती है। अर्थात् ग्राहकों कोई लाभ नहीं मिला बल्कि हानि हुई है किन्तु लाभ इससे जुड़े सभी कारोबारियों आदि को हुआ है।

हम यह पारदर्शिता चाहते हैं कि कितना चैनलों आदि-पर सभी प्रकार का कर, चैनलों का मूल्य तथा केबिल आपरेटरो का कमीशन आदि उपभोक्ताओं से धन राशी के रूप में प्राप्त की जाती है और यह भी संभव है जब

बिल/कैशमीमा प्रदान की जाए।

संजय कुमार गोयल
(द्वारा) - संजय कुमार गोयल
राना गार्डन (गोयल तिराहा)
दिल्ली- 110094

Teacher's Signature :



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

संख्या: 1(337)/2020-आरटीआई

दिनांक: 17 जुलाई, 2020

सेवा में,



विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना हेतु अनुरोध।

महोदय,

कृपया केबल प्रसारणकर्ता एवं केबल ऑपरेटरों की मनमानी के बारे में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना के लिए प्रस्तुत किए गए दिनांक 17.06.2020 के अपने आवेदन का अवलोकन करें। इस संबंध में निम्नलिखित सूचना प्रस्तुत की जा रही है:

मद संख्या	उत्तर
	इस संबंध में, यह सूचित किया जाता है कि ट्राई ने प्रसारण और केबल सेवाओं का एक नया नियामक ढांचा जारी किया है जिसे 3 मार्च 2017 को अधिसूचित किया गया था और जो 28 दिसंबर 2018 से प्रभावी हुआ। नया नियामक ढांचा की रूपरेखा में निम्नलिखित शामिल हैं: - दूरसंचार (प्रसारण और केबल) सेवाएं (आठवीं) (पता करने योग्य प्रणालियां) टैरिफ ऑर्डर, 2017 [टैरिफ ऑर्डर, 2017] - दूरसंचार (प्रसारण और केबल) सेवाएँ इंटरकनेक्शन (पता करने योग्य सिस्टम) विनियम, 2017 [इंटरकनेक्शन विनियम, 2017] - दूरसंचार (प्रसारण और केबल) सेवा की गुणवत्ता के मानक और सब्सक्राइबर सुरक्षा (पता करने योग्य प्रणाली) विनियम, 2017 [क्यूओएस विनियम, 2017]

	बाद में, 1 जनवरी 2020 को ट्राई ने निम्नलिखित संशोधन जारी किए: • दूरसंचार (प्रसारण और केबल) सेवाएं इंटरकनेक्शन (पता करने योग्य सिस्टम) (दूसरा संशोधन) विनियम, 2020 [इंटरकनेक्शन संशोधन, 2020] • दूरसंचार (प्रसारण और केबल) सेवा की गुणवत्ता के मानक और उपभोक्ता संरक्षण (पता करने योग्य प्रणाली) (तीसरा संशोधन) विनियम, 2020 (क्यूओएस संशोधन, 2020) • दूरसंचार (प्रसारण और केबल) सेवाएं (आठवीं) (पता करने योग्य प्रणाली) टैरिफ ऑर्डर संशोधन, 2020 [टैरिफ ऑर्डर संशोधन, 2020] नियमों / टैरिफ आदेशों और इसके संशोधनों की विस्तृत जानकारी, ट्राई की वेबसाइट से प्राप्त किया जा सकता है।
1 एवं 2	इस संबंध में, क्यूओएस विनियम, 2017 के विनियम 4 में नए कनेक्शन के लिए प्रक्रिया के बारे में जानकारी जानने के लिए संदर्भित किया जा सकता है और विनियम 22 और 23 को पोस्ट-पोस्ट बिल और प्री-पेड बिलिंग और भुगतान की डिलीवरी के लिए संदर्भित किया जा सकता है। उक्त क्यूओएस विनियम, 2017 लिंक पर उपलब्ध है: https://www.trai.gov.in/sites/default/files/QOS_Regulation_03_03_2017.pdf
3	सभी वितरकों को समय-समय पर ट्राई द्वारा जारी किए गए नियमों और शुल्क आदेशों का पालन करना आवश्यक है। अनुपालन न करने की स्थिति में, ट्राई अधिनियम, 1997 के प्रावधानों के अनुसार ट्राई द्वारा समझे गए कदम के अनुसार कार्रवाई की जाती है।
4	इस संबंध में, टैरिफ ऑर्डर संशोधन, 2020 द्वारा उप-खंड 4(1) के 4वें प्रोविजन्स को मल्टी टीवी के लिए लागू नेटवर्क क्षमता शुल्क के बारे में जानकारी जानने के लिए संदर्भित किया जा सकता है। टैरिफ ऑर्डर, 2020 का उक्त संशोधन लिंक पर उपलब्ध है: https://www.trai.gov.in/sites/default/files/Regulation_Tariff_Order_01012020.pdf
5	इस संबंध में, टैरिफ ऑर्डर, 2017 के खंड 3 को ब्रॉडकास्टर्स द्वारा चैनल की पेशकश के बारे में जानकारी जानने के लिए संदर्भित किया जा सकता है। उक्त टैरिफ ऑर्डर, 2017 लिंक पर उपलब्ध है: https://www.trai.gov.in/sites/default/files/Tariff_Order_English_3%20March_2017.pdf
6	1 जनवरी 2020 को ट्राई द्वारा जारी संशोधनों का विवरण ट्राई की वेबसाइट से प्राप्त किया जा सकता है। https://traigov.in/notifications/press-release/traireleases-amendments-tariff-order-interconnection-regulations-and

2. "सूचना का अधिकार अधिनियम, 2005" की धारा 19(1) के तहत भादूविप्रा में अपीलीय प्राधिकारी श्री एस. के. मिश्रा, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार विनियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहलाल नेहरू मार्ग, पुराना मिंटो रोड, नई दिल्ली-110002, टेली: 011-23231856, फैक्स: 011-23235249 हैं।

भवदीय,



(एस. के. दत्ता)

केन्द्रीय जन सूचना अधिकारी
दूरभाष 011-23664503

338/2020

आरटीआई मामला

फ. सं 9-06/2020- आर टी आई (3)

भारत सरकार

संचार मंत्रालय

दूरसंचार विभाग, (सूचना का अधिकार अनुभाग)

संचार भवन - 20 अशोका रोड, नई दिल्ली - 110 001.

दिनांक- 6.06.2020

सेवा में,

1. श्री एस. के. दत्ता, सी पी आई ओ, टेलिकॉम रेग्युलेटरी अथॉरिटी ऑफ इंडिया, महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग, (पुराना मिटो रोड) न्यू देहली-110002.

2. डा० उन्मना सारंगी, उपनिदेशक (इ डब्लू) / सी पी आई ओ, सूचना एवं प्रसारण मंत्रालय, ए/विंग शास्त्री भवन, डा० राजेंद्र प्रसाद मार्ग, न्यू दिल्ली -110001।

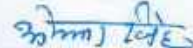
3. श्री संदीप भारद्वाज निदेशक (सोशल मीडिया), केन्द्रीय जनसूचना अधिकारी, दूरसंचार विभाग, संचार मंत्रालय, सीपीआईओ, दूर संचार विभाग नई दिल्ली - 110001.

विषय :- सूचना का अधिकार अधिनियम, 2005 के तहत श्री विश्वेन्द्र अत्री, के दिनांक 09.06.2020 के आवेदन (इस कार्यालय को दिनांक 29.06.2020 को प्राप्त) जिसे, आरटीआई के संदर्भ में अंतरित करना।

मुझे इसके साथ उपर्युक्त उल्लिखित आवेदन को सूचना का अधिकार अधिनियम, 2005 के धारा 6(3) के तहत आवश्यक कारवाई करने हेतु अद्योचित करने का निर्देश हुआ है।

2. यह अनुरोध है कि मांगी गई सूचना आवेदन को सीधे ही प्रदान की जाए। यदि मांगी गई सूचना या सूचना का कोई अंश किसी अन्य सी पी आई ओ / लोक प्राधिकरण से संबन्धित है तो आर टी आई आवेदन को संबन्धित सी पी आई ओ / लोक प्राधिकरण को सूचना प्रदान करने के लिए भेज दिया जाए।
3. आरटीआई शुल्क का भुगतान हो गया है।

भवदीय


(अजना सिंह)

अनुभाग अधिकारी (आर टी आई)

दूरभाष - 23036370

प्रतिलिपि:



भारत सरकार, नई दिल्ली - 110001

श्रीमान् जी,

- 1- यह कि भारत देश में न्यूज पोर्टल/न्यूज वेबसाइट पंजीकृत हैं और किस वर्ष में पंजीकरण हुई, प्रत्येक साल अनुसार पूर्ण विवरण उपलब्ध कराया जाये ।
- 2- यह कि भारत देश में न्यूज पोर्टल/न्यूज वेबसाइट पंजीकरण की प्रक्रिया क्या है ?
- 3- यह कि भारत देश में न्यूज पोर्टल/न्यूज वेबसाइट का पंजीकरण किस वर्ष से शुरू हुआ है ।
- 4- यह कि भारत देश में न्यूज पोर्टल/न्यूज वेबसाइट के पंजीकरण की योग्यता, नियम एवं शर्तें क्या-क्या हैं ?

उपरोक्त सभी तथ्यों की सम्पूर्ण जानकारी पैरावाइज उपलब्ध कराई जाये एवं उनकी सत्यापित कापी भी प्रदान की जाये।

नोट :- निर्धारित शुल्क की बाबत पोस्टल आर्डर नं० 946 097⁵⁰² साथ संलग्न है।

दिनांक : 9/06/20

$\frac{US}{\text{FTV}}$

of A party
(80)

① Dir (Social)
Shindeeep

1. *Journal of the American Medical Association*, 2000; 284: 2689-2695.



भारतीय दूरसंचार विनियामक प्राधिकरण

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

संख्या: 1(338)/2020-आरटीआई
सेवा में,

दिनांक: 20, जुलाई, 2020



विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना हेतु अनुरोध।

महोदय,

कृपया न्यूज पोर्टल/न्यूज वैबसाइट के रजिस्ट्रेशन के बारे में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना के लिए प्रस्तुत किए गए दिनांक 09.06.2020 के अपने आवेदन का अवलोकन करें, जो भादूविप्रा में सुश्री अंजना सिंह, अनुभाग अधिकारी (आरटीआई), दूरसंचार विभाग के पत्र संख्या: 9-06/2020-आरटीआई (3) दिनांक 06 जुलाई, 2020 द्वारा हस्तांतरण के माध्यम से प्राप्त हुआ है। इस संबंध में निम्नलिखित सूचना प्रस्तुत की जा रही है:

मद संख्या	उत्तर
1 से 4	भादूविप्रा में कोई भी न्यूज पोर्टल या न्यूज वैबसाइट पंजीकृत नहीं है। इस संबंध में कोई जानकारी भादूविप्रा में उपलब्ध नहीं है।

2. "सूचना का अधिकार अधिनियम, 2005" की धारा 19(1) के तहत भादूविप्रा में अपीलीय प्राधिकारी श्री एस. के. मिश्रा, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार विनियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, पुराना मिंटो रोड, नई दिल्ली-110002, टेली.: 011-23231856, फ़ैक्स: 011-23235249 हैं।

भवदीय,

(एस. के. दत्ता)

केन्द्रीय जन सूचना अधिकारी
दूरभाष 011-23664503

प्रतिलिपि:

सुश्री अंजना सिंह अनुभाग अधिकारी (आरटीआई) दूरसंचार विभाग, सूचना और प्रौद्योगिकी मंत्रालय संचार भवन, 20 अशोक रोड, नई दिल्ली-110001.	आपके दिनांक 06.07.2020 के उपरोक्त पत्र के संदर्भ में सूचनार्थ।
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RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00480	Date of Receipt :	13/07/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	While connecting to call, does any telecom operator have any right to broadcast any message before connecting the call. I am asking about prefix message		

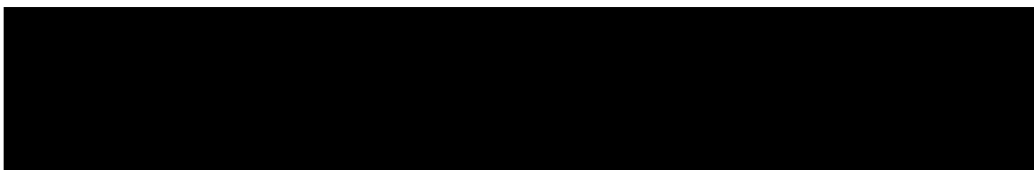


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F. No. 1(340)/2020/RTI

Dated: 16th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 13.07.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00480 for providing information under the provisions of the Right to Information Act, 2005 about broadcasting of messages before connecting calls related matter. In this context, the following is furnished:

S.No.	Reply
1	All Telecom Service Providers are governed by the License Agreement entered into with Department of Telecommunications (DoT). Instructions on broadcast of public messages are issued by Department of Telecommunications (DoT), therefore, your application has already been transferred to DoT online on 15.07.2020 in terms of Section 6(3) (1) under the provisions of the Right to Information Act, 2005 for providing information of the relevant issues.

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, MahanagarDoorsancharBhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00473	Date of Receipt :	11/07/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	To Telecom regulatory authority of India SUBJECT THE VODAFONE COMPANY KOLKATA IS RESTRICTING MY INTERNET CONNECTION THROUGH MY TAMIL NADU VODAFONE MOBILE NUMBER 9943638595 WHICH IS ROAMING NUMBER MAKING IT LIMITED AS I AM TRYING TO ACCESS THE INTERNET THROUGH WIFI HOTSPOT SETTINGS THE NETWORK IS SHOWING LIMITED OR NO INTERNET ACCESS NOT A SINGLE DAY I AM ABLE TO USE THE INTERNET AND IF THE INTERNET GETS CONNECTED THEN THE INTERNET SPEED IS VERY SLOW AND AFTER A FEW MINUTES AGAIN THE NETWORK CONNECTION SHOWING LIMITED OR NO INTERNET ACCESS VIDEO IS BUFFERING THE 3G NETWORK SIGNAL DISAPPEARS REGULARLY MAKING MY VODAFONE SIM 9943638595 AND 9874805867 IN NO SERVICE OR EMERGENCY CALL MODE ONLY RESTRICTING MY INCOMING AND OUTGOING MESSAGES IN MOBILE NUMBER 9874805867 AND I AM ATTACHING BELOW THAT HOW MANY COMPLAINTS I HAVE DONE AGAINST VODAFONE COMPANY KOLKATA FOR RESTRICTING MY INTERNET CONNECTION AND GIVING NO SERVICE TO MY VODAFONE SIM BUT MY ISSUES HAS NOT RESOLVED TILL NOW AND I WANT TO ASK TRAI THAT AFTER RECHARGING DATA PACK OF Rs 48 WHY VODAFONE COMPANY KOLKATA IS RESTRICTING MY INTERNET CONNECTION AND NOT ALLOWING ME TO ACCESS THE INTERNET AND THEY ARE LOOTING MONEY FROM CUSTOMER EVERY MONTH BUT NOT ALLOWING TO ACCESS THE INTERNET AND REQUESTING THE TELECOMMUNICATION DEPARTMENT TO KINDLY TAKE MY MATTER SERIOUSLY AND BANNED THIS VODAFONE COMPANY AS MANY CUSTOMERS ARE RECHARGING UNLIMITED PLANS ALSO BUT THE SAME SLOW SPEED AND NOT ABLE TO USE THE INTERNET Respected sir I am Kalyan Halder resident of chunaripara colony Care of Sanjib Das GSFP Primary School Jagrata sangha club Post office Ichapur Nawabgunj Dist North 24 parganas PIN NO 743144 Sir even after filing RTI to department of telecommunication		

DOTELslashRslashEslash20slash00572 the name of the youths and girl which I am mentioning below are continuing to give no network signal in my mobile number 9943638595 and the network signal is constantly disappearing and not becoming stable in mobile number 9943638595 and I have valid proof as the network engineer Milton Biswas mobile number 9830419787 and sumit majumdar, mobile number 3371636201 has told me that youths and the girl of my residence are restricting my internet and the signal is disappearing in mobile number 9943638595 but still why the company is not removing them from their job So the department of telecommunication CPIO in disposing RTI Yogesh Kumar ji Phone 23222711 has told me to file RTI online to telecom regulatory authority of India and seek information regarding this and why the company is not removing these people when they are creating problem to me

THE VODAFONE COMPANY KOLKATA IS RESTRICTING MY INTERNET CONNECTION THROUGH MY TAMIL NADU VODAFONE MOBILE NUMBER 9943638595 WHICH IS ROAMING NUMBER MAKING IT LIMITED AS I AM TRYING TO ACCESS THE INTERNET THROUGH WIFI HOTSPOT SETTINGS THE NETWORK IS SHOWING LIMITED OR NO INTERNET ACCESS NOT A SINGLE DAY I AM ABLE TO USE THE INTERNET

To Telecom regulatory authority of India

SUBJECT:- THE VODAFONE COMPANY KOLKATA IS RESTRICTING MY INTERNET CONNECTION THROUGH MY TAMIL NADU VODAFONE MOBILE NUMBER(9943638595) WHICH IS ROAMING NUMBER, MAKING IT LIMITED, AS I AM TRYING TO ACCESS THE INTERNET THROUGH WIFI HOTSPOT SETTINGS THE NETWORK IS SHOWING LIMITED OR NO INTERNET ACCESS , NOT A SINGLE DAY I AM ABLE TO USE THE INTERNET AND IF THE INTERNET GETS CONNECTED THEN THE INTERNET SPEED IS VERY SLOW AND AFTER A FEW MINUTES AGAIN THE NETWORK CONNECTION SHOWING LIMITED OR NO INTERNET ACCESS, VIDEO IS BUFFERING, THE 3G NETWORK SIGNAL DISAPPEARS REGULARLY, MAKING MY VODAFONE SIM(9943638595) AND (9874805867)IN NO SERVICE OR EMERGENCY CALL MODE ONLY, RESTRICTING MY INCOMING AND OUTGOING MESSAGES IN MOBILE NUMBER (9874805867) AND I AM ATTACHING BELOW THAT HOW MANY COMPLAINTS I HAVE DONE AGAINST VODAFONE COMPANY KOLKATA FOR RESTRICTING MY INTERNET CONNECTION AND GIVING NO SERVICE TO MY VODAFONE SIM , RESTRICTING MY CREDIT DEBIT SMS ALERTS IN MOBILE NUMBER (9874805867) SENT FROM SBI BANK ICHAPUR BUT MY ISSUES HAS NOT RESOLVED TILL NOW AND I WANT TO ASK TRAI THAT AFTER RECHARGING DATA PACK OF Rs 48 WHY VODAFONE COMPANY KOLKATA IS RESTRICTING MY INTERNET CONNECTION AND NOT ALLOWING ME TO ACCESS THE INTERNET???? AND THEY ARE LOOTING MONEY FROM CUSTOMER EVERY MONTH BUT NOT ALLOWING TO ACCESS THE INTERNET AND REQUESTING THE TELECOMMUNICATION DEPARTMENT TO KINDLY TAKE MY MATTER SERIOUSLY AND BANNED THIS VODAFONE COMPANY AS MANY CUSTOMERS ARE RECHARGING UNLIMITED PLANS ALSO BUT THE SAME SLOW SPEED AND NOT ABLE TO USE THE INTERNET

Respected sir,

I am Kalyan Halder resident of chunaripara colony, C/O:- Sanjib Das, G.S.F.P Primary School, Jagrata sangha club,P.O:- Ichapur Nawabgunj, Dist:- North 24 parganas, PIN NO:- 743144. Sir, even after filing RTI to department of telecommunication (DOTEL/R/E/20/00572) the name of the youths and girl which I am mentioning below are continuing to give no network signal in my mobile number(9943638595) and the network signal is constantly disappearing and not becoming stable in mobile number (9943638595) and I have valid proof as the network engineer (Milton Biswas , mobile number:- 9830419787 and sumit majumdar, mobile number:- 3371636201) has told me that youths and the girl of my residence are restricting my internet and the signal is disappearing in mobile number (9943638595) but still why the company is not removing them from their job?? So the department of telecommunication CPIO in disposing RTI Yogesh Kumar ji Phone: 23222711 has told me to file RTI online to telecom regulatory authority of India and seek information regarding this and why the company is not removing these people when they are creating problem to me???

THE VODAFONE COMPANY KOLKATA IS RESTRICTING MY INTERNET CONNECTION THROUGH MY TAMIL NADU VODAFONE MOBILE NUMBER(9943638595) WHICH IS ROAMING NUMBER, MAKING IT LIMITED, AS I AM TRYING TO ACCESS THE INTERNET THROUGH WIFI HOTSPOT SETTINGS THE NETWORK IS SHOWING LIMITED OR NO INTERNET ACCESS , NOT A SINGLE DAY I AM ABLE TO USE THE INTERNET AND IF THE INTERNET GETS CONNECTED THEN THE INTERNET SPEED IS VERY SLOW AND AFTER A FEW MINUTES AGAIN THE NETWORK CONNECTION SHOWING LIMITED OR NO INTERNET ACCESS, VIDEO IS BUFFERING, THE 3G NETWORK SIGNAL DISAPPEARS REGULARLY, MAKING MY VODAFONE SIM(9943638595) AND (9874805867)IN NO SERVICE OR EMERGENCY CALL MODE ONLY, RESTRICTING MY INCOMING AND OUTGOING MESSAGES IN MOBILE NUMBER (9874805867) AND I AM ATTACHING BELOW THAT HOW MANY COMPLAINTS I HAVE DONE AGAINST VODAFONE COMPANY KOLKATA FOR RESTRICTING MY INTERNET CONNECTION AND GIVING NO SERVICE TO MY VODAFONE SIM BUT MY ISSUES HAS NOT RESOLVED TILL NOW AND I WANT TO ASK TRAI THAT AFTER RECHARGING DATA PACK OF Rs 48 WHY VODAFONE COMPANY KOLKATA IS RESTRICTING MY INTERNET CONNECTION AND NOT ALLOWING ME TO ACCESS THE INTERNET????? AND THEY ARE LOOTING MONEY FROM CUSTOMER EVERY MONTH BUT NOT ALLOWING TO ACCESS THE INTERNET AND REQUESTING THE TELECOMMUNICATION DEPARTMENT TO KINDLY TAKE MY MATTER SERIOUSLY AND BANNED THIS VODAFONE COMPANY AS MANY CUSTOMERS ARE RECHARGING UNLIMITED PLANS ALSO BUT THE SAME SLOW SPEED AND NOT ABLE TO USE THE INTERNET.

Sir, the following are the complaints that I have done to directorate of public grievances(DPG) and to the prime minister office but my issues has not been resolved by the Vodafone company Kolkata:-

- 1) DPG/T/2019/81557
- 2) PMOPG/E/2019/0550550
- 3) DPG/T/2019/81909
- 4) PMOPG/E/2019/0650709
- 5) DPG/T/2019/82052
- 6) PMOPG/E/2019/0705078

- 7) DPG/T/2020/80272
- 8) PMOPG/E/2020/0074547
- 9) DPG/T/2020/80513
- 10) PMOPG/E/2020/0120027
- 11) PMOPG/E/2020/0302431
- 12) PMOPG/E/2020/0351886

Sir, moreover I have mentioned in every complaint that there are some youth and girls in my area who are working in Vodafone company Kolkata and are working in rectifying tower and network signals are being provoked and instructed by criminal Gautam Das against whom charge sheet has been filed by barrackpore(pin -700120) police commissioner and this criminal is telling them to restrict my internet connection.

Sir, below I am mentioning the name of these youths and I request you very much to kindly tell the company to remove or throw these youths or girls from their company as they are regularly creating problem in my internet issues:-

- 1) Biplab dutta son of bipul dutta
- 2) Son of maran dutta
- 3) Chottu dutta son of Montu dutta
- 4) Putul das daughter of mantu das and sima das
- 5) Bhutto dutta and son of brother of Bhutto dutta
- 6) Partho debnath son of khokon debnath

Sir, please remove these persons from Vodafone company as they are the people who are restricting my internet connection and not allowing me to use the internet and help me in getting the network connection.

Thanking you,

Yours faithfully

Kalyan Halde



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(341)/2020-RTI

Dated: 20th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 11.07.2020 filed online in the RTI portal of TRAI vide Registration No.TRAOI/R/E/20/00473 for providing information under the provisions of the Right to Information Act, 2005 complaint against the officials of M/s. Vodafone, Kolkata related matter. In this context, the following is furnished:

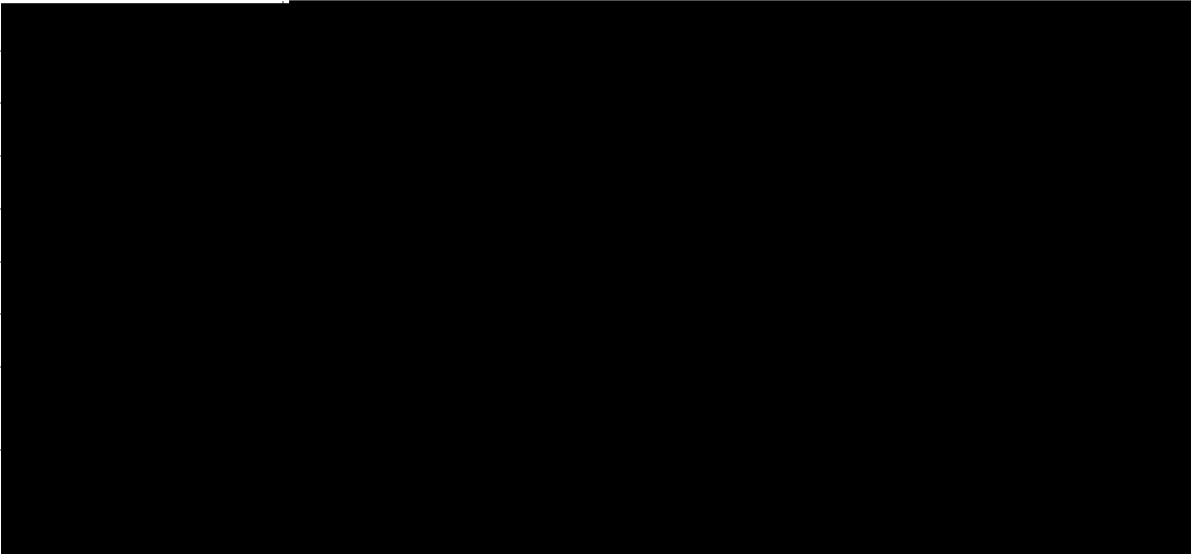
S.No.	Reply
1	Vide the above application you have not sought any specific information under the RTI Act, rather you have requested for redressal of your grievances against the officials of M/s. Vodafone Company, Kolkata. TRAI has no information to provide.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS						
Registration No. :	TRAOI/R/T/20/00053	Date of Receipt :	13/07/2020			
Transferred From :	Telecom Regulatory Authority of India on 13/07/2020 With Reference Number : DOTEL/R/T/20/00605					
Remarks :	RTI ALSO PERTAINS TO TRAI PLEASE.					
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English			
						
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :				
Information Sought :	1. A total number of active subscribers in India along with state wise bifurcation upto 25th May 2020. 2. The total number of KYC completed active connection upto 25th May 2020. 3. The total number of Aadhar (KYC) active connection and Non-Aadhar(KYC) active connection upto 25th May 2020. 4. Is there any mechanism to verify the person (on whose KYC the number is issued) is using that particular number in his/her device. 5. Is there any setup for IMEI/MDN number - Device Invoice (Purchase) linking with the KYC of subscribers to establish point 4 above.					
Original RTI Text :	1. A total number of active subscribers in India along with state wise bifurcation upto 25th May 2020. 2. The total number of KYC completed active connection upto 25th May 2020. 3. The total number of Aadhar (KYC) active connection and Non-Aadhar(KYC) active connection upto 25th May 2020. 4. Is there any mechanism to verify the person (on whose KYC the number is issued) is using that particular number in his/her device. 5. Is there any setup for IMEI/MDN number - Device Invoice (Purchase) linking with the KYC of subscribers to establish point 4 above.					



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F. No. 342/2020/RTI

Dated: 16th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 13.07.2020 filed online in the RTI portal of DoT vide registration No. **DOTEL/R/T/20/00605** which is received through transferred on the RTI Portal of TRAI vide registration No. TRAOI/R/T/20/00053 for providing information under the provisions of the Right to Information Act, 2005 regarding mobile active subscriber and number of KYC related matter. In this context, the following is furnished:

S.No.	Reply
1	Telecom Service Providers furnish License Service Area-wise (LSA-wise) wireless subscriber base on a monthly basis and furnish State-wise wireless subscriber base on a quarterly basis. Both these figures are published in the monthly Telecom Subscription Data and the quarterly Performance Indicators Report and are uploaded in the TRAI's website. The latest publications of these reports are respectively available in the URL Link: https://traigov.in/sites/default/files/PR_No.49of2020_1.pdf https://traigov.in/sites/default/files/PIR_30062020.pdf .
2 to 5	The information sought by you vide these points relates to subscribers' verification. Instructions regarding subscribers' verification are issued by Department of Telecommunications (DoT).

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

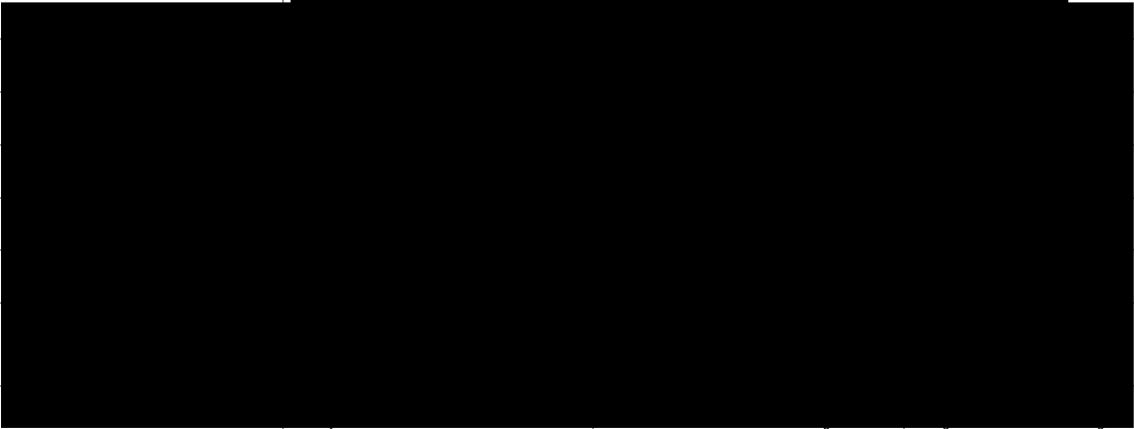
(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:

The Dy. Secy. & Nodal Officer (RTI) Deaptt. Of Telecommunications Ministry of Information & Technology Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned online RTI application vide registration no. DOTEL/R/T/20/00605 dated 13.07.2020.
---	--

RTI REQUEST DETAILS							
Registration No. :	TRAOI/R/E/20/00476	Date of Receipt :	11/07/2020				
Type of Receipt :	Online Receipt	Language of Request :	English				
							
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :					
Information Sought :	dear sir i paritosh jaiswal as a consumer of vodafone company where iam facing problem regarding network issue from past 15 days where I also launched a complaint to aforesaid company where they are only giving me an ansurance by giving me a complaint number which is 3583824632 where company executives Rahul Verma send me a mail on dated 1july 2020 that on 6 July 2020 will going to called up you to get resolved my issues by I did not receive any single call for the Same so I request you kindly help me out to get resolved my issues and take an initiative action against Vodafone company						



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F. No. 343/2020/RTI

Dated: 17th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 11.07.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00476 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint against M/s. Vodafone for network related matter. In this context, the following is furnished:

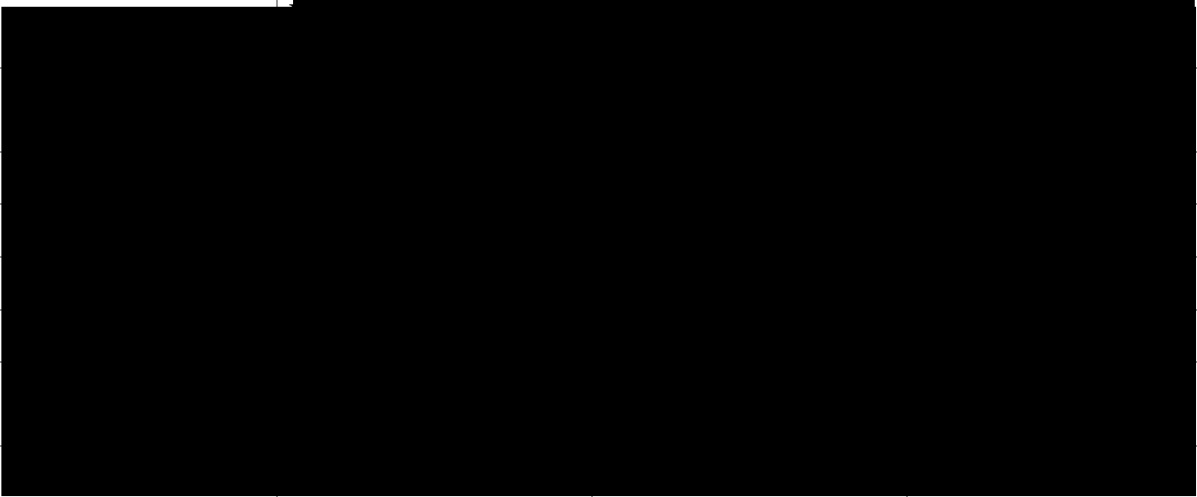
S.No.	Reply
1	In the RTI application, you had not sought any specific information under RTI Act, 2005 rather your application was in the nature of a complaint against M/s. Vodafone India Ltd. It is for information that TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. 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. 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. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00477	Date of Receipt :	11/07/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	1. Is Corona caller tune mandatory for all calls in mobile network. Like to have GO issued to all telecom i.e. mobile network service providers by Government of India to propogate Corona caller tune. mobile network providers are BSNL, airtel, Vodaforne, Reliance Jio, etc., 2. Like to have Purchase order if any issued by Government of India to all mobile service providers for propagation of Caller tunes and like to know the revenue sharing given to all mobile network providers for each and every Corona Caller tune. 3. Has Trai issued any guideliness to Mobile network providers to end Corona awareness caller tunes like if the customer unlikes this frequent corona awareness caller tune and feels irritating they need to provide a provision to hear regular ring tone or caller tune as selected by the customer using thier network service. If kindly furnish details. If not like to know the reason for not issuing such regulations. 4. No. of telemarketing calls made against DND registered to your site and no. of resolutions provided by you since sinception of DND yearwise break up. What kind of action is prescribed against Tele-marketers making cold calls despite beign enrolled in DND. 5. Is there any legal provision accepted by TRAI, wherein in few websites there is compulsory tick mark for making call against DND and no other provision to proceed further without accepting the tick. If DND has to be circumvated by these rules kindly provide me with GO for the same to such tele-marketers. 6. Is there any time restriction provider to tele-marketing companies to make calls as per customer choice or they can make call at any time. 7. Is any provisions or GO given to service providers like Airtel, BSNL, Vodafone, Reliance, Jio, enabling them to send messages for renewal and schmes for recharge frequently being a part of marketing. Kindly furnish me details which makes these service providers send marketing messages of thier scheme frequently to customers. If you are not concerned authority kindly forward the same to concerned authority who can answer these rti query.		

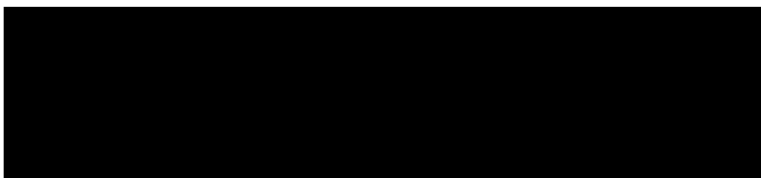


TELECOM REGULATORY AUTHORITY OF INDIA
MahanagarDoorsancharBhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(344)/2020-RTI

Dated: 24th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 11.07.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00477 for providing information under the provisions of the Right to Information Act, 2005 about corona caller tune and related matter. In this context, the following is furnished:

S.No.	Reply
1	DoT
2,3 & 5	Information sought by you vide these points is not available in TRAI.
4	TRAI does not maintain such data. Action on UCC complaints is required to be taken by Service Providers as per new regulation i.e. Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018. The copy of TCCCPR, 2018 is available on public domain at URL https://traigov.in/sites/default/files/RegulationUcc19072018.pdf
6	Information sought is already available in TCCCPR, 2018, The copy of which is available on public domain at URL https://traigov.in/sites/default/files/RegulationUcc19072018.pdf
7	The provisions are available in TRAI's Regulation – The Telecom Consumer Protection Regulation 2018 (TCPR). This regulation is available in public domain at URL: https://traigov.in/sites/default/files/Consumer_Protection_Regulations%202012.pdf

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, MahanagarDoorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

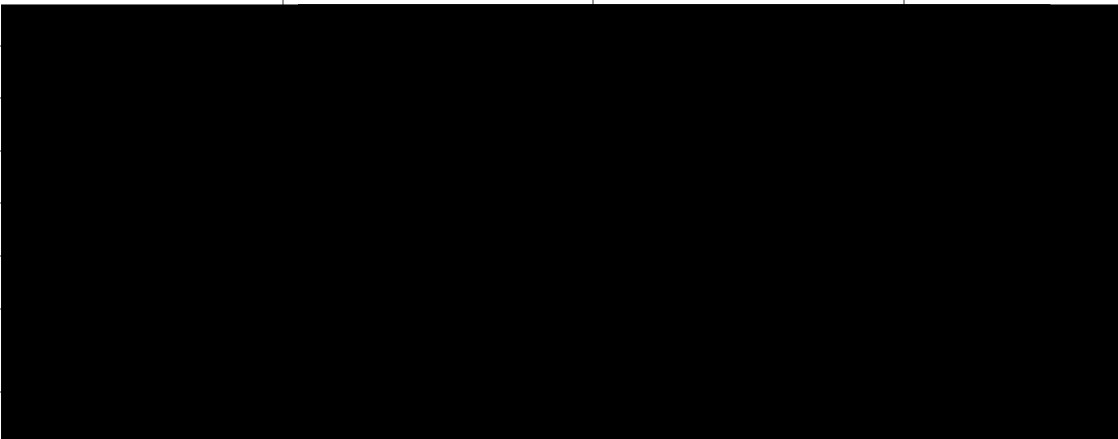
Yours faithfully



(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS							
Registration No. :	TRAOI/R/E/20/00488	Date of Receipt :	16/07/2020				
Type of Receipt :	Online Receipt	Language of Request :	English				
							
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :					
Information Sought :	i am seeking for the operator wise information on IUC charges of the a2p(commercial) and p2p(normal) sms and also please provide is their any government taxes need to pay by operator on IUC charger if yes then how much.						

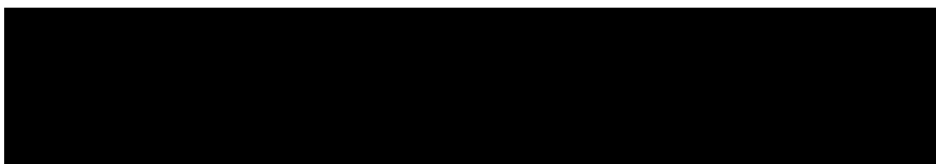


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F. No. 1(346)/2020/RTI

Dated: 28th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 16.07.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00411 for providing information under the provisions of the Right to Information Act, 2005 regarding IUC charges related matter. In this context, the following is furnished:

S.No.	Reply
1	Every Originating Access Provider shall pay to the Terminating Access Provider a termination charge of Re. 0.02 (paise two only) for each Short Message Service (SMS) terminated by it on the network of Terminating Access Provider; Provided that termination charges for international incoming Short Message Service (SMS) shall be under forbearance. In this regard, TRAI 'The Short Message Services (SMS) Termination charges Regulations 2013' dated 24th May 2013, available on TRAI website may be referred. https://traigov.in/sites/default/files/201305240356215478392English_SMS_Regulation_24.05.pdf .

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00487	Date of Receipt :	14/07/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear Sir, Please provide following information:- 1. Why 28 days in a month for Telecom (voice &data provider). 2. Why Telecom (voice and data) company doing mandatory for 35 Rs recharge for month IC/OG even we have purchased lifetime sim. 3. Why mobile data speed not good when we used half capacity of a day. Supposed we have 2Gb per day, then after consumption of 01Gb data speed getting slow. And after that we recharged with any of the top up pack then again speed going to very fast.		



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(348)/2020-RTI

Dated: 24th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Madam,

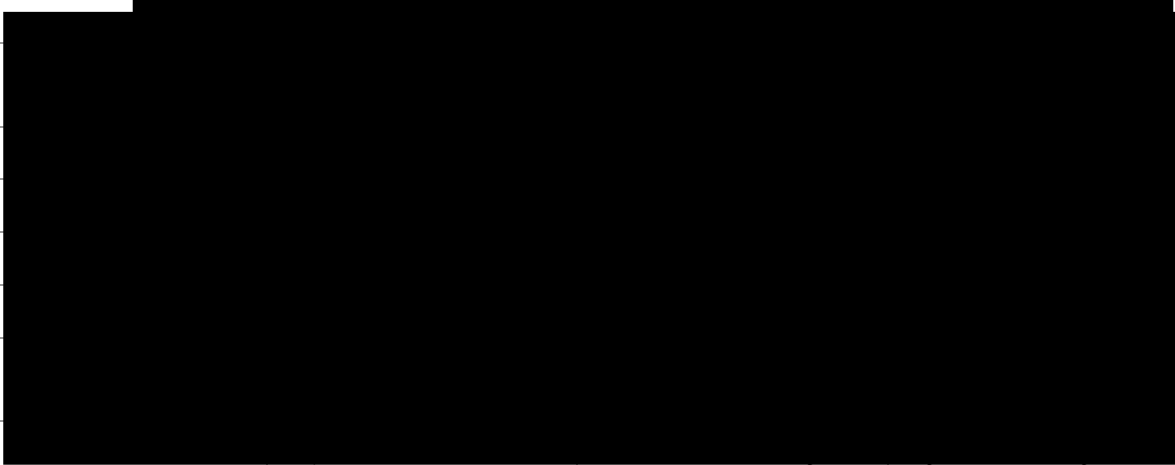
Please refer to your application dated 14.07.2020 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/20/00487 for providing information under the provisions of the Right to Information Act, 2005 regarding validity and recharge related matter. In this context, the following is furnished:

S.No.	Reply
1 to 2	In prepaid mobile services, validity is expressed in terms of 'days' and not 'months'. As per the existing regulatory framework, tariff including rates and related conditions is under forbearance except for national roaming, rural fixed line services and leased circuits. Some telecom service providers have introduced tariff plans wherein the terms and conditions include the condition of recharge with a certain amount at stipulated period to continue to avail uninterrupted services and benefits of the tariff plans. Failure to comply with the prescribed mandatory recharge will result in stoppage of service in a phased manner. . As per the TTO Section-III clause 6: (v) <i>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.</i>
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, MahanagarDoorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

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

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00483	Date of Receipt :	14/07/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Im using Airtel for a long time, Open SR - 31-3144358213448 Open SR- 31-3089854740811, I have raised a complaint that Im unable to use INTERNET or CALL or WIFI CALLING SERVICE from Airtel in Alla Rathyya St, Juvvalapalem, Andhra Pradesh 534101. Ive started sending them emails from 19th June 2020 with all the screen shots. Only thing what I get is that Airtel team is working on the issue, But Im paying more then Rs1500/ a month to Airtel Im not satisfied with the service.		

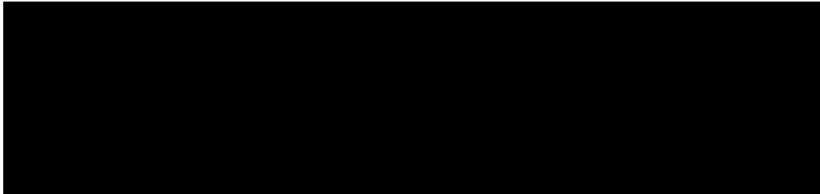


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(349)/2020-RTI

Dated: 22nd July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 14.07.2020 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/20/00483 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint against M/s. Airtel for internet service related matter. In this context, the following is furnished:

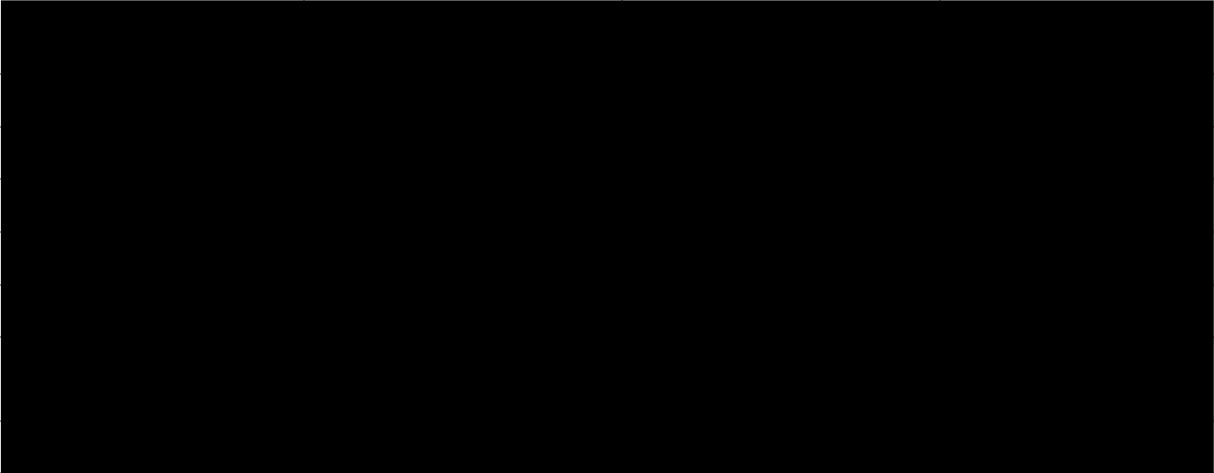
S.No.	Reply
1	Vide the above application you had not sought any specific information under RTI Act, 2005 rather your application was in the nature of a complaint. It is for information that TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. TRAI has mandated all Telecom 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. 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. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS							
Registration No. :	TRAOI/R/E/20/00495	Date of Receipt :	18/07/2020				
Type of Receipt :	Online Receipt	Language of Request :	English				
							
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :					
Information Sought :	Sir I had recharge BSNL Rupees 399 Pack for my Mobile No 9905425405 on 03 June 2020 and payment is processed by Amazon Pay but it was shown Recharge Status PENDING And in such a peculiar situation I had Processed TWO another recharges of same amounting through Amazon Pay and through Canara Bank Rupees 399 on the same day 03 June 2020 But all the THREE Recharges were not Successful at that time as shown in the concerned Screen Shots Copies or Screen Shots of the above mentioned Recharge are enclosed for your ready reference I had filed a Complaint through E mail to the TRAI OFFICIALS copy of my complaint dated 03 June 2020 is attached for your ready reference Sir provide me the following Information under RTI Act 2005 1 the action taken by the TRAI on my complaint dated 03 June 2020 2 the copy of notice or memorandum or instruction or order issued to the concerned Officials of the BSNL regarding my complaint dated 03 June 2020 3 the reply or response received from the BSNL Officials regarding my complaint dated 03 June 2020						

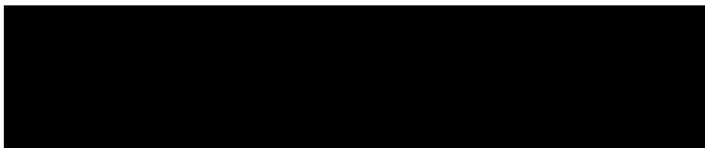


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(352)/2020-RTI

Dated: 25th July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 18.07.2020 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/20/00495 for providing information under the provisions of the Right to Information Act, 2005 regarding action taken status on complaint against M/s. BSNL related matter. In this context, the following is furnished:

S.No.	Reply
1	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 and no follow-up action is taken by TRAI on individual complaints. Accordingly, your complaint dated 3.6.2020 against M/s. BSNL have been received and forwarded to the concerned service provider for taking appropriate action. The action taken report as uploaded on TCCMS Portal by the service provider is attached herewith. It is also 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. 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. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

Encl: As above

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

Telecom Consumer Complaints Monitoring System (TCCMS)

Written Complaints

Registration No	Complaint Date	Service Provider	Service Area	Complaint Category	Complainants Name	Email	Type of Service	Phone No	Landline No
OT-07-20-0381	16/07/2020	Bharat Sanchar Nigam Limited (BSNL)	Bihar & Jharkhand	Individual Complaints	Bindeshwari Prasad Singh	bpsingh_29@yahoo.in	Mobile Telephone Service	9905425405	N.A

Action Taken

Action Date	Action	Remarks	FileName	View Details
16/07/2020	LODGED THE COMPLAINTS	No Remarks	OT-07-20-0381.pdf	View

Subject:



To:

Cc: ap@trai.gov.in <ap@trai.gov.in>

IMG-20200603-WA0016.jpg (82kB)

IMG-20200603-WA0018.jpg (82kB)

IMG-20200603-WA0017.jpg (38kB)



Kindly, look into the matter and instruct the BSNL to Refund my deducted three times amount ₹1193/- and also pass the ORDER as I am able to get Compensation from the BSNL.

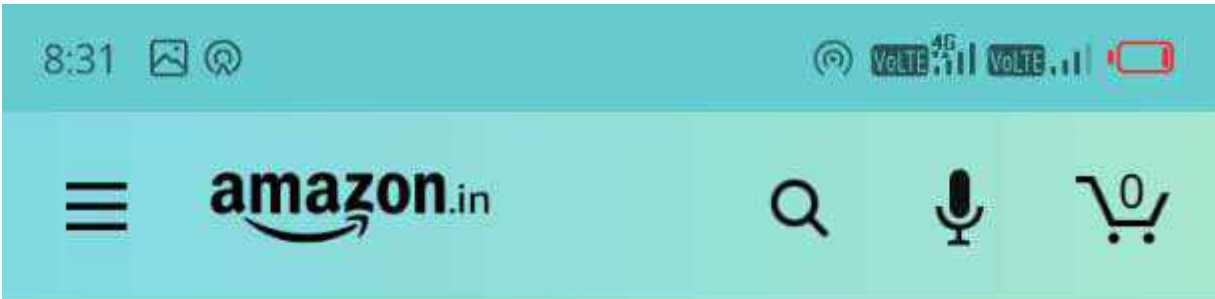
Thanks.!

With Warm Regards,

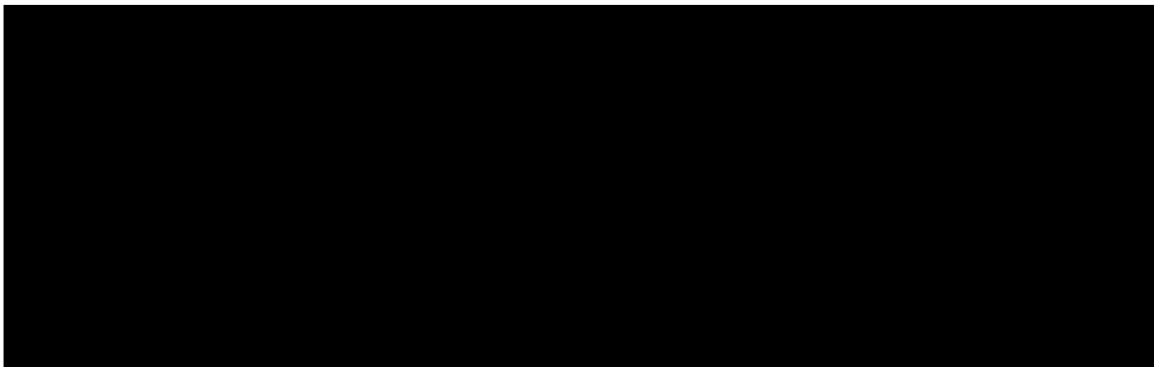


Sent from Yahoo Mail on Android

— IMG-20200603-WA0016.jpg —



Details for Order #402-6193478-9935532
[Print this page for your records.](#)



Mobile Prepaid Recharge	
Recharge Status : Pending	Amount 399.00
	
Plan: Unlimited Plans, Validity: 30 Days	
Operator Reference Number : NA	
Your order will be refunded within two working days, if your request is not successful.	

Payment information	
Payment Method:	Item(s) Subtotal: 399.00

	Total: 399.00

	Grand Total: 399.00

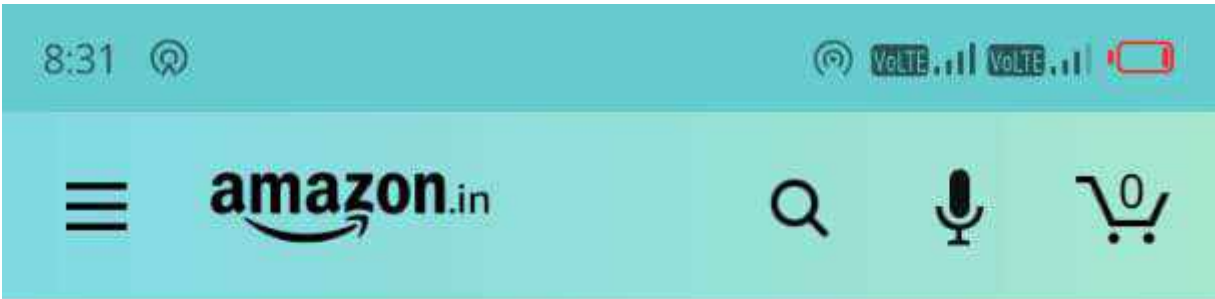
Grand Total: 399.00

To view the status of your order, return to [Order Summary](#).

Please note: this is not a GST invoice.

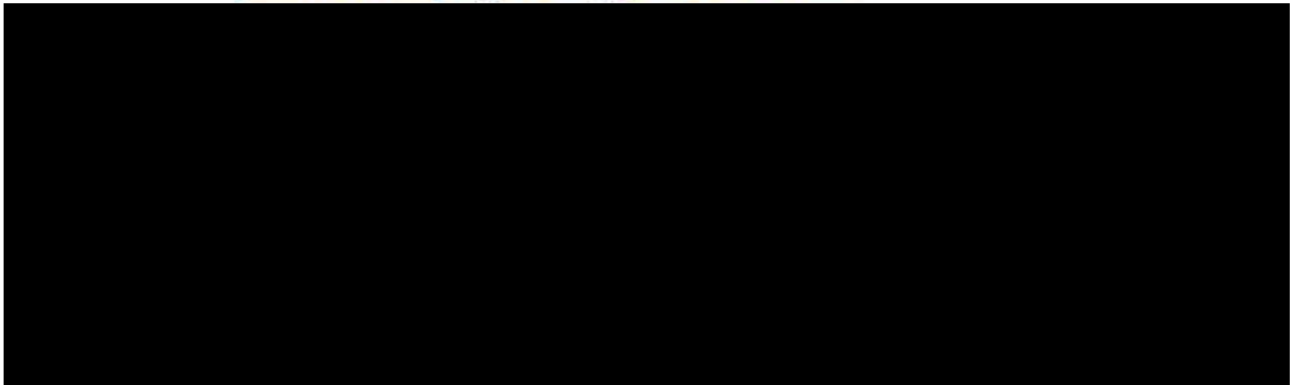


— IMG-20200603-WA0018.jpg —



Details for Order #402-8297961-2142715

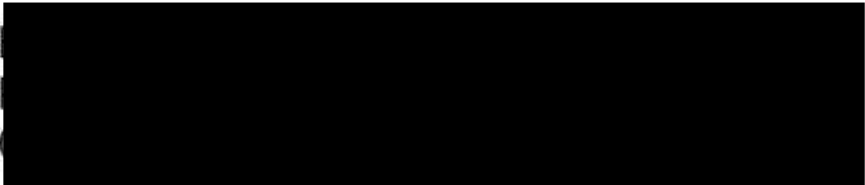
[Print this page for your records.](#)



Mobile Prepaid Recharge

Recharge Status : Pending

Amount
399.00



Your order will be refunded within two working days, if your request is not successful.

Payment information		
Payment Method:	Item(s) Subtotal:	399.00

	Total:	399.00

Grand Total:		399.00

Grand Total: 399.00

To view the status of your order, return to [Order Summary](#).

Please note: this is not a GST invoice.



— IMG-20200603-WA0017.jpg —

8:27 

Money Paid

₹ 399



03 Jun 2020, 08:14 PM

TO

Paytm

kgyqde2861@paytm

"Oid11038497937@Paytm BSNL Mobile ..."



FROM

Canara Bank

A/c No. XXXX XXXX XX79 7



UPI Reference ID 015535147817

 Recent Payments with Paytm >

 Need Help? >



RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00490	Date of Receipt :	16/07/2020
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear sir, Please provide me following information under RTI act, 2005. 1. Why my Airtel mobile no. 8809693331 services(incoming & outgoing) suddenly got off on 11.07.2020 at nearly 10:28PM. 2. If someone has requested to off the services of my Airtel mobile no. 8809693331, please share the reason & also share the mobile no. through which request was made.		

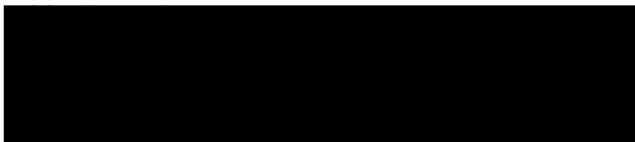


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(353)/2020/RTI

Dated: 31st July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Madam,

Please refer to your application dated 16.07.2020 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/20/00490 for providing information under the provisions of the Right to Information Act, 2005 regarding mobile services related matter. In this context, the following is furnished:

S.No.	Reply
1	No information has been sought by you as per the definition of 'information' in section 2(f) of the RTI Act, 2005.
2	The information sought by you vide this point pertains to concerned Telecom Service Provider and the same is not available with TRAI. The service provider has 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. Consumers may file a complaint with the Complaint Centre of the concerned service provider through the toll-free Consumer Care Number. In case, the complaint is either not resolved by the Complaint Centre of the service provider or the consumer is not satisfied with the redressal of his complaint, he may file an appeal with the appellate authority of the concerned service provider for redressal of his complaint. These regulations are available on TRAI website 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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00502	Date of Receipt :	20/07/2020
Type of Receipt :	Online Receipt	Language of Request :	English
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	1. Details on rules on providing minimum upload and download speed for providing 4G internet connectivity in India. 2. Details on rules on failure to provide the minimum upload and download speed by the service provider.		



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar LalNehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 1(357)/2020/RTI

Dated: 31st July, 2020

To



SUB: Supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your application dated 20.07.2020 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/20/00502 for providing information under the provisions of the Right to Information Act, 2005 regarding minimum upload and download speed related matter. In this context, the following is furnished:

S.No.	Reply
1	TRAI has not prescribed any minimum data speeds in 4GVolte mobile internet connection. The data speed in wireless network cannot be guaranteed as it is dependent on a number of factors such as coverage, distance from the cell, traffic, customer equipment/handset. Internet Speed may also depend upon other external factors such as application server performance etc.As such, the mobile users may experience different speeds at different locations and time of usages. However, TRAI has launched MySpeed portal (www.myspeed.trai.gov.in) based on crowd sourced data collected through MySpeed App. MySpeed portal provides download and upload speed, telecom service providers and technology wise. The applicant may check the same on myspeed.trai.gov.in. Also TRAI website www.trai.gov.in provides the average throughout reported by service providers under Performance Indicator Report.
2	You can raise the grievance to the service provider. Telecom Consumer Complaint Redressal Regulations, 2012 are available on public domain at http://main/trai.gov.in detailing the guidelines. However, a copy of the Direction dated 31.10.2016 on delivering Broadband Services in transparent manner is enclosed herewith.

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-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503