

सेवा में,

लोक सूचना पदाधिकारी,

संपर्क पता – भारतीय दूरसंचार विनियामक प्राधिकरण,

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, नई दिल्ली, पिन – 110002.

विषय – सूचना के अधिकार अधिनियम 2005 के तहत आवेदन।

महाशय,

सूचना के अधिकार अधिनियम 2005 के तहत भेजी गयी शिकायत पत्र जो यह सूचना आवेदन के साथ संगल्य है इसके विषय में विभिन्न बिन्दुओं पर विस्तृत सूचना उपलब्ध करने का कृप्या करेंगे परंतु अगर मांगी गयी कोई सूचना उक्त कार्यालय में नहीं है तब इसे सूचना अधिकार के नियमतः सूचना आवेदन को संबंधित कार्यालयों को स्थान्तरण करे सूचना उपलब्ध कराने का कृप्या करें कि –

1. भेजी गयी शिकायत पत्र में उल्लेखित विषयनुसार उठायी गयी कदम का दैनिक रिपोर्ट का प्रति पृष्ठ उपलब्ध करने का कृप्या करें।
2. लोक सेवक को लोक कार्य स्वेच्छा से लोक कार्य करने के लिये प्राप्त आदेश अथवा अनुमति पत्र का प्रति पृष्ठ उपलब्ध करने का कृप्या करें।
3. भेजी गयी शिकायत पत्र में उल्लेखित विषयनुसार कार्यवाही नहीं करने या कार्यवाही के लिये शिकायत पत्र को संबंधित विभाग एवं कार्यालय में स्थान्तरण नहीं करने के एवज में प्राप्त लाभों के विषय में सूचना उपलब्ध करें।
4. वह नियमावली, आदेश अथवा अनुमती पत्र का प्रति पृष्ठ उपलब्ध करने का कष्ट करें जिसमें शिकायतनुसार दर्ज शिकायत पर कोई कार्यवाही नहीं करने का अनुमति अथवा आदेश उल्लेखित है।

धन्यवाद

ध्यान हेतु – यह आवेदन के साथ सूचना शुल्क के रूप में Rs.10/- का पोस्टल आर्डर सं – 64F 949901 संगल्य कर रहा हूँ। मैं PAY TO का स्थान को रिक्त छोड़ दिया हूँ क्योंकि किस नाम से भरी जाएगी यह मुझे जानकारी नहीं है अनुरोध है कि कृप्या करके उक्त कार्यालय द्वारा इसे भरी जाए।

मेरा मे 05 JUL 20

निदेशक महोदय,

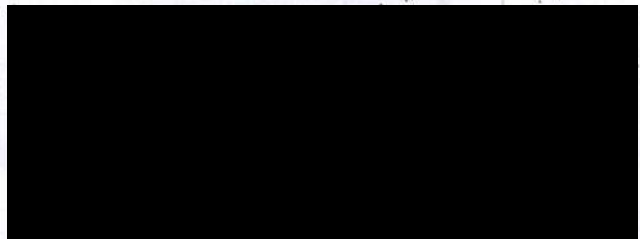
संपर्क पता - भारतीय दूरसंचार नियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, नई दिल्ली, पिन कोड - 110 002

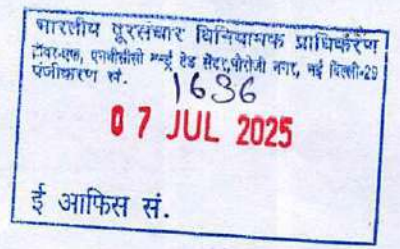
विषय - निजी व्यवसायिक संस्थान एनीटाइम फिटनेस के कानूनी उत्तराधिकारी और संबंधित लोक सेवक के विरुद्ध सख्त कड़ी कानूनी कार्यवाही करने के संबंध में।

महाशय,

1. दिनांक 02 / 05 / 2025 को मैंने झारखंड राज्य के जमशेदपुर अधिसूचित क्षेत्र समिति, जमशेदपुर, पूर्वी सिंहभूम के लोक सूचना अधिकारी को निजी संगठन एनीटाइम फिटनेस / Anytime Fitness के पंजीकरण के बारे में जानकारी प्राप्त करने के लिए सूचना का अधिकार अधिनियम की धारा 2005 के तहत एक आवेदन दायर किया, जिसमें उक्त विभाग के लोक सूचना अधिकारी ने मुझे दिनांक 22 / 05 / 2025 को सुनिश्चित किया है कि इस नाम से कोई लाइसेंस जारी नहीं किया गया है।
2. मुझे एनीटाइम फिटनेस के नाम पर पहले ही मोबाइल में संदेश प्राप्त हुआ है जिसका साक्ष्य भी संलग्न किया है जबकि मेरा यह उक्त व्यवसायिक संस्थान से कोई संबंध नहीं है इसीलिये यह प्राप्त संदेश में उपलब्ध मोबाइल संख्या से संपर्क कर उक्त व्यवसायिक संस्थान के पते (पता - मकान संख्या 42, तृतीय तल्ला, एस० बी० शॉप एरिया, मेन रोड बिष्टुपुर, जमशेदपुर, पूर्वी सिंहभूम, झारखण्ड) का जानकारी प्राप्त हुई जिसमें एक कानूनी नोटिश भी भेजा गया परन्तु आज तक जवाब नहीं दिया गया है।
3. मेरे कानूनी नोटिश का जवाब इसीलिये नहीं दिया गया क्योंकि स्थितिनुसार यह प्रमाण के साथ साबित हो गया है कि एनीटाइम फिटनेस के नाम पर मोबाइल में कोई भी सन्देश भेजकर साइबर अपराध और धोखाधड़ी करने में बहुत ही सक्रिय है।
4. एनीटाइम फिटनेस के नाम पर व्यवसाय का संचालन हो रही है जबकि मुख्य आधार प्रमाण पत्र जैसे पंजीकृत कागजात जमशेदपुर अधिसूचित क्षेत्र समिति से प्राप्त नहीं की गयी है क्योंकि उक्त व्यवसाय के नाम पर सायबर अपराध किया जा रहा है जो असंवैधानिक और नियम कानून के विरुद्ध है इसीलिये मैंने यह शिकायत एनीटाइम फिटनेस के कानूनी उत्तराधिकारी के विरुद्ध सख्त कड़ी कानूनी कार्यवाही करने के लिये शिकायत दर्ज कर रहा हूँ और उस लोक सेवक के खिलाफ भी बहुत सख्त कानूनी कार्यवाही करें जिनके जिम्मेदारी यह है कि ऐसी अपंजीकृत व्यवसाय संस्थान के विरुद्ध कड़ी कानूनी कार्यवाही करने का दायित्व होता है।
5. इस तरह के सन्देश प्राप्त प्राप्त के विरुद्ध माननीय उच्च न्यायालय, झारखण्ड में मुकदमा दर्ज है जिसमें आदेश भी हुई है जिसका प्रति पृष्ठ संलग्न है इसीलिये यह उक्त शिकायत में उल्लेखित विषय के संबंध में भी माननीय उच्च न्यायालय को विचाराधीन वाद में अवगत करूँगा।

धन्यवाद





सेवा में,

लोक सूचना पदाधिकारी,

संपर्क पता – भारतीय दूरसंचार विनियामक प्राधिकरण,

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, नई दिल्ली, पिन – 110002

विषय – सूचना के अधिकार अधिनियम 2005 के तहत आवेदन ।

महाशय,

सूचना के अधिकार अधिनियम 2005 के तहत भेजी गयी शिकायत पत्र जो यह सूचना आवेदन के साथ संगलन है इसके विषय में विभिन्न बिन्दुओं पर विस्तृत सूचना उपलब्ध करने का कृप्या करेंगे परंतु अगर मांगी गयी कोई सूचना उक्त कार्यालय में नहीं है तब इसे सूचना अधिकार के नियमतः सूचना आवेदन को संबंधित कार्यालयों को स्थान्तरण करे सूचना उपलब्ध कराने का कृप्या करें कि –

1. भेजी गयी शिकायत पत्र में उल्लेखित विषयनुसार उठायी गयी कदम का दैनिक रिपोर्ट का प्रति पृष्ठ उपलब्ध करने का कृप्या करें ।
2. लोक सेवक को लोक कार्य स्वेच्छा से लोक कार्य करने के लिये प्राप्त आदेश अथवा अनुमति पत्र का प्रति पृष्ठ उपलब्ध करने का कृप्या करें ।
3. भेजी गयी शिकायत पत्र में उल्लेखित विषयनुसार कार्यवाही नहीं करने या कार्यवाही के लिये शिकायत पत्र को संबंधित विभाग एवं कार्यालय में स्थान्तरण नहीं करने के एवज में प्राप्त लाभों के विषय में सूचना उपलब्ध करें ।
4. वह नियमावली, आदेश अथवा अनुमति पत्र का प्रति पृष्ठ उपलब्ध करने का कष्ट करें जिसमें शिकायतनुसार दर्ज शिकायत पर कोई कार्यवाही नहीं करने का अनुमति अथवा आदेश उल्लेखित है ।

धन्यवाद

ध्यान हेतु – यह आवेदन के साथ सूचना शुल्क के रूप में Rs.10/- का पोस्टल आर्डर सं – 64F 949894 संगलन कर रहा हूँ । मैं PAY TO का स्थान को रिक्त छोड़ दिया हूँ क्योंकि किस नाम से भरी जाएगी यह मुझे जानकारी नहीं है अनुरोध है कि कृप्या करके उक्त कार्यालय द्वारा इसे भरी जाए ।

सेवा में, JUL 13

निदेशक महोदय,

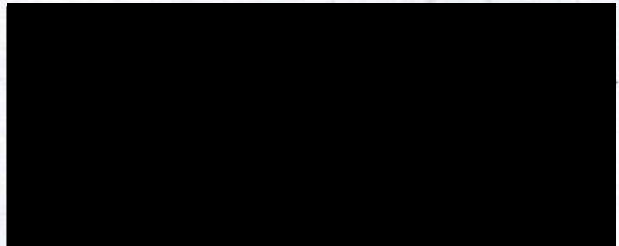
संपर्क पता - भारतीय दूरसंचार नियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, नई दिल्ली, पिन कोड - 110002

विषय - निजी व्यवसायिक संस्थान OMAR SALON & SPA के कानूनी उत्तराधिकारी के विरुद्ध सख्त कड़ी कानूनी कार्यवाही करने के संबंध में।

महाशय,

1. दिनांक 02 / 05 / 2025 को मैंने झारखंड राज्य के जमशेदपुर अधिसूचित क्षेत्र समिति, जमशेदपुर, पूर्वी सिंहभूम के लोक सूचना अधिकारी को निजी व्यवसायिक संस्थान OMAR SALON & SPA के पंजीकरण के बारे में जानकारी प्राप्त करने के लिए सूचना का अधिकार अधिनियम की धारा 2005 के तहत एक आवेदन दायर किया, जिसमें उक्त विभाग के लोक सूचना अधिकारी ने मुझे दिनांक 22 / 05 / 2025 को सुनिश्चित किया है कि इस नाम से उक्त पता पर कोई दुकान नहीं है लेकिन अन्य नाम से है।
2. मुझे OMAR SALON & SPA के नाम पर पहले ही मोबाइल में संदेश प्राप्त हुआ है जिसका साक्ष्य भी संलग्न किया है जबकि मेरा यह उक्त व्यवसायिक संस्थान से कोई संबंध नहीं है इसीलिये यह प्राप्त संदेश में उपलब्ध मोबाइल संख्या से संपर्क कर उक्त व्यवसायिक संस्थान के पते (पता - प्लॉट नंबर 79, अय्यप्पा मंदिर के बगल में, ऑपोजिट अलकोर होटल, ओ रोड, बिस्टुपुर, जमशेदपुर, पूर्वी सिंहभूम, झारखण्ड) का जानकारी प्राप्त हुई जिसमें एक कानूनी नोटिश भी भेजा गया परन्तु आज तक जवाब नहीं दिया गया है।
3. मेरे कानूनी नोटिश का जवाब इसीलिये नहीं दिया गया क्योंकि स्थितिनुसार यह प्रमाण के साथ साबित हो गया है कि OMAR SALON & SPA के नाम पर मोबाइल में कोई भी सन्देश भेजकर साइबर अपराध और धोखाधड़ी करने में बहुत ही सक्रिय है। OMAR SALON & SPA के नाम पर व्यवसाय का संचालन हो रही है जबकि मुख्य आधार प्रमाण पत्र जैसे पंजीकृत कागजात जमशेदपुर अधिसूचित क्षेत्र समिति से प्राप्त नहीं कि गयी है क्योंकि उक्त व्यवसाय के नाम पर सायबर अपराध किया जा रहा है जो असंवेधानिक और नियम कानून के विरुद्ध है इसीलिये मैंने यह शिकायत OMAR SALON & SPA के कानूनी उत्तराधिकारी के विरुद्ध सख्त कड़ी कानूनी कार्यवाही करने के लिये शिकायत दर्ज कर रहा हूँ और उस लोक सेवक के खिलाफ भी बहुत सख्त कानूनी कार्यवाही करें जिनके जिम्मेदारी यह है कि ऐसी अपंजीकृत व्यवसाय संस्थान के विरुद्ध कड़ी कानूनी कार्यवाही करने का दायित्व होता है।
4. इस तरह के सन्देश प्राप्त प्राप्त के विरुद्ध माननीय उच्च न्यायालय, झारखण्ड में मुकदमा दर्ज है जिसमें आदेश भी हुई है जिसका प्रति पृष्ठ संलग्न है इसीलिये यह उक्त शिकायत में उल्लेखित विषय के संबंध में भी माननीय उच्च न्यायालय को विचाराधीन वाद में अवगत करूँगा।

धन्यवाद



भारतीय दूरसंचार विनियामक प्राधिकरण
एन.एफ. एन.सी.सी. 17/18 ईड सीडर, कोटेली मार्ग, नई दिल्ली-29
पंजीकरण सं. 1637
07 JUL 2025
ई आफिस सं.

सेवा में,

लोक सूचना पदाधिकारी,

संपर्क पता – भारतीय दूरसंचार विनियामक प्राधिकरण,

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, नई दिल्ली, पिन – 110002

विषय – सूचना के अधिकार अधिनियम 2005 के तहत आवेदन ।

महाशय,

सूचना के अधिकार अधिनियम 2005 के तहत भेजी गयी शिकायत पत्र जो यह सूचना आवेदन के साथ संगल्य है इसके विषय में विभिन्न बिन्दुओं पर विस्तृत सूचना उपलब्ध करने का कृप्या करेंगे परंतु अगर मांगी गयी कोई सूचना उक्त कार्यालय में नहीं है तब इसे सूचना अधिकार के नियमतः सूचना आवेदन को संबंधित कार्यालयों को स्थान्तरण करे सूचना उपलब्ध कराने का कृप्या करें कि –

1. भेजी गयी शिकायत पत्र में उल्लेखित विषयनुसार उठायी गयी कदम का दैनिक रिपोर्ट का प्रति पृष्ठ उपलब्ध करने का कृप्या करें ।
2. लोक सेवक को लोक कार्य स्वेच्छा से लोक कार्य करने के लिये प्राप्त आदेश अथवा अनुमति पत्र का प्रति पृष्ठ उपलब्ध करने का कृप्या करें ।
3. भेजी गयी शिकायत पत्र में उल्लेखित विषयनुसार कार्यवाही नहीं करने या कार्यवाही के लिये शिकायत पत्र को संबंधित विभाग एवं कार्यालय में स्थान्तरण नहीं करने के एवज में प्राप्त लाभों के विषय में सूचना उपलब्ध करें ।
4. वह नियमावली, आदेश अथवा अनुमति पत्र का प्रति पृष्ठ उपलब्ध करने का कष्ट करें जिसमें शिकायतनुसार दर्ज शिकायत पर कोई कार्यवाही नहीं करने का अनुमति अथवा आदेश उल्लेखित है ।

धन्यवाद

ध्यान हेतु – यह आवेदन के साथ सूचना शुल्क के रूप में Rs.10/- का पोस्टल आर्डर सं – 64F 949891 संगल्य कर रहा हूँ । मैं PAY TO ... का स्थान को रिक्त छोड़ दिया हूँ क्योंकि किस नाम से भरी जाएगी यह मुझे जानकारी नहीं है अनुरोध है कि कृप्या करके उक्त कार्यालय द्वारा इसे भरी जाए ।

मेवा में, 105 JUL '0

निदेशक महोदय, भारतीय दूरसंचार विनियामक प्राधिकरण,

संपर्क पता - महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, नई दिल्ली, पिन - 110002

विषय - मोबाइल संख्या [REDACTED] द्वारा प्राप्त सन्देश के विरुद्ध कड़ी कानूनी कार्यवाही करने के लिये शिकायत।

महाशय,

मोबाइल संख्या [REDACTED] द्वारा मेरे मोबाइल संख्या [REDACTED] 4 में प्राप्त सन्देश के विरुद्ध कड़ी कानूनी कार्यवाही करने के लिये शिकायत दर्ज करने के लिये स्वयं मोबाइल मेसेज भेजने वाला मोबाइल धारक ही बाध्य और विवश किये हैं क्योंकि -

1. मोबाइल संख्या [REDACTED] से संबंधित व्यक्ति के द्वारा अवैध, असंवेधानिक और अनियमित कार्य के लिये मुझे मेरे मोबाइल संख्या [REDACTED] में संदेश भेजा है जिसमें एक लिंक भी उपलब्ध है जिसका प्रमाण यह पत्र के दूसरे भाग में है।
2. जो मेसेज मुझे प्राप्त हुई है उसके संबंध में मोबाइल धारक से संपर्क भी किये है परन्तु उन्होंने कोई भी निश्चित सुनिश्चित नहीं किये जबकि प्राप्त मेसेज से मुझे कोई संबंध नहीं है परन्तु इस तरह का मेसेज भेजने का भी कोई प्रावधान नहीं है।
3. जो व्यक्ति ने यह मेसेज भेजा है उसमें एक लिंक भी है जिसके माध्यम से कोई एप्स / apps या वेबसाइट का लिंक के द्वारा किसी भी व्यक्ति का व्यक्तिगत विवरण प्राप्त कई अवैध, असंवेधानिक और अनियमित कार्य करते हैं अर्थात व्यक्ति का सम्पूर्ण निजी जानकारी को एकत्रित कर आर्थिक क्षती पहुंचाते हैं इसीलिए दिन प्रति दिन साइबर अपराध में वृद्धि हो रही है।

महाशय,

इस तरह के अवैध, असंवेधानिक और अनियमित कार्यों के विरुद्ध कानूनी कार्यवाही करने आपके कार्य के क्षेत्रधिकार में शामिल है इसीलिए इसके विरुद्ध कड़ी कानूनी कार्यवाही करना सुनिश्चित करें जिसकारण में प्रत्यक्षरूप से शिकायत दर्ज एवं दाखिल कर रहा हूँ परन्तु अगर यह शिकायत पत्र में उल्लेखित विषय में कार्यवाही करना आपके क्षेत्रधिकार में नहीं है, तब संबंधित विभाग एवं कार्यालय को उपलब्ध कराते हुए मुझे सुनिश्चित करने के पश्चात ही मेरा यह शिकायत का निष्पादन करें क्योंकि लोक सेवक को लोक कार्य स्वेच्छा से करने का प्रावधान नहीं है। यह उकल्ट सम्पूर्ण शिकायत के संबंध में माननीय उच्च न्यायालय, झारखण्ड को उपलब्ध करूँगा क्योंकि माननीय न्यायालय द्वारा इस उक्त शिकायत पत्र में उल्लेखित विषय पर अपना पक्ष रखने का आदेश दे चुके हैं जो आदेश पत्र संगलभ भी है।

धन्यवाद

[REDACTED]

[REDACTED]

सेवा में,

लोक सूचना पदाधिकारी,

संपर्क पता - भारतीय दूरसंचार विभाग, प्रशासकीय,

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, नई दिल्ली, पिन - 110002

विषय - सूचना के अधिकार अधिनियम, 2005 के तहत आवेदन।

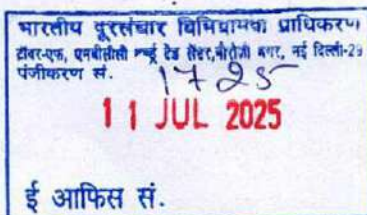
महाशय,

सूचना के अधिकार अधिनियम 2005 के तहत भेजी गयी शिकायत पत्र जो यह सूचना आवेदन के साथ संगलन है इसके विषय में विभिन्न बिन्दुओं पर विस्तृत सूचना उपलब्ध करने का कृप्या करेंगे परंतु अगर मांगी गयी कोई सूचना उक्त कार्यालय में नहीं है तब इसे सूचना अधिकार के नियमतः सूचना आवेदन को संबंधित कार्यालयों को स्थान्तरण करे सूचना उपलब्ध कराने का कृप्या करें कि -

1. भेजी गयी शिकायत पत्र में उल्लेखित विषयनुसार उठायी गयी कदम का दैनिक रिपोर्ट का प्रति पृष्ठ उपलब्ध करने का कृप्या करें।
2. लोक सेवक को लोक कार्य स्वेच्छा से लोक कार्य करने के लिये प्राप्त आदेश अथवा अनुमति पत्र का प्रति पृष्ठ उपलब्ध करने का कृप्या करें।
3. भेजी गयी शिकायत पत्र में उल्लेखित विषय पर कार्यवाही नहीं करने या कार्यवाही के लिये शिकायत पत्र को संबंधित विभाग एवं कार्यालय में स्थान्तरण नहीं करने के एवज में प्राप्त लाभों के विषय में सूचना उपलब्ध करें।
4. वह नियमावली, आदेश अथवा अनुमति पत्र का प्रति पृष्ठ उपलब्ध करने का कष्ट करें जिसमें शिकायतनुसार दर्ज शिकायत पर कोई कार्य नहीं करने वा अनुमति अथवा आदेश उल्लेखित है।

धन्यवाद

ध्यान हेतु - यह आवेदन के साथ सूचना शुल्क के रूप में Rs.10/- का पोस्टल आर्डर सं - 64F 949670 संगलन कर रहा हूँ। मैं PAY TO का स्थान को रिक्त छोड़ दिया हूँ क्योंकि किस नाम से भरी जाएगी यह मुझे जानकारी नहीं है अनुरोध है कि कृप्या करके उक्त कार्यालय द्वारा इसे भरी जाए।



सेवा में,

निदेशक महोदय, भारतीय दूरसंचार विनिर्माण प्राधिकरण,

संपर्क पता - महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, नई दिल्ली, पिन - 110002

विषय - मोबाइल संख्या [REDACTED] द्वारा प्राप्त सन्देश के विरुद्ध कड़ी कानूनी कार्यवाही करने के लिये शिकायत।

महाशय,

मोबाइल संख्या [REDACTED] द्वारा मेरे मोबाइल संख्या [REDACTED] में प्राप्त सन्देश के विरुद्ध कड़ी कानूनी कार्यवाही करने के लिये शिकायत दर्ज करने के लिये स्वयं मोबाइल मेसेज भेजने वाला मोबाइल धारक ही बाध्य और विवश किये हैं क्योंकि -

1. मोबाइल संख्या [REDACTED] से संबंधित व्यक्ति के द्वारा अवैध, असंवेधानिक और अनियमित कार्य के लिये मुझे मेरे मोबाइल संख्या - [REDACTED] में संदेश भेजा है जिसमें एक लिंक भी उपलब्ध है जिसका प्रति पृष्ठ संलग्न है।
2. जो मेसेज मुझे प्राप्त हुई है उसके संबंध में मोबाइल धारक से संपर्क भी किये है परन्तु उन्होंने कोई भी निश्चित सुनिश्चित नहीं किये जबकि प्राप्त मेसेज से मुझे कोई संबंध नहीं है परन्तु इस तरह का मेसेज भेजने का भी कोई प्रावधान नहीं है।
3. जो व्यक्ति ने यह मेसेज भेजा है उसमें एक लिंक भी है जिसके माध्यम से कोई एप्पस / apps या वेबसाइट का लिंक के द्वारा किसी भी व्यक्ति का व्यक्तिगत वितरण प्राप्त कई अवैध, असंवेधानिक और अनियमित कार्य करते हैं अर्थात् व्यक्ति का सम्पूर्ण निजी जानकारी को एकत्रित कर आर्थिक क्षती पहुंचाते हैं इसीलिए दिन प्रति दिन साइबर अपराध में वृद्धि हो रही है।

महाशय,

इस तरह के अवैध, असंवेधानिक और अनियमित कार्यों के विरुद्ध कानूनी कार्यवाही करने आपके कार्य के क्षेत्रधिकार में शामिल है इसीलिए इसके विरुद्ध कड़ी कानूनी कार्यवाही करना सुनिश्चित करें जिसकारण में प्रत्यक्षरूप से शिकायत दर्ज एवं दाखिल कर रहा हूँ परन्तु अगर यह शिकायत पत्र में उल्लेखित विषय में कार्यवाही करना आपके क्षेत्रधिकार में नहीं है तब संबंधित निष्ठा एवं कार्यालय को उपलब्ध कराते हुए मुझे सुनिश्चित करने के पश्चात ही मेरा यह शिकायत का निष्पादन करें क्योंकि लोक सेवक को लोक कार्य स्वेच्छा से करने का प्रावधान नहीं है।

धन्यवाद

R3340193562 11 108 827404 117861
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Counter No. 117705/ 11.11.21
To: I R A T 1091
PIN: 110002, India, Delhi, HQ
From: MANAGE8 CAS, DUGONA
Wt: 17gms, Stg: 17.0
Amt: 25.96, Tax: 3.96, Net Post: 21.99
Track on www.indiapost.gov.in
Dial 18002366868. Near track - stop 118



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

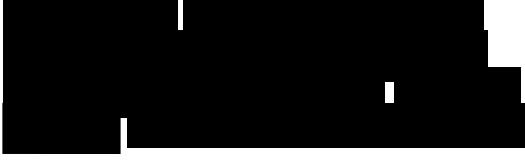
[भारत सरकार / Government of India]



फ. संख्या. RT-2/6/(66)/2025-आरटीआई

दिनांक: 31-07-2025

सेवा म.



विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया दिनांक 01.07.2025 (2-RTIs), 02.07.2025 & 27.06.2025 के अपने पुनः (04) ऑफ़लाइन आरटीआई आवेदन पत्रों का अवलोकन करें, जोकि भारतीय दूरसंचार विनियामक प्राधिकरण (भादूविप्रा) में दिनांक 07/07/2025 (डायरी सं. 1635, 1636, 1637) और दिनांक 11/07/2025 (डायरी सं. 1725) को प्राप्त हुआ है। इस संदर्भ में आपको यह बताया जाता है की चूकी आप समान विषय पर जानकारी उपलब्ध कराने हेतु ट्राई (TRAI) में बार-बार आरटीआई आवेदनों की पुनरावृत्ति कर रहे हैं जिनका जवाब आपको सूचना के अधिकार अधिनियम 2005 के तहत 100-से अधिक आरटीआई आवेदनों के माध्यम से ट्राई द्वारा पहले ही दिया जा चुका है।

अतः आपके उपरोक्त आवेदन पत्रों के संबंध में आपको पुनः सूचित किया जाता है की: -

क्र. सं.	उत्तर
1 से 4 तक	<p>ट्राई अधिनियम, 1997 के अनुसार, ट्राई को व्यक्तिगत शिकायतों को निपटाने का अधिकार नहीं है। हालाँकि, यदि कोई शिकायत प्राप्त होती है तो उसे आवश्यक कार्रवाई और शिकायतकर्ता को सीधे सूचना देने के लिए संबंधित एक्सेस प्रदाताओं को भेज दिया जाता है।</p> <p>हालाँकि, अवांछित वाणिज्यिक संचार (यूसीसी) पर अंकुश लगाने के लिए ट्राई ने दूरसंचार वाणिज्यिक संचार ग्राहक वरीयता विनियमन (टीसीसीसीपीआर), 2018 जैसे नियम जारी किए हैं और समय-समय पर संशोधित भी किए हैं (वेबलिनक नीचे दिया गया है)।</p> <p>यदि किसी ग्राहक ने वाणिज्यिक संचार को अवरुद्ध करने या अनुमति देने के लिए 1909/ट्राई डीएनडी ऐप/सेवा प्रदाता के ऐप/वेबसाइट के माध्यम से अपनी प्राथमिकताएँ दर्ज की हैं, तो पंजीकृत टेलीमार्केटर्स (आरटीएम) को ग्राहक द्वारा दी गई प्राथमिकताओं या सहमति के अनुसार ग्राहक को कॉल/संदेश भेजने की अनुमति है। हालाँकि, यदि अपंजीकृत टेलीमार्केटर्स (UTM) व्यावसायिक संचार (कॉल/संदेश) करते हैं, तो ग्राहक 1909/TRAI DND ऐप/सेवा प्रदाता के ऐप/वेबसाइट के माध्यम से शिकायत दर्ज करा सकता है।</p>

ट्राई द्वारा TCCCPR 2018 विनियमों के तहत स्पैम कॉल और संदेशों को रोकने के लिए कई उपाय किए गए हैं, जिनमें निम्नलिखित शामिल हैं:

- a. यदि कोई ग्राहक पंजीकृत टेलीमार्केटर्स (RTM) से वाणिज्यिक संचार प्राप्त नहीं करना चाहता है, तो वह 1909 पर एसएमएस भेजकर या TRAI DND ऐप/एक्सेस सेवा प्रदाता ऐप/वेबसाइट के माध्यम से वाणिज्यिक संचार प्राप्त न करने के लिए खुद को पंजीकृत कर सकता है। हालाँकि, अपंजीकृत प्रेषकों/संस्थाओं के विरुद्ध शिकायत अब DND ऐप पर पूर्व प्राथमिकता पंजीकरण के बिना भी की जा सकती है।
- b. प्राप्त न करने का विकल्प चुनने के बाद भी प्रचार कॉल/संदेशों के अलावा यदि किसी ग्राहक को अवांछित वाणिज्यिक संचार (यूसीसी) प्राप्त होता है, तो वह ऐसे अवांछित वाणिज्यिक संचार प्राप्त होने के 7 दिनों के भीतर अपने एक्सेस सेवा प्रदाता को एसएमएस भेजकर या 1909 पर वॉयस कॉल करके या ट्राई डीएनडी ऐप/एक्सेस सेवा प्रदाता ऐप/वेबसाइट के माध्यम से शिकायत दर्ज करा सकता है।

विनियम टीसीसीपीआर 2018 और इसके नवीनतम संशोधन को निम्नलिखित लिंक पर देखा जा सकता है: <https://trai.gov.in/release-publication/regulations>

2 . सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत ट्राई में अपीलीय प्राधिकारी श्री डी. मनोज, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार नियामक प्राधिकरण, वर्ल्ड ट्रेड सेंटर, टॉवर-एफ, 4-7 मंजिला, नौरोजी नगर, नई दिल्ली-110029 ।

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 31-07-2025
16:00:01

(एस. के. दुत्ता)
केंद्रीय जन सूचना अधिकारी

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

सेवा में,

श्रीमान् जन सूचना अधिकारी/सक्षम अधिकारी, महोदय,
भारतीय दूरसंचार नियामक प्राधिकरण, नई दिल्ली।

विषय— प्रार्थना पत्र सूचना का अधिकार अधिनियम के अन्तर्गत :-

श्रीमान् जी,

निवेदन हैं कि प्रार्थी को निम्नलिखित प्रश्नों के उत्तर की आवश्यकता हैं। सम्बन्धित प्रश्नों के उत्तर प्रार्थी को प्रदान कराया जाना न्यायहित में अति आवश्यक हैं।

अतः श्रीमान् जी से प्रार्थना है कि प्रार्थी को निम्नलिखित प्रश्नों के उत्तर प्रदान कराये जाने की कृपा की जाए :-

- प्रश्न 01. ट्राई के जरिए सेवा प्रदाता कम्पनियां जैसे बी0एस0एन0एल0, वी0आई0, रिलायंस जिओ, भारतीय एयरटेल व अन्य कम्पनियों को किस अधिनियम व नियमावली के अन्तर्गत सेवा प्रदान कराये जाने का दायित्व दिया जाता हैं ?
- प्रश्न 02. क्या कोई भी सेवा प्रदाता टेलीकॉम कम्पनी सेवा देने का नियम व कानून स्वयं बनाती हैं ?
- प्रश्न 03. सेवा प्रदाता टेलीकॉम कम्पनी किस अधिनियम व नियमावली के तहत किसी भी ग्राहक को सेवा प्रदान कराती हैं ?
- प्रश्न 04. टेलीकॉम सेवा प्रदाता कम्पनी किस नियम, अधिनियम व नियमावली के तहत किसी भी सर्विस ग्रहीता की इंकमिंग, आउटगोइंग, एस0एम0एस0 व सर्विस अन्तरण (मोबाइल नंबर पोर्टिंग) की सेवा प्रदान कराता हैं ?
- प्रश्न 05. टेलीकॉम सर्विस ग्रहीता की इंकमिंग, आउटगोइंग, एस0एम0एस0 व सर्विस अन्तरण (मोबाइल नंबर पोर्टिंग) की सेवा टेलीकॉम सेवा प्रदाता कम्पनी कितने दिनों में बन्द व अन्तरित करता हैं ?



प्रश्न 06. यदि कोई भी टेलीकॉम सर्विस प्रदाता कम्पनी अपने द्वारा सर्विस प्रदान करने में कोई भी कमी करता है, जो नियम कानून के आधार पर प्रावधानित हैं (प्रार्थी को सूची प्रदान कराई जाएं।) की शिकायत कहां की जा सकती है ?

प्रश्न 07. यदि कोई भी टेलीकॉम सर्विस प्रदाता कम्पनी सेवा देने में कमी करता है, तो क्या उस कम्पनी के विरुद्ध कानून प्रक्रिया उपभोक्ता फोरम में की जा सकती है ?

दिनांक- 06/06/2025

प्रार्थी

नोट- श्रीमान् जी, प्रार्थी को भारतीय पोस्टल आर्डर प्राप्त न होने के कारण आपको सूचना प्राप्ति हेतु सम्भावित शुल्क दस रू0 को नोट क्रम सं0 52H653804 संलग्न कर रहा है। यदि सूचना प्रदान कराने का शुल्क अपर्याप्त है, तो अपर्याप्त का विवरण देते हुए प्रार्थी को सूचित किया जाये, ताकि अपर्याप्त शुल्क का भुगतान प्रार्थी कर सकें तथा उक्त आवेदन आपसे सम्बन्धित नहीं है, तो सम्बन्धित अधिकारी को स्थानान्तरित कर प्रार्थी को समयावधि के अन्तर्गत सूचना दें।



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



फ. संख्या. RT-2/6/(57)/2025-आरटीआई

दिनांक: 02-07-2025

सेवा में



विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया दिनांक 06.06.2025 के अपने ऑफलाइन आरटीआई आवेदन पत्र का अवलोकन करें, जोकि भारतीय दूरसंचार विनियामक प्राधिकरण (भादूविप्रा) में दिनांक 09/06/2025 (डायरी सं. 1228) को प्राप्त हुआ है, आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत जानकारी मांगी है। इस संबंध में आपको सूचित किया जाता है: -

क्र. सं.	उत्तर
1 से 3 तक	सभी दूरसंचार सेवा प्रदाता (टीएसपी) दूरसंचार विभाग (डीओटी) के साथ किए गए लाइसेंस समझौते में निर्धारित नियमों और शर्तों द्वारा शासित होते हैं। दूरसंचार सेवा प्रदाताओं की सेवाओं से संबंधित निर्देश (डीओटी) द्वारा जारी किए जाते हैं। इसलिए उपरोक्त आरटीआई आवेदन के माध्यम से मांगी गई जानकारी ट्राई में उपलब्ध नहीं है। वांछित जानकारी दूरसंचार विभाग के पास उपलब्ध हो सकती है। अतः आरटीआई अधिनियम 2005 की धारा 6 (3) (ii) के अनुसार, आपका आरटीआई आवेदन (मूल रूप में) दूरसंचार विभाग को हस्तांतरित किया जा रहा है ताकि संबंधित जानकारी, यदि कोई हो, सीधे आपको प्रदान की जा सके।
4 और 5.	मौजूदा नियामक ढांचे के अनुसार, राष्ट्रीय रोमिंग, ग्रामीण फिक्स्ड लाइन सेवाएं और लीज्ड सर्किट, एमएनपी और यूएसएसडी को छोड़कर दरों और संबंधित शर्तों सहित टैरिफ रियायत के अधीन हैं। निजी दूरसंचार सेवा प्रदाताओं ने टैरिफ योजनाएं शुरू की हैं, जिनमें नियम और शर्तों में निर्बाध सेवाओं और टैरिफ योजनाओं का लाभ प्राप्त करना जारी रखने के लिए निर्धारित अवधि में एक निश्चित राशि के साथ रिचार्ज करने की शर्त शामिल है। निर्धारित अनिवार्य रिचार्ज का अनुपालन करने में विफलता के परिणामस्वरूप चरणबद्ध तरीके से सेवा बंद कर दी जाएगी। सेवा प्रदाताओं के पास अपने संचालन के विभिन्न सेवा क्षेत्रों के लिए रिचार्ज मूल्य और वैधता सहित कई संयोजनों के साथ विभिन्न टैरिफ घटकों जैसे विभिन्न प्रकार के कॉल, एसएमएस, डेटा ऑफ़र आदि के लिए दरें तय करने की लचीलापन है। दूरसंचार मोबाइल नंबर पोर्टेबिलिटी (एमएनपी) विनियम, 2009 (सभी संशोधित) को URL - https://traigov.in/hi/release-publication/regulations/amendments-page/10733 और समेकित

	को URL- http://traai.gov.in/sites/default/files/2024-09/CR_24042024.pdf पर देखा जा सकता है। एमएनपी से संबंधित अक्सर पूछे जाने वाले प्रश्न URL- https://www.traai.gov.in/faqcategory/mobile-number-portability पर उपलब्ध है।
6.	ट्राई अधिनियम, 1997 में ट्राई द्वारा व्यक्तिगत उपभोक्ता शिकायतों के निवारण की परिकल्पना नहीं करता है। हालाँकि उपभोक्ताओं के हितों की रक्षा के लिए, ट्राई ने सेवा प्रदाताओं द्वारा दूरसंचार उपभोक्ताओं की शिकायतों के निवारण के लिए एक रूपरेखा तैयार की है। दूरसंचार सेवा प्रदाताओं (टीएसपी) को ट्राई द्वारा जारी दूरसंचार उपभोक्ता शिकायत निवारण विनियम (टीसीसीआरआर), 2012 के प्रबंधनों के अनुसार अपने ग्राहकों की शिकायतों का निवारण करना आवश्यक है। इस तंत्र के संदर्भ में, एक उपभोक्ता अपने टीएसपी के शिकायत केंद्र में सेवा-संबंधी शिकायत दर्ज करा सकता है। यदि शिकायत केंद्र पर सेवा प्रदाता द्वारा किसी शिकायत का संतोषजनक ढंग से समाधान नहीं किया जाता है, तो टीएसपी के अपीलीय प्राधिकरण के पास अपील दर्ज की जा सकती है।
7.	हां, यदि उपभोक्ता सेवा प्रदाता द्वारा उनकी शिकायत के निपटारे से संतुष्ट नहीं हैं, तो वे अपनी शिकायतों/विवादों के निवारण के लिए उपयुक्त उपभोक्ता विवाद निवारण फोरम या उपभोक्ता विवाद निवारण आयोग या उपभोक्ता संरक्षण अधिनियम के तहत स्थापित राष्ट्रीय उपभोक्ता निवारण आयोग से संपर्क कर सकते हैं।

2. सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत ट्राई में अपीलीय प्राधिकारी श्री डी. मनोज, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार नियामक प्राधिकरण, वर्ल्ड ट्रेड सेंटर, टावर-एफ, 4-7 मंजिला, नौरोजी नगर, नई दिल्ली-110029।

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SUSHIL KUMAR DUTTA
Date: 02-07-2025
16:54:28

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

उप सचिव (समन्वय) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, संचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली - 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबंधित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।
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वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi - 110029

PIO from which information is required

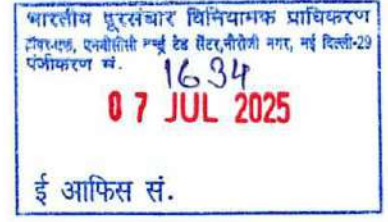
मुख्य जनसूचना अधिकारी

संयुक्त सलाहकार (समन्वय) एवं सीपीआईओ

भारतीय दूरसंचार विनियामक प्राधिकरण

~~दिल्ली दूरसंचार विभाग, नई दिल्ली~~

वर्ल्ड ट्रेड सेंटर, टॉवर-एफ, (चौथी से सातवीं मंजिल) नौरोजी नगर, नई दिल्ली-110 029



A. Contact details:

1. Name of the applicant: [REDACTED]
2. a) Mailing address: [REDACTED]
b) Tel. No: [REDACTED]
c) E-mail: [REDACTED]

3. Whether a citizen of India : Yes

4. Specify the particulars of information required

1. केंद्र शासित दिल्ली प्रदेश के पिनकोड संख्या-110001,110032,110085,110008 में कुल कितने मोबाइल टावर सुचारू रूप से कार्य कर रहे हैं तथा कितने मोबाइल टावर निष्क्रिय अवस्था में हैं इसकी जानकारी एड्रेस (Address) के साथ उपलब्ध कराई जाए |
2. भारत सरकार द्वारा दिल्ली प्रदेश में स्थापित मोबाइल टावरों से होने वाले प्रदूषण एवं पर्यावरण सुरक्षा के लिए क्या मानक तय किये गए है |
3. विधुत आपूर्ति बाधित होने पर मोबाइल टावर किस ऊर्जा स्रोत के माध्यम से अपनी विधुत आपूर्ति करते है |
4. केंद्र शासित दिल्ली प्रदेश के पिनकोड संख्या-110001,110032,110085,110008 में कुल कितने मोबाइल टावर पिछले पाँच वर्षों में नए स्थापित किये गए |
5. भारत सरकार के अंतर्गत TRAI क्या मोबाइल टावरों में विधुत आपूर्ति बाधित होने पर डीजल या पेट्रोल जनरेटर से विधुत आपूर्ति करने की अनुमति देती है एवं क्या भारत सरकार द्वारा स्थापित पर्यावरण मानको पर उपरोक्त जनरेटर उन मानको को पूरा करते हैं |
6. मोबाइल टावरों को लगाने के लिए भारत सरकार के अंतर्गत TRAI में क्या मानक तय किये है उनकी पूर्ण जानकारी उपलब्ध कराई जाए
7. मोबाइल टावरों से फैलने वाले विकरण (Radiation) को रोकने के लिए TRAI ने क्या मानक स्थापित किये हैं उनकी पूर्ण जानकारी दी जाए |
8. भारत सरकार के अंतर्गत TRAI ने मोबाइल टावरों के लिए क्या सिगनल प्रीकेंसी तय की है इसकी जानकारी दी जाए|
9. केंद्र शासित दिल्ली प्रदेश के पिनकोड संख्या-110001,110032,110085,110008 में स्थापित मोबाइल टावर आज दिनांक 07.07.2025 को किस सिगनल प्रीकेंसी पर कार्य कर रहे है इसकी जानकारी दी जाए|
10. केंद्र शासित दिल्ली प्रदेश के पिनकोड संख्या-110001,110032,110085,110008 में स्थापित मोबाइल टावरों के निरिक्षण के लिए TRAI ने किसी अधिकारी की नियुक्ति की है अगर हाँ तो अधिकारी का नाम तथा निरिक्षण करने की समय सीमा की जानकारी उपलब्ध कराई जाए |

कृपया पूछे गए प्रश्नों के जवाब की हार्ड कॉपी हिन्दी भाषा में दें हमारा समाचार पत्र नगर भारती हिन्दी में है। इससे हमें प्रकाशित करने में सुविधा होगी।

नोट : संबंधित विभाग को आरटीआई एक्ट, 2005 के अंतर्गत स्थानांतरण किया जाए।

1. Time period for which information is required: 15 Days

2. Whether applicant belongs to BPL category: Yes

3. Details of fee paid Rs. -----

Signature of the applicant

[Redacted Signature]

Application may preferably be submitted directly to the public information Officer concerned to avoid delay.



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



फ. संख्या. RT-2/6/(65)/2025-आरटीआई

दिनांक: 24-07-2025

सेवा म.

विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया दिनांक (रहित) अपने ऑफ़लाइन आरटीआई आवेदन पत्र का अवलोकन करें, जोकि भारतीय दूरसंचार विनियामक प्राधिकरण (भादूविप्रा) में दिनांक 07/07/2025 (डायरी सं. 1634) को प्राप्त हुआ है, आपने अपने आरटीआई पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत जानकारी मांगी है। इस संबंध में आपको सूचित किया जाता है :-

क्र. सं.	उत्तर
1 से 10 तक	आपके उपर्युक्त आरटीआई आवेदन में मांगी गई जानकारी ट्राई में उपलब्ध नहीं है। हालाँकि, यह सूचित किया जाता है कि मोबाइल टावर लगाना/हटाना और विकिरण से संबंधित मामलों की जाँच ट्राई के अधिकार क्षेत्र में नहीं आता है और मोबाइल टावर लगाने के लिए सेवा प्रदाता को ट्राई से किसी अनुमति की आवश्यकता नहीं है। वांछित सूचना दूरसंचार विभाग के पास उपलब्ध हो सकती है। अतः आरटीआई अधिनियम 2005 की धारा 6 (3) (ii) के अनुसार, आपका आरटीआई आवेदन (मूल रूप में) दूरसंचार विभाग को हस्तांतरित किया जा रहा है ताकि संबंधित जानकारी, यदि कोई हो, सीधे आपको प्रदान की जा सके।

2. सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत ट्राई में अपीलीय प्राधिकारी श्री डी. मनोज, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार नियामक प्राधिकरण, वर्ल्ड ट्रेड सेंटर, टॉवर-एफ, 4-7 मंजिला, नौरोजी नगर, नई दिल्ली-110029।

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 24-07-2025

(एस.के.डूटा)

केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

उप सचिव (समन्वय) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, संचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली – 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबंधित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।
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वर्ल्ड ट्रेड सेंटर, टॉवर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

**The Right to Information Act 2005
Application for obtaining information**

From

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



To

The Public Information Officer
Telecom Regulatory Authority of India
4th, 5th, 6th & 7th Floor,
Tower-F,
World Trade Centre,
Nauroji Nagar,
New Delhi - 110 029

SUB : The mobile 9485913062 incoming and outgoing call details from April 2024 to July 2025.

Dear Public Information Officer:

Under the Right to Information Act 2005, Section 6, I need some information. The details of the information are as follows

1. Details of the applicant

Name : [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

2. Period to which the information relates: 2024-2025

3. Details of Information

Please provide the following information under section 2(f) and 2(j) of the RTI act:

1) The mobile 9485913062 incoming and outgoing call details from April 2024 to July 2025.

4. Application fee details

Encl. Application Fee of Rs 10/- by IPO No. Pay To: Accounts Officer -66F39-520

5. Below Items are for your kind information and consideration

- a. As per section 6(3) of the RTI Act 2005, In case, the requested information is held by another public authority, I request the PIO to transfer the application or part of it within FIVE days and immediately inform me about such transfer.
- b. As per section 7(3) of the RTI Act 2005, In case, there are further fee required to provide the requested information, I request the PIO to inform me of the additional fee amount along with the calculations made to arrive at the amount.
- c. As per section 7(8)(iii) and 7(3)(ii) of the RTI Act 2005, I request the PIO to inform me of the particulars of First Appellate Authority.

6. Declaration

I declare that I am a citizen of India.

Yours faithfully,

[REDACTED]

Thursday, July 10th 2025

1267522



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



फ. संख्या: RT-2/6/(64)/2025-आरटीआई

दिनांक: 16-07-2025

सेवा में



विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

मोहदय,

कृपया दिनांक 10.07.2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 14/07/2025 (डायरी संख्या 1750) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत अप्रैल 2024 से जुलाई 2025 तक इनकमिंग और आउटगोइंग कॉल का विवरण (Incoming and outgoing call details) से संबन्धित मामलों के सम्बंध में जानकारी मांगी है।

2. अतः इस संदर्भ में आपको सूचित किया जाता है कि आपके उपरोक्त आरटीआई आवेदन में मांगी गई जानकारी भादुविप्रा में उपलब्ध नहीं है तथा संबन्धित जानकारी दूरसंचार विभाग (DoT) में उपलब्ध हो सकती है। इसलिए आपके उपरोक्त आरटीआई आवेदन को आरटीआई अधिनियम 2005 की धारा 6 (3) (ii) के तहत DOT को हस्तांतरित किया जा रहा है ताकि आपके द्वारा मांगी गयी सूचना सीधे आपको प्राप्त हो सके।

भादुविप्रा, signed by
SUSHIL KUMAR DUTTA

Date: 16-07-2025

17:02:00

(एस. के. दत्ता)

केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

उप सचिव (समन्वय) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, संचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली - 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबन्धित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।
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वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi - 110029

सूचना का अधिकार अधिनियम, 2005

सेवा में,

श्रीमान जनसूचना अधिकारी महोदय,
कार्यलय भारतीय दूरसंचार विनियामक प्राधिकरण
चौथी, पांचवीं, छठी और सातवीं मंजिल, टॉवर-एफ,
विश्व व्यापार केंद्र, नौरोजी नगर, नई दिल्ली: 110029
ई-मेल आईडी : ap@traai.gov.in



आवेदक:

आवेदक का नाम : [REDACTED]
आवेदक का पता : [REDACTED] व [REDACTED] [REDACTED] [REDACTED]
मोब. नं. : [REDACTED] [REDACTED] [REDACTED]

सूचना का अधिकार अधिनियम, 2005 की धारा 6(1) व 6(3) के अंतर्गत आवेदन

महोदय,

यह कि मोबाइल नम्बर [REDACTED] 0 आवेदक/प्रार्थी [REDACTED] के नाम से पंजीकृत है। आवेदक/प्रार्थी ने थाना पिनाहट, आगरा में अ0सं0 - 48/2025 अंतर्गत धारा 137(2), 351(4), 61(2) भारतीय न्याय संहिता एवम् 5/6 यौन अपराधों से बच्चों का संरक्षण अधिनियम (पोक्सो) विष्णु आदि के विरुद्ध पंजीकृत कराया है, जो माननीय न्यायालय श्रीमान विशेष जिला एवं सत्र न्यायाधीश, पोक्सो एक्ट, आगरा (न्यायालय संख्या 27) महोदय के यहाँ विचाराधीन है, जहां प्रार्थी को अपने पक्ष में मोबाइल नम्बर [REDACTED] 0 के Call Detail Records की आवश्यकता है, जो न्यायहित में प्रदान किया जाना समीचीन है।

अतः उपरोक्त के सम्बन्ध में सूचना अधिकार अधिनियम, 2005 की धारा 6(1) व 6(3) के अंतर्गत निम्नलिखित जानकारियाँ वांछनीय हैं:

- 1- आवेदक/प्रार्थी के उपरोक्त मोबाइल नम्बर [REDACTED] 0 की दिनांक 17.04.2025 व 18.04.2025 की Call Detail Records (CDRs) की प्रमाणित प्रति की सत्यापित प्रति प्रदान की जावे।

आवेदन के साथ लगने वाला शुल्क दस रुपए के लिए पोस्टल ऑर्डर संख्या 71F 314202

विशेष निवेदन : कृपया उक्त वांछित दस्तावेज को सम्यक् रूप से विभागीय मोहर, हस्ताक्षर व दिनांकित किया जाना सुनिश्चित करें, ताकि उसे माननीय न्यायालय के समक्ष प्रस्तुत किया जा सके।

संलग्न :- आवेदक/प्रार्थी का आधार कार्ड की हस्ताक्षर



भारतीय दूरसंचार विनियामक प्राधिकरण Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



फ. संख्या: RT-2/6/(63)/2025-आरटीआई

दिनांक: 16-07-2025

सेवा में



विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

मोहदय,

कृपया दिनांक 10.07.2025 (JN/RTI/02) के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 14/07/2025 (डायरी संख्या 1743) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **मोबाइल कॉल रिकॉर्ड विवरण (Mobile Call Detail Records)** से संबंधित मामलों के सम्बंध में जानकारी मांगी है।

2. अतः इस संदर्भ में आपको सूचित किया जाता है कि आपके उपरोक्त आरटीआई आवेदन में मांगी गई जानकारी भादुविप्रा में उपलब्ध नहीं है तथा संबंधित जानकारी दूरसंचार विभाग (DoT) में उपलब्ध हो सकती है। इसलिए आपके उपरोक्त आरटीआई आवेदन को आरटीआई अधिनियम 2005 की धारा 6 (3) (ii) के तहत **DOT** को हस्तांतरित किया जा रहा है ताकि आपके द्वारा मांगी गयी सूचना सीधे आपको प्राप्त हो सके।

भादुविप्रा signed by
SUSHIL KUMAR DUTTA

Date: 16-07-2025

17:01:03

(एस. के. दुता)

केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

उप सचिव (समन्वय) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, संचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली - 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबंधित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।
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वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi - 110029

पत्रांक : 04/सू०प्रा०/सू०-52/2025.....1078(24)

बिहार सरकार
सूचना प्रावैधिकी विभाग

प्रपत्र 'ड'

(नियम 4 (2) देखें)

अन्य प्राधिकार से संबंधित आवेदन का स्थानान्तरण

प्रेषक,

[REDACTED]

उप सचिव-सह-लोक सूचना पदाधिकारी

सेवा में,

लोक सूचना पदाधिकारी,

भारतीय दूरसंचार विनियामक प्राधिकार (TRAI)

चौथी, पांचवीं, छठी और सातवीं मंजिल टॉवर-एफ,

वर्ल्ड ट्रेड सेंटर, नौरोजी नगर, नई दिल्ली-110029

पटना, दिनांक : 04/05/25

विषय :-

सूचना के अधिकार अधिनियम-2005 के अधीन मांगी गयी सूचना प्रपत्र का स्थानान्तरण के संबंध में।

महाशय,

उपर्युक्त विषय के संबंध में कहना है कि सु [REDACTED] प्री [REDACTED] एन [REDACTED] प्रथम

[REDACTED] जिले [REDACTED] दिल्ली, [REDACTED] [REDACTED] [REDACTED] सूचना के अधिकार अधिनियम के तहत प्राप्त हुआ है। आवेदन में वर्णित वांछित सूचना आपके क्षेत्राधिकार में है।

अतः अधिनियम की धारा 6(3) के अनुपालन हेतु उक्त पत्र की छायाप्रति संलग्न कर आवश्यक कार्यार्थ स्थानान्तरित किया जा रहा है।

अनु० :- यथोक्त ।

विश्वासभाजन,

(शाहनवाज अहमद नियाजी)

उप सचिव-सह-लोक सूचना पदाधिकारी





Form A
 See Rule 3(1)
Application for Right To Information
 Application No BR250514381909 (Office Use Only)



To,
 Public Information Office
 Department : **Department of Information Technology**

1. Application Name : [REDACTED]
 2. Address : [REDACTED]

Information Sought

A. District-wise Number Of Mobile Phones Being Used. B. Percentage Population In Each District Using Mobile Phones.

PIO Reply Remarks

RTI Application..

Response Date : 16-May-2025 10:32 AM

- 3. I hereby declare that the Information I have asked for is related to your department/office and as per my knowledge it is not exempted under the sections 8 and 9 of RTI Act 2005.
- 4. I have paid Rs. 10/- to the Department / Office

Applicant's Details

Email Id : [REDACTED]

Contact No. : [REDACTED]

Address : [REDACTED]

Date : 14-05-2025

This is system generated file, need not to be signed

1670
26/05/25



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



फ. संख्या. RT-2/6/(58)/2025-आरटीआई

दिनांक: 02-07-2025

सेवा में



विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदया,

कृपया अपने आरटीआई आवेदन पत्र दिनांक 14/05/2025 का अवलोकन करें, जोकि सूचना प्रावैधिकी विभाग, बिहार सरकार के पत्रांक 04/सू0प्रा0 /सू0-52/2025/1078 (अनु.), दिनांक 04-05-2025 द्वारा ऑफलाइन मोड में दिनांक 09/06/2025 (डायरी संख्या 1229) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत जो जानकारी मांगी है उसके संबंध में आपको निम्न सूचित किया जाता है:-

क्र. सं.	उत्तर
क और ख.	आपके उपर्युक्त आरटीआई आवेदन के माध्यम से मांगी गई जानकारी ट्राई में उपलब्ध नहीं है।

2. सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत ट्राई में अपीलीय प्राधिकारी श्री डी. मनोज, प्रधान सलाहकार (एफएडईए), भारतीय दूरसंचार नियामक प्राधिकरण, वर्ल्ड ट्रेड सेंटर, टावर-एफ, 4-7 मंजिला, नौरोजी नगर, नई दिल्ली-110029।

Digital signed by
SUSHIL KUMAR DUTTA
Date: 02-07-2025

(एस.के.दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

श्री शाहनवाज अहमद नियाजी, उप सचिव-सह-लोक सूचना पदाधिकारी, बिहार सरकार, सूचना प्रावैधिकी विभाग, बिहार	आपके पत्र संख्या 04/सू0प्रा0 /सू0-52/2025..1078 (अनु.), दिनांक 04.05.2025 के संदर्भ में, जानकारी हेतु प्रस्तुत किया गया है।
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वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

Request for Information under the Right to Information Act, 2005

From

[REDACTED]



To

Central Public Information Officer,
Telecom Regulatory Authority of India
4th, 5th, 6th & 7th Floor, Tower-F,
World Trade Centre, Nauroji Nagar,
New Delhi - 110 029

Subject: Request for Information under the Right to Information Act, 2005 regarding maintenance and destruction of records as per the Public Records Act, 1993 and relevant BSNL/TRAI guidelines year : 2016 to 2025

Respected Sir/Madam,

Under the provisions of the Right to Information Act, 2005, I kindly request the following information:

1. As per the Public Records Act, 1993, kindly provide the name, designation, and other relevant details of the **officer responsible for the preservation and maintenance of all service-related public records** in BSNL, kerala .
- 2.As per the Public Records Act, 1993, kindly provide the name, designation, and other relevant details of the **officer responsible for the preservation and maintenance of all service-related public records** in BSNL, Thrissur District.
3. In addition to the Public Records Act, 1993 mentioned above, are there any guidelines, board decisions, or government orders applicable to the maintenance and preservation of records at BSNL kerala Office? If yes, **kindly provide certified copies of such documents.**
4. As an addition to Question 1, under the Public Records Act, 1993 or as per any TRAI directions, has BSNL created any internal guidelines, rules, or policies related to the preservation and maintenance of records? If yes, **kindly provide certified copies of such documents.**
5. As per the Public Records Act, 1993 or any other applicable BSNL-related guidelines, if any of the records required to be preserved have been destroyed, please inform which authority is to be officially notified about such destruction.
6. As per the previous question, if any records have been destroyed in the past, please provide certified copies of the documents through which the relevant authority was informed.
7. If there is any list of records that have been destroyed in the past, please provide a certified copy of such a list.
8. In reference to Questions 4 and 5, if any records were destroyed but not reported to the concerned authority in a timely manner, please provide the reasons for such delay or failure in communication.

Date:15 June 2025

place : Mala

yours faithfully

[REDACTED]



भारतीय दूरसंचार विनियामक प्राधिकरण Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



फ. संख्या: RT-2/6/(59)/2025-आरटीआई

दिनांक: 04-07-2025

सेवा में,



विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया दिनांक 15.06.2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 30/06/2025 (डायरी संख्या 1509) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सार्वजनिक अभिलेख अधिनियम, 1993 और प्रासंगिक बीएसएनएल/ट्राई दिशानिर्देशों के अनुसार अभिलेखों का रखरखाव वर्ष: 2016 से 2025 (Maintenance and destruction of records as per the Public Records Act, 1993 and relevant BSNL/TRAI guidelines year: 2016 to 2025) से संबन्धित मामलों के सम्बंध में जानकारी मांगी है।

2. अतः इस संदर्भ में आपको सूचित किया जाता है कि आपके उपरोक्त आरटीआई आवेदन में मांगी गई जानकारी भादुविप्रा में उपलब्ध नहीं है तथा संबन्धित जानकारी भारत संचार निगम (BSNL) में उपलब्ध हो सकती है। इसलिए आपके उपरोक्त आरटीआई आवेदन को आरटीआई अधिनियम 2005 की धारा 6 (3) (ii) के तहत **BSNL** को हस्तांतरित किया जा रहा है ताकि आपके द्वारा मांगी गयी सूचना सीधे आपको प्राप्त हो सके।

Digitally signed by

SUSHIL KUMAR DUTTA

Date: 04-07-2025

10:24:56

(एस. के. दत्ता)

केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

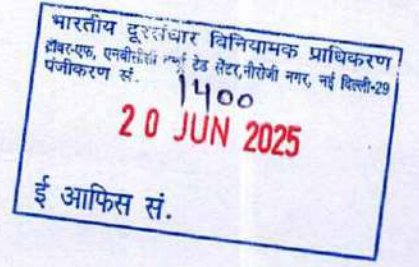
अतिरिक्त. जी.एम. (एमआईएस) एवं सीपीआईओ, भारत संचार निगम लिमिटेड, कमरा नंबर 29, आईआर हॉल, ईस्टर्न कोर्ट, जनपथ, नई दिल्ली - 110001	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबन्धित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।
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वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

सेवा में,

लोक सूचना पदाधिकारी,

संपर्क पता – भारतीय दूरसंचार विनियामक प्राधिकरण,
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
नई दिल्ली, पिन – 110002



विषय – सूचना के अधिकार अधिनियम 2005 के तहत आवेदन।

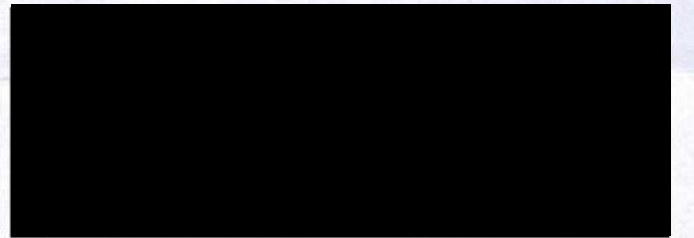
महाशय,

सूचना के अधिकार अधिनियम 2005 के तहत भारतीय डाक द्वारा आपको भेजी गयी शिकायत पत्र जो यह सूचना आवेदन के साथ संगलग्न है इसके विषय में विभिन्न बिन्दुओं पर विस्तृत सूचना उपलब्ध करने का कृप्या करेंगे परंतु अगर मांगी गयी कोई सूचना उक्त कार्यालय में नहीं है तब इसे सूचना अधिकार के नियमतः सूचना आवेदन को संबंधित कार्यालयों को स्थान्तरण करे सूचना उपलब्ध कराने का कृप्या करें कि –

1. भेजी गयी शिकायत पत्र में उल्लेखित विषयनुसार उठायी गयी कदम का दैनिक रिपोर्ट का प्रति पृष्ठ उपलब्ध करने का कृप्या करें।
2. लोक सेवक को लोक कार्य स्वेच्छा से लोक कार्य करने के लिये प्राप्त आदेश अथवा अनुमति पत्र का प्रति पृष्ठ उपलब्ध करने का कृप्या करें।
3. भेजी गयी शिकायत पत्र में उल्लेखित विषयनुसार कार्यवाही नहीं करने या कार्यवाही के लिये शिकायत पत्र को संबंधित विभाग एवं कार्यालय में स्थांतरण नहीं करने के एवज में प्राप्त लाभों के विषय में सूचना उपलब्ध करें।
4. वह नियमावली, आदेश अथवा अनुमति पत्र का प्रति पृष्ठ उपलब्ध करने का कष्ट करें जिसमें शिकायतनुसार दर्ज शिकायत पर कोई कार्यवाही नहीं करने का अनुमति अथवा आदेश उल्लेखित है।

धन्यवाद

संगलग्न – भेजी गयी शिकायत पत्र प्रति पृष्ठ।



ध्यान हेतु – यह आवेदन के साथ सूचना शुल्क के रूप में Rs.10/- का पोस्टल आर्डर सं – 64F 949657 संगलग्न कर रहा हूँ। मैं PAY TO का स्थान को रिक्त छोड़ दिया हूँ क्योंकि किस नाम से भरी जाएगी यह मुझे जानकारी नहीं है अनुरोध है कि कृप्या करके उक्त कार्यालय द्वारा इसे भरी जाए।

सेवा में,

निदेशक महोदय, भारतीय दूरसंचार विनियामक प्राधिकरण,

संपर्क पता - महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, नई दिल्ली, पिन - 110002

विषय - मोबाइल संख्या [REDACTED] द्वारा प्राप्त सन्देश के विरुद्ध कड़ी कानूनी कार्यवाही करने के लिये शिकायत।

महाशय,

मोबाइल संख्या [REDACTED] 8 द्वारा मेरे मोबाइल संख्या [REDACTED] में प्राप्त सन्देश के विरुद्ध कड़ी कानूनी कार्यवाही करने के लिये शिकायत दर्ज करने के लिये स्वयं मोबाइल मेसेज भेजने वाला मोबाइल धारक ही बाध्य और विवश किये हैं क्योंकि -

1. मोबाइल संख्या [REDACTED] से संबंधित व्यक्ति के द्वारा अवैध, असंवेधानिक और अनियमित कार्य के लिये मुझे मेरे मोबाइल संख्या - [REDACTED] में संदेश भेजा है जिसमें एक लिंक भी उपलब्ध है जिसका प्रति पृष्ठ संग्रह है।
2. जो मेसेज मुझे प्राप्त हुई है वह मेसेज से मुझे कोई संबंध नहीं है परन्तु इस तरह का मेसेज भेजने का भी कोई प्रावधान नहीं है।
3. जो व्यक्ति ने यह मेसेज भेजा है उसमें एक लिंक भी है जिसके माध्यम से कोई एप्स / apps या वेबसाइट का लिंक के द्वारा किसी भी व्यक्ति का व्यक्तिगत विवरण प्राप्त कई अवैध, असंवेधानिक और अनियमित कार्य करते हैं अर्थात व्यक्ति का सम्पूर्ण निजी जानकारी को एकत्रित कर आर्थिक क्षति पहुंचाते हैं इसीलिए दिन प्रति दिन साइबर अपराध में वृद्धि हो रही है।

महाशय,

इस तरह के अवैध, असंवेधानिक और अनियमित कार्यों के विरुद्ध कानूनी कार्यवाही करने आपके कार्य के क्षेत्रधिकार में शामिल है इसीलिए इसके विरुद्ध कड़ी कानूनी कार्यवाही करना सुनिश्चित करें जिसकारण मैं प्रत्यक्षरूप से शिकायत दर्ज एवं दाखिल कर रहा हूँ परन्तु अगर यह शिकायत पत्र में उल्लेखित विषय में कार्यवाही करना आपके क्षेत्रधिकार में नहीं है तब संबंधित विभाग एवं कार्यालय को उपलब्ध कराते हुए मुझे सुनिश्चित करने के पश्चात ही मेरा यह शिकायत का निष्पादन करें क्योंकि लोक सेवक को लोक कार्य स्वेच्छा से करने का प्रावधान नहीं है।

धन्यवाद

[REDACTED]

[REDACTED]



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

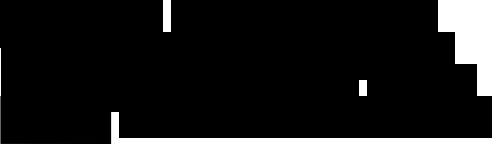
[भारत सरकार / Government of India]



फ. संख्या. RT-2/6/(62)/2025-आरटीआई

दिनांक: 17-07-2025

सेवा में



विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया दिनांक 16.06.2025 के अपने ऑफलाइन आरटीआई आवेदन पत्र का अवलोकन करें, जोकि भारतीय दूरसंचार विनियामक प्राधिकरण (भादूविप्रा) में दिनांक 20/06/2025 (डायरी सं. 1400) को प्राप्त हुआ है, आपने अपने आरटीआई पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत जानकारी मांगी है।

2. इस संदर्भ में आपको यह बताया जाता है की आप समान विषय पर जानकारी उपलब्ध कराने हेतु ट्राई (TRAI) में बार-बार आरटीआई आवेदनों की पुनरावृत्ति कर रहे हैं जिनका जवाब आपको सूचना के अधिकार अधिनियम 2005 के तहत 100 (एक सौ) से अधिक आरटीआई आवेदनों के माध्यम से ट्राई द्वारा पहले ही आपको दिया जा चुका है।

3. इस संदर्भ में माननीय केन्द्रीय सूचना आयोग ने भी अपने पूर्व आदेश संख्या CIC/TRAOI/A/2023/113374, दिनांक 20/08/2024 जो की आपके द्वारा दायर 104-द्वितीय अपीलों के संदर्भ में जारी किया गया था जिसमें यह कहा गया था कि "सीपीआईओ, ट्राई द्वारा सूचना प्रदान किए जाने के बावजूद कि आवेदक की शिकायतों पर कार्रवाई प्राधिकरण के कार्यक्षेत्र में नहीं आती है, आवेदक ने बार-बार प्राधिकरण को समान प्रकृति की शिकायतें भेजी हैं और आरटीआई आवेदनों के माध्यम से अपनी शिकायतों पर की गई कार्रवाई की जानकारी मांगी है। आयोग की राय में, आवेदक द्वारा सूचना मांगने का यह तरीका सूचना का अधिकार का दुरुपयोग है, क्योंकि इससे प्राधिकरण के अधिकारियों/कर्मचारियों के श्रम एवं संसाधनों का विपथन होता है। सीआईसी ने उच्चतम न्यायालय के आदेश, सीबीएसई बनाम आदित्य बंधोपाध्याय एवं अन्य [MANU/SC/09332/2011] में यह अधिकथित किया है कि राष्ट्र ऐसा परिदृश्य नहीं चाहता, जिसमें लोक प्राधिकारी के 75 प्रतिशत अधिकारी/कर्मचारी अपना 75 प्रतिशत समय आरटीआई आवेदनों के निस्तारण में नष्ट करें और मद्रास उच्च न्यायालय कि रिट याचिका संख्या 26781/2013 दिनांक 17.09.2014 के निर्णय का हवाला देते हुए आपकी सभी द्वितीय अपीलों को निरस्त किया गया था"।

अगले पृष्ठ पर जारी/-

- 2 -

4. अतः फिर भी आपके उपरोक्त आरटीआई आवेदन पत्र दिनांक 16.06.2025 के संदर्भ में आपको पुनः यह जानकारी दी जाती है की:-

क्र. स.	उत्तर
1	ट्राई अधिनियम, 1997 ट्राई द्वारा व्यक्तिगत उपभोक्ता शिकायतों के निवारण की परिकल्पना नहीं करता है। हालांकि उपभोक्ताओं के हितों की रक्षा के लिए, ट्राई ने सेवा प्रदाताओं द्वारा दूरसंचार उपभोक्ताओं की शिकायतों के निवारण के लिए एक रूपरेखा तैयार की है। दूरसंचार सेवा प्रदाताओं (टीएसपी) को ट्राई द्वारा जारी दूरसंचार उपभोक्ता शिकायत निवारण विनियम (टीसीसीआरआर), 2012" के प्रवाधानों के अनुसार अपने ग्राहकों की शिकायतों का निवारण करना आवश्यक है। इस तंत्र के संदर्भ में, एक उपभोक्ता अपने टीएसपी के शिकायत केंद्र में सेवा-संबंधी शिकायतें दर्ज करा सकता है। यदि शिकायत केंद्र पर सेवा प्रदाता द्वारा किसी शिकायत का संतोषजनक समाधान नहीं किया जाता है, तो टीएसपी के अपीलीय प्राधिकरण के पास अपील दर्ज की जा सकती है।
2 से 4 तक	आपके उपर्युक्त आरटीआई आवेदन के मद संख्या 2 से 4 तक में मांगी गई जानकारी ट्राई में उपलब्ध नहीं है।

5. सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत ट्राई में अपीलीय प्राधिकारी श्री डी. मनोज, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार नियामक प्राधिकरण, वर्ल्ड ट्रेड सेंटर, टॉवर-एफ, 4-7 मंजिला, नौरोजी नगर, नई दिल्ली-110029 ।

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 17-07-2025
17:39:57

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029



16.07.2025

To,
The Public Information Officer,
TRAI Head Office,
Mahanagar Doorsanchar Bhawan, next to Zakir Hussain College,
Jawaharlal Nehru Marg, Old Minto Road,
New Delhi-110 002

Subject: Request Under RTI Act, 2005 Regarding Surveillance / Interception of
My Mobile Number [REDACTED]

Respected Sir/Madam,

I have been unable to call the police helpline (100) from my mobile number for at least the past one year. Additionally, I have been receiving OTPs on my phone, indicating that someone may be trying to gain unauthorized access to my device.

I am filing this application under Section 6(1) of the Right to Information Act, 2005.

Details of Applicant:

Name: [REDACTED]
[REDACTED]

Information Requested:

1. Whether any surveillance, interception, or tapping order has ever been issued for the above mobile number?
2. If yes, please provide:
 - Copy of the interception order
 - Name and designation of the competent authority who approved it
 - Duration and purpose of surveillance
3. Name of the agency which requested or executed the surveillance, if applicable

I declare that I am the lawful user and owner of the number, and this information is sought in good faith for personal protection and legal recourse.

Kindly furnish the information within the prescribed time limit under the RTI Act.

Yours faithfully,

[REDACTED]

Enclosures:

1. Self-attested ID proof (Aadhaar)
2. Screenshot of phone calls made to the Police (100) on 12th July 2025 at 12:37 pm
3. Screenshot of OTP's coming to my phone number, [REDACTED] on 27th June 2025 at 11:31 am
4. Screenshot of OTP's coming to my phone number, [REDACTED] on 8th May 2025 at 12:15 pm
5. Screenshot of OTP's coming to my phone number, [REDACTED] on 13th February 2025 at 3:01 pm





भारतीय दूरसंचार विनियामक प्राधिकरण Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



फ. संख्या: RT-2/6/(67)/2025-आरटीआई

दिनांक: 29-07-2025

सेवा में,



विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

मोहदय,

कृपया दिनांक 16.07.2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 23/07/2025 (डायरी संख्या 2082) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के **Surveillance, interception or tapping order issued of mobile number** से संबन्धित मामलों के सम्बंध में जानकारी मांगी है।

2. इस संदर्भ में यह सूचित किया जाता है कि आपने अपने आरटीआई आवेदन पत्र के साथ 10 रुपये का कोर्ट शुल्क आरटीआई शुल्क के रूप में भुगतान किया है, जो आरटीआई (शुल्क और लागत का विनियमन) नियम, 2005 में निर्धारित आरटीआई शुल्क का भुगतान करने का एक स्वीकार्य तरीका नहीं है, इसलिए, ट्राई आरटीआई अधिनियम 2005 के अनुसार आपके आवेदन पर कार्रवाई करने में असमर्थ है।

3. इसके अलावा यह भी सूचित किया जाता है कि आपके आरटीआई आवेदन द्वारा मांगी गई जानकारी **Surveillance, interception or tapping order issued of mobile number** जो ट्राई में उपलब्ध नहीं है तथा यह जानकारी दूरसंचार विभाग (DoT) में उपलब्ध हो सकती है।

4. इसलिए, आपसे अनुरोध है कि आप आरटीआई (शुल्क और लागत का विनियमन) नियम, 2005 की धारा 3 में निर्धारित स्वीकार्य तरीकों में से एक जिसमें आवेदक नकद में या डिमांड ड्राफ्ट या बैंकर चेक या आईपीओ द्वारा सार्वजनिक लेखा अधिकारी को देय शुल्क का भुगतान कर सकता है, के माध्यम से 10 रुपये के आरटीआई शुल्क के साथ उपरोक्त जानकारी प्राप्त करने के लिए सीधे दूरसंचार विभाग (DoT) को एक नया आरटीआई आवेदन भेजें।

Digitally signed by

SUSHIL KUMAR DUTTA

Date: 29-07-2025

11:24:24

(एस.के. दत्ता)

केंद्रीय लोक सूचना अधिकारी

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



फ. संख्या: RT-2/6/(60)/2025-आरटीआई

दिनांक: 08-07-2025

सेवा में



विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

मोहदय,

कृपया दिनांक 26.06.2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 01/07/2025 (डायरी संख्या 1534) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत मोबाइल टावर लोकेशन एंव कॉल विवरण रिकॉर्ड से संबन्धित मामलों के सम्बंध में जानकारी मांगी है।

2 . अतः इस संदर्भ में आपको सूचित किया जाता है कि आपके उपरोक्त आरटीआई आवेदन में मांगी गई जानकारी भादुविप्रा में उपलब्ध नहीं है तथा संबन्धित जानकारी दूरसंचार विभाग (DoT) में उपलब्ध हो सकती है। इसलिए आपके उपरोक्त आरटीआई आवेदन को आरटीआई अधिनियम 2005 की धारा 6 (3) (ii) के तहत DOT को हस्तांतरित किया जा रहा है ताकि आपके द्वारा मांगी गयी सूचना सीधे आपको प्राप्त हो सके।

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 08-07-2025
14:59:27

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

उप सचिव (समन्वय) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, संचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली - 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबन्धित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।
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वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi - 110029

भारतीय पुरस्कार विनियामक प्राधिकरण
दोषग्रह, एमपीसीसी ब्लू स्ट्रिप, मोरनी नगर, नई दिल्ली-29
पंजीकरण सं. 1536
01 JUL 2025
ई आफिस सं.

केंद्रीय माहिती आयोग 2005 अन्वये कलम 19(अ) माहिती अधिकार अर्ज

प्रति,

जन माहिती अधिकारी

माहिती तंत्रज्ञान विभाग, मन्पा मुख्यालय, फोर्ट, मुंबई- ०१

अर्जदाराचे नाव :-

अर्जदाराचा पत्ता:-



डॉ. अॅटॉप ति. 39

- 3) आवश्यक असलेल्या माहितीचा तपशील:- 1) IT dept मध्ये SD wan च्या कामाच्या वर्क ऑर्डर संपूर्ण टेंडर कागदपत्रांची माहिती मिळण्याबाबत.
- 2) dyanacon या कंपनीचे TRAI च्या नियमांनुसार ISP license ची कॉपी देण्यात यावी (2020-24 वर्ष)
- 3) FMS contract 2022 VMware advance, ENT plus server processors, training from VMware या बाबत सेवा पुरवठा झाल्याबाबतची माहिती
- 4) 2023-25 सालातील OEM certification ची प्रत देण्याबाबत

2) माहितीचा कालावधी :- 2015 पासून आतपर्यंत

3) माहिती टपालाने, पोस्टाने अथवा व्यक्तिशः :- व्यक्तिशः

4) माहितीचे प्रयोजन :- घटनेने दिलेल्या अधिकारानुसार

ठिकाण :- मुंबई.

दिनांक :- 27/06/25

10 200 100 - Postal Order
227 2/4

अर्जदाराची मनी



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



फ. संख्या: RT-2/6/(61)/2025-आरटीआई

दिनांक: 08-07-2025

सेवा में



विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया दिनांक 27.06.2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 01/07/2025 (डायरी संख्या 1536) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में आरटीआई अधिनियम, 2005 के प्रावधानों के तहत जानकारी मांगी गई है।

2. इस संदर्भ में यह सूचित किया जाता है कि आपने अपने आरटीआई आवेदन पत्र के साथ रुपये 10/- का कोर्ट शुल्क, आरटीआई शुल्क के रूप में भुगतान किया है, जो की आरटीआई (शुल्क और लागत का विनियमन) नियम, 2005 में निर्धारित आरटीआई शुल्क का भुगतान करने का एक स्वीकार्य तरीका नहीं है और इसके साथ-साथ यह भी देखा गया है कि आपका उपरोक्त आरटीआई-आवेदन पत्र आपने अपनी क्षेत्रीय भाषा में भेजा है।

3. अतः आपसे अनुरोध है कि आप सूचना प्राप्त करने के लिए उचित आरटीआई-शुल्क के साथ अपना नया आरटीआई अनुरोध-पत्र हिंदी या अंग्रेजी भाषा में आरटीआई अधिनियम, 2005 के अनुसार पुनः प्रस्तुत करें।

भादुविप्रा, signed by

SUSHIL KUMAR DUTTA

Date: 08-07-2025

16:21:32

(एस.के. दुत्ता)

केंद्रीय लोक सूचना अधिकारी

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00381

Date of Receipt : 06/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Requ

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

Request Pertains to :

Information Sought :

To:
The Public Information Officer
Telecom Regulatory Authority of India (TRAI) &
Department of Telecommunications (DoT)
Ministry of Communications
Government of India
New Delhi

Subject: Information Request Regarding Complaints and Refund Policies Related to ACT Fibernet (Atria Convergence Technologies Ltd)

Respected Sir/Madam,

I am filing this application under the Right to Information Act 2005 seeking information regarding ACT Fibernet (Atria Convergence Technologies Ltd) a broadband service provider operating in India

Information Requested:

1. How many consumer complaints have been received by TRAI or DoT against ACT Fibernet in the last three financial years 2022 to 2025
2. Of these how many complaints specifically relate to
 - Non-provision of service despite fullyear prepaid plan payments
 - No refund issued upon voluntary disconnection or surrender of service
 - Prolonged service outages more than 48 hours without resolution
3. What actions if any have TRAI or DoT taken against ACT Fibernet in response to these complaints
4. What is the current TRAI or DoT policy or guideline regarding prorated refunds for prepaid broadband services when a consumer cancels mid-plan
5. Are there any circulars or directions issued by TRAI or DoT to private

internet service providers mandating refunds for unused prepaid service periods

6. Is ACT Fibernet permitted to enforce a policy of denying refunds to customers who cancel subscriptions even when they have paid in advance for long-term plans for example one year

Applicant Details:

Name: [REDACTED]

Preferred mode of receiving information: Digital copy via email or postal if necessary

Print

Save

Close

RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00086 **Date of Receipt :** 16/06/2025

Transferred From : Department of Telecommunications on 16/06/2025 With Reference Number : DOTEL/R/T/25/00528

Remarks : CPIO, TRAI is requested to provide information to the RTI applicant directly in terms of Section 6(3) of the RTI Act, 2005.

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English

Status(Ru

Is Requester B

Line ? :

Status

Amount Paid : 0 (RTI fee is received by Telecom Regulatory Authority of India (original recipient))

Mode of Payment Payment Gateway

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

Request Pertains to :

Information Sought : To:
The Public Information Officer
Telecom Regulatory Authority of India (TRAI) &
Department of Telecommunications (DoT)
Ministry of Communications
Government of India
New Delhi

Subject: Information Request Regarding Complaints and Refund Policies Related to ACT Fibernet (Atria Convergence Technologies Ltd)

Respected Sir/Madam,

I am filing this application under the Right to Information Act 2005 seeking information regarding ACT Fibernet (Atria Convergence Technologies Ltd) a broadband service provider operating in India

Information Requested:

1. How many consumer complaints have been received by TRAI or DoT against ACT Fibernet in the last three financial years 2022 to 2025
2. Of these how many complaints specifically relate to
 - Non-provision of service despite fullyear prepaid plan payments
 - No refund issued upon voluntary disconnection or surrender of service
 - Prolonged service outages more than 48 hours without resolution
3. What actions if any have TRAI or DoT taken against ACT Fibernet in response to these complaints
4. What is the current TRAI or DoT policy or guideline regarding prorated refunds for prepaid broadband services when a consumer cancels mid-plan
5. Are there any circulars or directions issued by TRAI or DoT to private internet service providers mandating refunds for unused prepaid service periods
6. Is ACT Fibernet permitted to enforce a policy of denying refunds to customers who cancel subscriptions even when they have paid in advance for long-term plans for example one year

Applicant Details:

Name: [REDACTED]

Preferred mode of receiving information: Digital copy via email or postal if necessary

Original RTI Text :

To:
The Public Information Officer
Telecom Regulatory Authority of India (TRAI) &
Department of Telecommunications (DoT)
Ministry of Communications
Government of India
New Delhi

Subject: Information Request Regarding Complaints and Refund Policies Related to ACT Fibernet (Atria Convergence Technologies Ltd)

Respected Sir/Madam,

I am filing this application under the Right to Information Act 2005 seeking information regarding ACT Fibernet (Atria Convergence Technologies Ltd) a broadband service provider operating in India

Information Requested:

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2. Of these how many complaints specifically relate to
 - Non-provision of service despite fullyear prepaid plan payments
 - No refund issued upon voluntary disconnection or surrender of service
 - Prolonged service outages more than 48 hours without resolution
3. What actions if any have TRAI or DoT taken against ACT Fibernet in response to these complaints
4. What is the current TRAI or DoT policy or guideline regarding prorated refunds for prepaid broadband services when a consumer cancels mid-plan

5. Are there any circulars or directions issued by TRAI or DoT to private internet service providers mandating refunds for unused prepaid service periods
6. Is ACT Fibernet permitted to enforce a policy of denying refunds to customers who cancel subscriptions even when they have paid in advance for long-term plans for example one year

Applicant Details:

Name: [REDACTED]

Preferred mode of receiving information: Digital copy via email or postal if necessary

Print

Save

Close



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(279)/2025-RTI

Dated: 01-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your two (02) similar RTI applications received online on the RTI portal vide Reg. No. TRAOI/R/E/25/00381, dated 06.06.2025 and another vide Reg. No. TRAOI/R/T/25/00086, dated 16.06.2025 received from DoT online, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 3.	TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI. In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.
4 to 6.	The information sought is not available in TRAI.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 01-07-2025
 15:29:40

(S. K. Dutta)

Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00385

Date of Receipt : 07/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Status

Is Requester Below

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

Request Pertains to :

Information Sought :

Please provide 1) Copy of lawful action taken on my email complaint dated 7th June 2025 please explain rule wise as per TRAI rules 2) Please provide copy directing mobile and internet service providers at Dehradun to issue instructions to obtain e-KYC either through biometrics of fingerprints of applicant/complainant or alternatively paper-based verification system that entails filling up a paper form, pasting photographs and attaching the identity proof (ID) document and the address proof document in absence of blinking eyes

Print

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Close

applicant/complainant Unable to apply for prepaid mobile or internet connection as applicant/complainant has one eye

1 message

Sat, Jun 7, 2025 at 5:11 AM

to: daca@traai.dot.gov.in

The Competent Authority
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan,
(next to Zakir Hussain College)
Jawaharlal Nehru Marg
(Old Minto Road)
New Delhi : 110 002
email: [daca\[at\]traai\[dot\]gov\[dot\]in](mailto:daca[at]traai[dot]gov[dot]in)

Dear Sir or Madam,

The applicant/complainant is unable to apply for prepaid mobile or internet connection in his name because he has one eye (copy of Masked Aadhar no XXXX-XXXX-4290 showing one eye of complainant/applicant is enclosed) . Mobile /internet service providers refuse to accept his application for prepaid mobile or prepaid internet connection in applicant/complainant name because they say two blinking eyes are necessary to apply for prepaid mobile or prepaid internet connection in applicant/complainant name.

It is requested to direct mobile and internet service providers to issue instructions to obtain e-KYC either through biometrics of fingerprints of applicant/complainant or alternatively paper-based verification system that entails filling up a paper form, pasting photographs and attaching the identity proof (ID) document and the address proof document.

Yours truly



273K



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(280)/2025-RTI

Dated: 01-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 07.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00385, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	<p>The Complaint has not been received in TRAI.</p> <p>However, it is informed that the TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p>
2.	<p>The Information sought is not available with TRAI.</p> <p>However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 10.06.2025 to DoT for providing the related information, if any, directly to you.</p>

Contd. on next page 02.

::2::

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours Digitally signed by
SUSHIL KUMAR DUTTA
Date: 01-07-2025
15:33:41

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00386

Date of Receipt : 07/06/2025

Type of Receipt : Online Receipt

Language of Request : English

S

Is Requester

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

Request Pertains to :

Information Sought : Subject: Request for information under RTI Act 2005 regarding action taken on PMOPG E 2025 0074850

Respected Sir Madam

I am Sagnik Chatterjee resident I am filing this RTI application under Section 6 1 of the Right to Information Act 2005 to get information related to my public grievance registered on PG Portal with Registration Number PMOPG E 2025 0074850 dated 28 05 2025. The complaint was forwarded to Secretary TRAI Shri Atul Kumar Chaudhary on 06 06 2025.

Information Required:

1. What action and resolution has been taken by TRAI on the above complaint PMOPG E 2025 0074850 till now
2. Has any notice or direction been sent to Reliance Jio or any other telecom operator If yes kindly provide copy of such document
3. Has any communication or coordination been done with Cyber Crime Cell in response to repeated fraud calls If yes kindly provide copies of all correspondence
5. By when can the complainant expect final resolution or action in this matter

6. Name designation and contact details of the TRAI officer handling this grievance

7. Was my concern or grievance forwarded to the Supreme Court of India or any other judicial body for further action If yes kindly provide the date and reference number and name of authority

8. Kindly provide copies of all internal notes directions letters emails and communication made regarding this grievance

9 Please provide copies of any official documents, circulars, notifications, or public advisories issued for the protection of telecom users.

4 What monitoring systems are in place to ensure that telecom companies follow TRAI rules regarding customer safety and grievance redressal?

I request you to kindly send the full action taken report and related documents as per the above points.

Print

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Close



Details for registration number :
PMOPG/E/2025/0074850

Name Of Complainant	[REDACTED]
Date of Receipt	28/05/2025
Received By Ministry/Department	Prime Minister's Office
Grievance Description	Electronics & Information Technology >> Information Technology Act 2000/Cyber Security >> Mobile Security Issues
<p>-----</p> <p>Subject Request for Immediate Action Regarding corrupted reliance jio officials and inaction of police FIR on ncrp portal-Repeated UCC Spam Calls despite lodging Sanchar Saathi website and Cyber Crime Complaints Dear Sir Madam I am writing to inform you that despite lodging grievances regarding Unsolicited Commercial Communication UCC and spam calls and filing a police FIR and a complaint with the Cyber Crime Cell I am still receiving repeated fraudulent calls These calls continue even though both my mobile numbers are registered under Full DND It appears that the telecom provider Reliance Jio is not enforcing DND protections properly which may be due to negligence or intentional disregard This is causing serious cyber security risks and has already resulted in significant financial loss to me The Cyber Police and the Department of Telecommunications have not yet taken effective action to stop these issues Their inaction is allowing scam operations to continue and is affecting public trust in the system I request you to kindly 1 Take immediate action against the telecom operator for DND noncompliance 2 Coordinate with the Cyber Crime Cell to trace and punish the scam callers 3 Strengthen monitoring to prevent future violations of DND protections This matter needs urgent attention to prevent further financial losses and ensure the safety of consumers Thank you for your attention MINIT/E/2025/0002527</p>	
Current Status	Under process
Date of Action	06/06/2025
Officer Concerns To	
Officer Name	Atul Kumar Chaudhary (Secretary TRAI)
Organisation name	Secretary TRAI
Contact Address	Secretary, TRAI, Mahanagar Doorsanchar Bhawan Jawaharlal Nehru Marg Old Minto Road, New Delhi
Email Address	secretary@traai.gov.in
Contact Number	011 20907748
Print Close	



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(281)/2025-RTI

Dated: 01-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 07.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00386, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1, 2 & 4.	<p>(a) The complainant has not mentioned the date time & issue of the complaint Therefore. the complaint is incomplete, anyhow. the same has been forwarded to Reliance Jio for taking necessary action at their end.</p> <p>To curb Unsolicited Commercial Communication (UCC), TRAI has issued regulations i.e., Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018 and further amended from time to time. (weblink given at the bottom)</p> <p>If a customer has registered his/ her preferences through 1909/ TRAI DND App/ service provider's app/ website for blocking or allowing commercial communications, then Registered Telemarketers (RTMs) are permitted to call/ message the customer in accordance with the preferences or consent provided by customer. However, if Unregistered Telemarketers (UTMs) make commercial communication (Calls/messages), the customer can lodge a complaint via 1909/ TRAI DND App/ service provider's app/ website.</p> <p>Various measures have been taken by TRAI under TCCCPR 2018 regulations to prevent spam calls and messages, including the following:</p> <p>a) If a subscriber desires not to receive commercial communication from Registered Telemarketers (RTM), he can register himself for not receiving commercial communication by sending SMS at 1909 or through TRAI DND App/Access Service provider app/website. However, complaints against unregistered senders/ entities can now be made even without prior registration of preferences on the DND App.</p>

	(b) Even after opting for not receiving any promotional call/messages, if a subscriber receives unsolicited commercial communication (UCC), he/ she can lodge a complaint within 7 days of receiving such unsolicited commercial communication to his/ her Access service provider by sending SMS or making voice call at 1909 or through TRAI DND App/ Access service provider App/ website. The regulation TCCPR 2018 and its latest amendment may be accessed at the following link: https://traigov.in/release-publication/regulations
3 & 5 to 7.	The Information sought is not available with TRAI.
8.	It is informed that TRAI has issued the Telecom Consumer Complaint Redressal Regulations, 2012 (TCCRR 2012) whereby the time limit for redressal of complaints or addressing service requests of consumers is prescribed. This regulation can be accessed from the following link: https://www.traigov.in/sites/default/files/2024-09/CA_05012012.pdf
9.	The information sought is available in TCCRR 2012 which can be accessed from the following link: https://www.traigov.in/sites/default/files/2024-09/CA_05012012.pdf

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 01-07-2025
15:27:08

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00387

Date of Receipt : 07/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Request

Doc

Liberty of a Person ? :

Information Sought : Subject Application under Right to Information Act 2005 for Information on Actions Taken Against Reliance Jio for Network Issues

Respected Sir or Madam

Under the Right to Information Act 2005 I request information regarding network issues faced by Reliance Jio Infocomm Ltd consumers. I have repeatedly complained to Jio customer care about poor network connectivity and slow internet speeds but received no satisfactory resolution. I seek details on TRAI's regulatory actions against Jio for these issues.

Details of Information Sought

1 What actions has TRAI taken against Reliance Jio Infocomm Ltd for network related complaints including poor connectivity slow internet speeds and call drops from January 2023 to the present date

2 What is the total amount of fines or penalties imposed on Reliance Jio Infocomm Ltd for failing to meet service quality benchmarks or network related issues from January 2023 to the present date Please provide details of each instance including the date reason and amount

3 What compensation has been provided to consumers affected by Reliance Jio's network issues as mandated or recommended by TRAI from January 2023 to the present date Please include details of the compensation mechanism amounts disbursed and number of consumers benefited

4 What measures or guidelines has TRAI enforced to ensure Reliance Jio

Infocomm Ltd improves network quality and resolves consumer complaints effectively in areas with recurring network issues

5 Has TRAI conducted audits or inspections of Reliance Jios network infrastructure to verify compliance with Quality of Service norms from January 2023 to the present date If yes please provide details of findings and actions taken

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(282)/2025-RTI

Dated: 01-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 07.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00387, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	<p>TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p>
2 & 3.	<p>Kindly refer TRAI's regulations- "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline And Wireless) Service Regulations, 2024 (06 of 2024)" dated 2.8.2024 which are available on TRAI's website :- www.trai.gov.in at url: https://tra.gov.in/sites/default/files/2024-10/Regulation_02082024.pdf</p> <p>Further, wherever the Quality-of-Service benchmarks are not met, the explanation of the concerned service provider is called for and after considering the response of the service provider financial disincentives are imposed on the service provider for non-complied QoS parameters.</p>
4 & 5.	<p>TRAI regularly monitors the performance of service providers against the benchmark for various Quality of Service parameters laid down by TRAI by way of Quality-of-Service regulations issued from time to time. For monitoring the performance of service providers, TRAI collects License Service Area (LSA) wise Performance Monitoring Report (PMR) from service providers on a quarterly basis. The QoS performance of the service providers, against the prescribed benchmarks, is published by the Authority on its website regularly for</p>

the information of stakeholders. Wherever the Quality-of-Service benchmarks are not met, the explanation of the concerned service provider is called for and after considering the response of the service provider financial disincentive are imposed on service provider for non-complied QoS parameters.

Assessment of quality of service is undertaken by TRAI, by conducting drive test on selected routes either through its own officers or by engaging independent agencies. The results of the audit and assessment of quality of service and drive tests are published on TRAI website for the information of stakeholders, which may also force the service providers to improve the quality of service.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 01-07-2025
17:12:31

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00389

Date of Receipt : 09/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Stat

Is Requester Belo

Does it concern th

a Person ? :

Request Pertains to :

Information Sought :

please check attachment.

thank you.

Print

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Close

नीचे दी गई जानकारी, आपकी सूचना और विचार के लिए है:

- i. यदि मांगी गई सूचना आपके विभाग/कार्यालय से संबंधित नहीं हो तो सूचना का अधिकार अधिनियम 2005 की धारा 6(3) का संज्ञान लेते हुए मेरा आवेदन संबंधित लोक सूचना अधिकारी को 5 दिन के समय अवधि के अंतर्गत हस्तांतरित करें।
- ii. सूचना का अधिकार 2005 की धारा 7(8)(iii) और 7(3)(ii) के अनुसार सूचना उपलब्ध कराते समय प्रथम अपीलीय अधिकारी का पद नाम व पता अवश्य बताएं।
- iii. सूचना का अधिकार अधिनियम 2005 की धारा 7(9) के अनुसार, मैं लोक सूचना अधिकारी से अनुरोध करता हूं की जानकारी जिस रूप में मांगी जा रही है वह उसी रूप में प्रश्नों के क्रमानुसार प्रदान करें।
- iv. सूचना का अधिकार अधिनियम की धारा 7(1) के अनुसार, मैं लोक सूचना अधिकारी से अनुरोध करता हूं कि वह अनुरोधित जानकारी 30 दिन के भीतर प्रदान करें।
- v. सूचना का अधिकार अधिनियम 2005 की धारा 7(8) के अनुसार, मेरे आवेदन की अस्वीकृति के मामले में मैं लोक सूचना अधिकारी से अनुरोध करता हूं कि इस तरह की अस्वीकृति का कारण बताएं एवं सूचना का अधिकार अधिनियम 2005 के किस धारा के अनुसार आवेदन अस्वीकृति किया गया है, यह भी बताएं।
- vi. सूचना का अधिकार अधिनियम 2005 की धारा 8(1)(जे) के अनुसार ऐसी सूचना जिसे संसद या राज्य विधान मंडल में नकारा नहीं जा सकता, उस सूचना से किसी भी व्यक्ति को वंचित नहीं किया जाएगा।
- vii. सूचना का अधिकार अधिनियम 2005 की धारा 7(2) के अनुसार 30 दिन के भीतर कोई निर्णय प्राप्त नहीं होने की स्थिति में लोक सूचना पदाधिकारी ने अनुरोध को अस्वीकार कर दिया माना जाएगा।
- viii. सूचना का अधिकार अधिनियम 2005 की धारा 6(2) के अनुसार सूचना के लिए अनुरोध करने वाले आवेदक को सूचना या किसी अन्य का अनुरोध करने के लिए कोई कारण या व्यक्तिगत विवरण बताने की आवश्यकता नहीं होगी, सिवाय उनके जो उसे संपर्क करने के लिए आवश्यक हो सकते हैं।



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

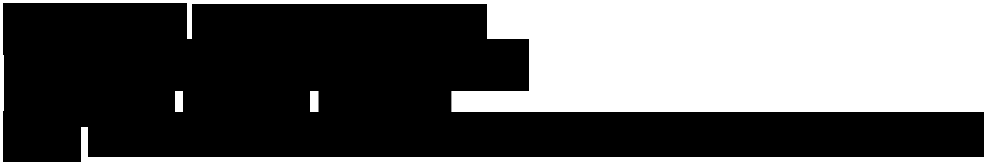
[भारत सरकार / Government of India]



फ. संख्या. RT-2/7/(284)/2025-आरटीआई

दिनांक: 09-07-2025

सेवा में,



विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया ऑनलाइन आरटीआई पोर्टल के माध्यम से भादूविप्रा में प्राप्त आपके आवेदन पत्र दिनांक 09.06.2025, पंजीकरण संख्या TRAOI/R/E/25/00389, का अवलोकन करें। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत जानकारी मांगी है। इस संबंध में आपको निम्न सूचित किया जाता है: -

क्र. स.	उत्तर
1.	अंतरराष्ट्रीय कॉल टर्मिनेशन चार्ज (International Call Termination Charges) के संबंध में TRAI द्वारा जारी प्रेस विज्ञप्ति संख्या 04/2020, मौजूद नहीं है।
2.	अंतरराष्ट्रीय कॉल टर्मिनेशन चार्ज (International Call Termination Charges), के संबंध में TRAI द्वारा 17 अप्रैल 2020 को जारी प्रेस विज्ञप्ति संख्या 23/2020, TRAI वेबसाइट पर निम्न URL पर उपलब्ध है:- https://www.trai.gov.in/sites/default/files/2024-08/PR_No.23of2020.pdf

2. सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत टाई में अपीलीय प्राधिकारी श्री डी. मनोज, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार नियामक प्राधिकरण, वर्ल्ड ट्रेड सेंटर, टावर-एफ, 4-7 मंजिला, नौरोजी नगर, नई दिल्ली-110029।

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 09-07-2025
16:02:57

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00391

Date of Receipt : 11/06/2025

Type of Receipt : Online Receipt

Language of Request : English



Status(

Is Requester

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

Request Pertains to :

Information Sought : Please provide the following information regarding multiple UCC complaints from my number [REDACTED] under TCCCPR 2018

1. Investigation Reports for Sample Complaints Regulation 16
Provide complete unredacted investigation reports for these complaints including OAP TAP communications and closure reasons
SR00002DNSLP IDFCFB Closed as Incomplete incorrect info
SR000029J2BH NBHOME Closed as Incomplete incorrect info
SR000028UPFE VM-HDFCBN Closed as Service SMS Call
SR000026UG3J CP-ISKON SMS closed as CDR Not Match OAP
SR000025PJK 9752630257 Call closed as CDR Not Match OAP
SR0000272M72 Fraudulent scam call closed as Not Promotional
2. Definitions and Closure Criteria
 - a Incomplete incorrect info Guidelines allowing closure despite sender ID message text timestamp provided
 - b CDR Not Match Rule defining this term and its applicability to SMS complaints
 - c Service SMS Call Rules permitting loan or credit card promotions as Service without consent under Regulation 2f 2ac
 - d Not Promotional Guidelines allowing closure of scam complaints under this category
3. Procedures and Penalties Regulations 16 27
 - a Current SOP for OAP TAP investigations
 - b Summary of financial disincentives on TSPs for improper closure of UCC complaints in last 12 months

This information is required to understand the reasons for failure of the regulatory framework to protect consumers from UCC

References

Regulation 16 and 27 of TCCCPR 2018 require thorough investigation and action for UCC complaints including communication of closure reasons and penalties for non-compliance

Print

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RTI REQUEST DETAILS

Registration No. : TRA0I/R/T/25/00092

Date of Receipt : 28/06/2025

Transferred From : Department of Telecommunications on 28/06/2025 With Reference Number :
DOTEL/R/T/25/00551

Remarks : The information sought in the RTI Application pertains to TRAI. The applicant is seeking information related to promotional calls/SMSs and further action, which is regulated by TRAI as per Telecom Commercial Communication Customer Preference Regulation (TCCCPR), 2018. Accordingly, the RTI Application is transferred to TRAI under the Section 6(3) of RTI Act 2005 for providing information, if any, directly to the applicant.

Type of Receipt : Electronically Transferred from Other Public Authority

Language of Request : English

Status(Rur

**Is Requ
Pove**

Amount Paid : 0 (RTI fee is received by Telecom Regulatory Authority of India (original recipient))

Mode of Payment Payment Gateway

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

Request Pertains to :

Information Sought : Please provide the following information regarding multiple UCC complaints from my number [REDACTED] under TCCCPR 2018

1. Investigation Reports for Sample Complaints Regulation 16
Provide complete unredacted investigation reports for these complaints including OAP TAP communications and closure reasons
SR00002DNSLP IDFCFB Closed as Incomplete incorrect info
SR000029J2BH NBHOME Closed as Incomplete incorrect info
SR000028UPFE VM-HDFCBN Closed as Service SMS Call
SR000026UG3J CP-ISKON SMS closed as CDR Not Match OAP
SR0000255PJK 9752630257 Call closed as CDR Not Match OAP
SR0000272M72 Fraudulent scam call closed as Not Promotional

2. Definitions and Closure Criteria

- a Incomplete incorrect info Guidelines allowing closure despite sender ID message text timestamp provided
- b CDR Not Match Rule defining this term and its applicability to SMS complaints
- c Service SMS Call Rules permitting loan or credit card promotions as Service without consent under Regulation 2f 2ac
- d Not Promotional Guidelines allowing closure of scam complaints under this category

3. Procedures and Penalties Regulations 16 27

- a Current SOP for OAP TAP investigations
- b Summary of financial disincentives on TSPs for improper closure of UCC complaints in last 12 months

This information is required to understand the reasons for failure of the regulatory framework to protect consumers from UCC

References

Regulation 16 and 27 of TCCCPR 2018 require thorough investigation and action for UCC complaints including communication of closure reasons and penalties for non-compliance

Original RTI Text : Please provide the following information regarding multiple UCC complaints from my number [REDACTED] under TCCCPR 2018

1. Investigation Reports for Sample Complaints Regulation 16

Provide complete unredacted investigation reports for these complaints including OAP TAP communications and closure reasons

- SR00002DNSLP IDFCFB Closed as Incomplete incorrect info
- SR000029J2BH NBHOME Closed as Incomplete incorrect info
- SR000028UPFE VM-HDFCBN Closed as Service SMS Call
- SR000026UG3J CP-ISKON SMS closed as CDR Not Match OAP
- SR0000255PJK 9752630257 Call closed as CDR Not Match OAP
- SR0000272M72 Fraudulent scam call closed as Not Promotional

2. Definitions and Closure Criteria

- a Incomplete incorrect info Guidelines allowing closure despite sender ID message text timestamp provided
- b CDR Not Match Rule defining this term and its applicability to SMS complaints
- c Service SMS Call Rules permitting loan or credit card promotions as Service without consent under Regulation 2f 2ac
- d Not Promotional Guidelines allowing closure of scam complaints under this category

3. Procedures and Penalties Regulations 16 27

- a Current SOP for OAP TAP investigations
- b Summary of financial disincentives on TSPs for improper closure of UCC complaints in last 12 months

This information is required to understand the reasons for failure of the regulatory framework to protect consumers from UCC

References

Regulation 16 and 27 of TCCCPR 2018 require thorough investigation and action

for UCC complaints including communication of closure reasons and penalties for non-compliance

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(285)/2025-RTI

Dated: 09-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your two (02) similar RTI applications received online on the RTI portal vide Reg. No. TRAOI/R/E/25/00391, dated 11.06.2025 and another vide Reg. No. TRAOI/R/T/25/00092, dated 28.06.2025 received from DoT online, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The Information sought is not available with TRAI.
2.	<p>As per the TCCCPR 2018 ,chapter 4- Functions of Access Providers and relevant Codes of Practice mentioned in Schedule 1, 3 & 5, complaint closure is guided by access providers based on defined criteria.</p> <p>Complaints may be closed under:</p> <ul style="list-style-type: none"> • “Incomplete/Incorrect Info” even when sender ID, message text, and timestamp are provided, if they don't meet CoP format standards. • “CDR Not Match” refers to cases where no matching communication record exists for the details provided. • Service messages promoting loans or credit cards may be permitted under Regulation 2(f) & 2(ac) without prior consent. • Complaints are also closed under “Not Promotional” when content qualifies as service/scam alerts, as allowed by regulatory definitions and guidelines. <p>The regulation TCCCPR 2018 and its latest amendment may be accessed at the following link: https://traai.gov.in/release-publication/regulations</p>
3 (a)	As per Regulation 16, the Standard Operating Procedure (SOP) for Originating and Terminating Access Providers (OAP/TAP) involves prompt verification of CDRs within one business day, followed by investigation and service suspension if UCC is confirmed from five or more unique recipients in ten days.

3 (b)	The information sought is exempted from disclosure under section 8(1) (d) of RTI act 2005.
-------	--

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 09-07-2025
11:28:13

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00392

Date of Receipt : 11/06/2025

Type of Receipt : Online Receipt

Language of Request : English

P

Status(Rur

Is Requester Below Po

Am

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

Request Pertains to :

Information Sought :

1. Kindly provide me, the Airtel Network Mobile Prepaid Tariff Plan Details of Tamilnadu from 01.01.2024 to Till Date
2. Kindly provide me, the VI Network Mobile Prepaid Tariff Plan Details of Tamilnadu from 01.01.2024 to Till Date
3. Kindly provide me, the JIO Network Mobile Prepaid Tariff Plan Details of Tamilnadu from 01.01.2024 to Till Date

Print

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(286)/2025-RTI

Dated: 03-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 11.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00392, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 3.	Tariffs filed by the Telecom Service Providers are available on the TRAI's website under the link below: https://tariff.trai.gov.in/consumerview/index.aspx

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully signed by
 SUSHIL KUMAR DUTTA
 Date: 03-07-2025
 12:02:38

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00398

Date of Receipt : 09/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Name : Omveer singh

Gender : Male

Stat

Is Requester Be

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

Request Pertains to :

Information Sought :

To
The director general
The telephone authority of India
Sir

I purchased a sim (██████████) from airtel in February 2006 which cost was Rs999 which is life time. After purchased the Sim messages are flash in my mobile screen that this is life time incoming call will come always Or in this Sim incoming calls will come life time. But when they are launched plans then my incoming calls are closed when the validity of the plan is expire. This is fraud, Airtel department cheated to me. I asked through rti this is cheated or not at the name of life time cost of the Sim received to me. I request to you my life time validity is continue for incoming calls After pack validity expired

Thanking you

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(287)/2025-RTI

Dated: 03-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 09.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00398, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1.	<p>TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p>

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
 Signed by
 SUSHIL KUMAR DUTTA
 Date: 03-07-2025
 12:03:51

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00399

Date of Receipt : 12/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Status(

Is Requester Belo

Does it con

Liberty of a Person ? :

Information Sought : I seek the following information under the RTI Act 2005 from Department of Telecommunications

1. Is it mandatory as per TRAI or DoT guidelines for telecom operators to notify users via all registered communication channels including email before permanently disconnecting and recycling a mobile number
2. If a subscriber has a registered email ID with the operator such as in MyJio account is the operator required to send email notification before number deactivation
3. What is the minimum time period and number of alerts required to be issued before permanent disconnection of a mobile number
4. Can telecom companies legally use the phrase Voice is always free in terms and conditions without explicitly linking it to prepaid recharge or active plan validity
5. Kindly provide a copy of any latest circulars or directions issued to telecom service providers regarding
 - a. Mobile number deactivation and recycling timelines
 - b. Multi-channel communication requirements before number recycling
 - c. Transparency obligations under subscriber agreements

Background: My Jio mobile number [REDACTED] was permanently disconnected without any notice on email despite it being registered My number was linked to PAN UPI and bank accounts This caused loss and disruption

Name: [REDACTED]

Mobile:

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(288)/2025-RTI

Dated: 03-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 12.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00399, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 4 & 5 (b), (C).	TRAI has no information to offer on the specific queries raised by you in these points.
5 (a).	TRAI has issued guidelines on deactivation of SIM due to non-usage through the Telecommunication Consumer Protection (Sixth Amendment) Regulations, 2013 dated 21.02.2013 which is available on TRAI's website under the link below: https://www.trai.gov.in/sites/default/files/2024-10/Sixth_Amedment_21_FEB_2013.pdf

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours ~~Digitally~~ signed by
SUSHIL KUMAR DUTTA
Date: 03-07-2025
13:14:54

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00400

Date of Receipt : 12/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Request

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

Request Pertains to :

Information Sought :

I had sent a complaint to TRAI on its email daca@traai.gov.in from [REDACTED] against Jio on May 27, 2025 (copy attached). In this regard, please provide the following information under RTI Act :

1. What action has been taken by TRAI till date for resolution of the complaint?
2. Please share details of complaint escalation or to file an appeal against resolution provided for complaint made to TRAI.

Print

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Complaint against non-refund of JioAirFiber Booking amount

1 message

Tue, 27 May, 2025 at 1:04 pm

To: daca@trai.gov.in

Cc: appellate.del@jio.com

Madam/Sir,

I had placed a Jio Air Fibre booking request by paying Rs.1111 through online mode on Jio official website on March 30, 2025 (screenshot and Invoice attached), however, no one came for installation of the connection. I submitted complaint about this on Jio website (refer acknowledgement received in trailing mail dated April 03, 2025) but no resolution was provided.

2. Then I escalated the matter to Jio Appellate Authority through trailing mail dated April 06, 2025, however, no resolution has been provided and the refund has not been made to me till date.

3. In this regard, you are requested to register complaint against Jio and take action for resolution of the compliant and also ask them to give compensation of Rs.10,000 for harassment and delay.

Regards,

----- Forwarded message -----

From: [REDACTED]
Date: Sun, 6 Apr, 2025, 8:18 am
Subject: Complaint against non-refund of JioAirFiber Booking amount
To: <appellate.del@jio.com>

Madam/Sir,

I had placed a Jio Air Fibre booking request by paying Rs.1111 through online mode on Jio official website on March 30, 2025 (screenshot and Invoice attached), however, no one came for installation of the connection. I submitted complaint about this on Jio website (refer acknowledgement received in trailing mail dated April 03, 2025) but no resolution was provided. Then I escalated the matter to Jio Appellate Authority through trailing mail dated April 06, 2025, however, no resolution has been provided and the refund has not been made to me. In this regard, you are requested to register complaint against Jio and take action for resolution of the compliant and also ask them to give compensation of Rs.10,000 for harassment and delay.

Regards,

----- Forwarded message -----

From: **JioFiberCare** <jiofibercare@jio.com>
Date: Thu, 3 Apr, 2025, 12:04 pm

Subject: Re: JioAirFiber : Cancellation of installation request

To: [REDACTED] >

****This is a system generated acknowledgement for your email. Please don't reply.****

Dear Customer,

Thank you for writing to us.

'We encourage use of your personal digital assistant by clicking https://www.jio.com/live_chat for live chat or <https://www.jio.com/GetMyJio> for MyJio App.

[Click here](#) and visit our "How to Video" section to help yourself troubleshooting common concerns like;

How to improve internet speed over Wi-Fi
Manage Jio Router settings (SSID/Password change, Block/unblock device etc.)
How to recharge and check recharge invoice
STB/Remote - Features & Connectivity
Voice – Features & troubleshooting
And many more

We are now just a click away to resolve all your queries over chat.

[Click here](#) Now for Instant Chat Support via MyJio.

You can now also get support to your Service-related queries through WhatsApp. To initiate the conversation, simply send a "Hello" on WhatsApp to 70005 70005 from your Registered Mobile Number..

You may call our JioFiber and AirFiber specialists on 1800-896-9999

Exciting Offer! Pay for 12 months & get 30 days Extra or pay for 6 months and get 15 days Extra! - To avail the offer [Click here](#)

Why ask for Help, when you can do it yourself! Troubleshoot your JioFiber and AirFiber related issues at your fingertips with MyJio App.


To explore more [Click here](#)

Do you know! You can now locate* JioFiber and AirFiber Engineer on Map through MyJio App. To track or reschedule your Service Appointment [Click here](#)

*Engineer tracking can be done only 15 minutes prior the technician visit time.

Thank you
Team JioFiber

2 attachments

 **Screenshot_20250330_221815_Samsung Internet.jpg**
665 KB

 **Jio Invoice.pdf**
6 KB



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(289)/2025-RTI

Dated: 04-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 12.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00400, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 & 2	<p>TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p>

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 04-07-2025
 11:46:02

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00402

Date of Receipt : 12/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Stat

Is Requester Be

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

Request Pertains to :

Information Sought : To,
The Public Information Officer (PIO),
Telecom Regulatory Authority of India (TRAI),
Mahanagar Doorsanchar Bhawan,
Jawaharlal Nehru Marg,
New Delhi - 110002

Subject: Application for Information under the Right to Information Act, 2005

Dear Sir/Madam,

I seek the following information under the Right to Information Act, 2005. Kindly provide me with the requested details:

How many users of Reliance Jio, Bharti Airtel, Vodafone Idea (VI), and other major telecom operators in India have lodged complaints regarding internet connectivity issues due to network traffic? (Data from January 2025 to June 2025)

What is the list of areas and the number of affected users where internet services of Jio, Airtel, VI, and other major telecom operators were impacted due to network traffic?

Has TRAI taken any action against Jio, Airtel, VI, or other telecom operators to address these issues? If yes, please provide the details.

Who is responsible for the inability to use the internet due to network traffic and the resultant wastage of users money? Are there any policies or guidelines established for this?

How can users of Jio, Airtel, VI, and other telecom operators claim compensation for this loss, or is there any plan to extend validity for using the data?

From January 2025 to June 2025, how many users of Jio, Airtel, VI, and other major telecom operators had how much data left unused due to network traffic preventing its use? Who is responsible for this, and what steps has the government taken regarding this issue?

Kindly provide the information via email. My details are provided below:

Name:

[REDACTED]

[REDACTED]

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Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(290)/2025-RTI

Dated: 04-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 12.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00402, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1,4 & 6.	<p>TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p>
2.	The Information sought is not available with TRAI.
3 to 5	<p>Kindly refer TRAI's regulations- "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline And Wireless) Service Regulations, 2024 (06 of 2024)" dated 2.8.2024 which are available on TRAI's website :-www.trai.gov.in at url: https://traigov.in/sites/default/files/2024-10/Regulation_02082024.pdf</p> <p>Further, wherever the Quality-of-Service benchmarks are not met, the explanation of the concerned service provider is called for and after considering the response of the service provider financial disincentives are imposed on the service provider for non-complied QoS parameters.</p>

Contd. on next page 02.

::2::

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 04-07-2025
12:12:17

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

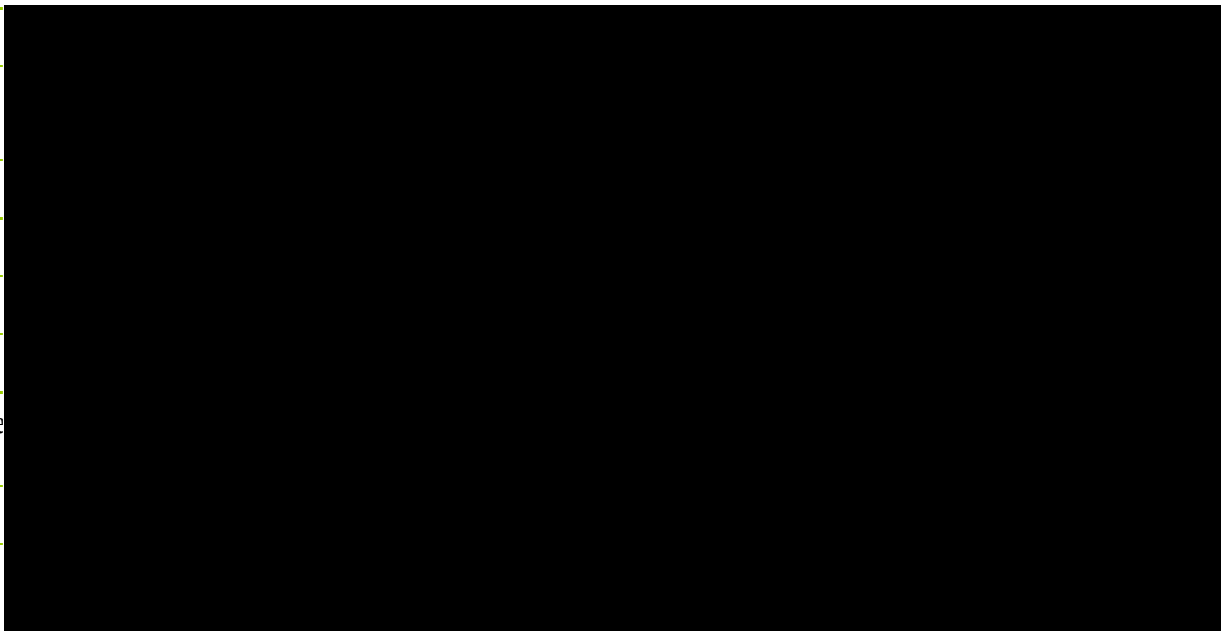
RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00405

Date of Receipt : 13/06/2025

Type of Receipt : Online Receipt

Language of Request : English



Is Requeste

Doe

Information Sought : As soon as my recharge expires, i am bombarded with calls from JIO executives, threatening with deactivation of my number. TRAI may please intimate the time period for deactivation of a prepaid mobile number in case of non-usage, a copy of the circular, guideline pertaining to the issue (applicable presently) may also be made available.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(291)/2025-RTI

Dated: 04-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 13.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00405, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	TRAI has issued guidelines on deactivation of SIM due to non-usage through the Telecommunication Consumer Protection (Sixth Amendment) Regulations, 2013 dated 21.02.2013, which is available in the following link. Sixth_Amedment_21_FEB_2013.pdf

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 04-07-2025
12:06:42

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00406

Date of Receipt : 13/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Request

Do

Liberty of a Person ? :

Request Pertains to :

Information Sought :

My family member holding a VI Sim and it was having a secondary balance of 1754.00rs and 6GB data and the same was lapsed. I have attached pdf and in that they mentioned that Balance was carry forward in next recharge.why the same was not carry forward?

I have registered a request and the same has been closed without my consent and proper satisfactory response and I have asked for compensation.can they give me or not?

Why there was two part in balance 1-main and 2-secondary and why I am not able to recharge from my secondary balance?

Whom can I complaint if I not received satisfactory answer from telecom company and trai?

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Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(292)/2025-RTI

Dated: 04-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 13.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00406, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The nature of the information sought is in the form of a grievance/complaint and therefore does not fall within the ambit of 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 D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours **Digitally**, signed by
SUSHIL KUMAR DUTTA
Date: 04-07-2025
12:03:56

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00407

Date of Receipt : 14/06/2025

Type of Receipt : Online Receipt

Language of Request : English

P

Status(Rur

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? :

Amount Paid : 10)

Mode of Payment Payment Gateway

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

Request Pertains to :

It is understood that communications have been exchanged between the Department of Telecommunications (DoT) and the Telecom Regulatory Authority of India (TRAI) with respect to the imposition of financial disincentives against Telecom Service Providers under the Telecom Commercial Communication Customer Preference Regulation, 2018 and consequent contemplated actions under the Unified License. It is also understood from media articles that DoT has refused to take any action against TSPs, including the encashment of bank guarantees.

Therefore, please provide the following information in soft copy.

- Information Sought :**
1. All communications exchanged between the DoT and TRAI with respect to the imposition of Financial Disincentives by TRAI against Telecom Service Providers under the Telecom Commercial Communication Customer Preference Regulation, 2018, especially for the period from 27.09.2024 till date.
 2. All communications exchanged between the DoT and TRAI with respect to the invocation of bank guarantees of Telecom Service Providers and any other actions by DoT under the Unified License in relation to the implementation of the Telecom Commercial Communication Customer Preference Regulation, 2018, especially for the period from 27.09.2024 till date.
 3. All file notings of TRAI, DoT or any other department of the Government of India in the possession of the TRAI in relation to any file dealing with or discussing the information requested in Item Nos. 1 and 2 above.
 4. Any other information regarding the above queries which is in the possession of the TRAI.

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Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(293)/2025-RTI

Dated: 07-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 14.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00407, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 4.	The information sought is exempted from disclosure under Section 8(1) (d) of the Right to Information Act, 2005.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours ~~digitally~~ signed by
SUSHIL KUMAR DUTTA
Date: 07-07-2025
13:15:19

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00409

Date of Receipt : 15/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Req

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

No(Normal)

Request Pertains to :

Information Sought :

To
The Central Public Information Officer,
Telecom Regulatory Authority of India (TRAI),
New Delhi.

Respected Sir/Madam,

I am pursuing my Doctoral studies in Finance with a specialization in Digital Financial Inclusion at a recognized academic institution in India. As part of my doctoral research, I am conducting a study on the role of telecom infrastructure in supporting digital financial inclusion and digital payments adoption across various Indian states and union territories.

Under Section 6(1) of the Right to Information Act, 2005, I kindly request the following data:

State and Union Territory-wise
Quarterly/Annual Data from April 2012 to March 2025 on the following indicators:

Number of Internet Subscribers
Internet Subscribers per 100 Population
Number of Mobile Subscribers
Wireless Teledensity
Wireline Teledensity
Total Teledensity
Telephones per 100 Population

Geographies to be covered:

States (28):

Andhra Pradesh, Arunachal Pradesh, Assam, Bihar, Chhattisgarh, Goa, Gujarat, Haryana, Himachal Pradesh, Jharkhand, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Manipur, Meghalaya, Mizoram, Nagaland, Odisha, Punjab, Rajasthan, Sikkim, Tamil Nadu, Telangana, Tripura, Uttar Pradesh, Uttarakhand, West Bengal.

Union Territories (8):

Andaman and Nicobar Islands, Chandigarh, Dadra and Nagar Haveli and Daman and Diu, Delhi, Jammu and Kashmir, Ladakh, Lakshadweep, Puducherry.

This data is strictly for academic and non-commercial research. It forms an essential component of my Ph.D. dissertation analyzing the infrastructure and access-related enablers of digital financial penetration across India.

While TRAI has been publishing Telecom Subscription Reports, I have observed inconsistencies and data gaps in the state-wise figures across time periods, also in some data sets some states are merged into one. Therefore, I request access to the consolidated and complete dataset if available in a structured format.

Please provide the information in a machine-readable format (Excel/CSV). I am willing to bear any reasonable charges as per RTI rules.

Thank you for your assistance.

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Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(294)/2025-RTI

Dated: 07-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 15.06.2025 filed online on the RTI portal vide Reg. No. TRA01/R/E/25/00409, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
(i) to (vii)	TRAI publishes the Telecom Subscription Reports (TSR) on a monthly basis and the Performance Indicators Reports (PIR) on a quarterly basis. The same may be accessed at the following URL: a) Telecom Subscriptions Reports (TSR): - https://www.trai.gov.in/release-publication/reports/telecom-subscriptions-reports b) Performance Indicators Reports (PIR): - https://www.trai.gov.in/release-publication/reports/performance-indicators-reports

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 07-07-2025
13:12:02

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00412

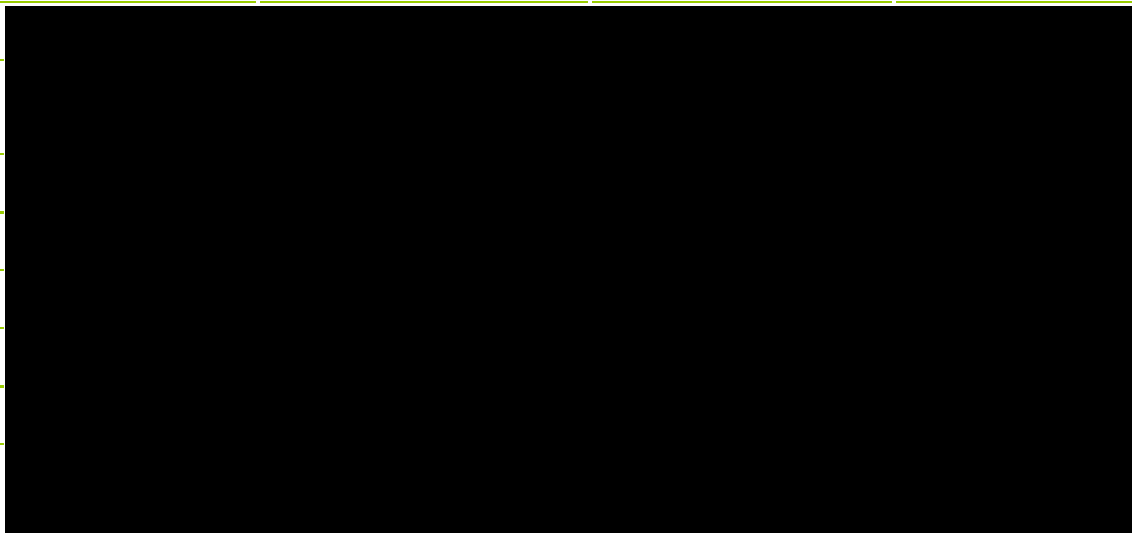
Date of Receipt : 17/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Stat

Is Requester Belo



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

Request Pertains to :

Information Sought :

- 01. How many vacancies are reported state wise in SSC Stenographer, 2024.
- 02. Please provide state wise vacancies.



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(296)/2025-RTI

Dated: 07-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 17.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00412, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 & 2.	The 6 vacancies (UR-4, ST-1, OBC-1) of 'Personal Assistant' (equivalent to Stenographer Grade 'C' in SSC) reported to Staff Selection Commission for Stenographer Grade 'C' & 'D' Examination 2024 by Telecom Regulatory Authority of India (TRAI) are for TRAI HQ at New Delhi. However, the candidate is liable to serve anywhere in India as per the requirement of the organization.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 07-07-2025
13:06:33

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00413

Date of Receipt : 17/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Statu

Is Requester Below

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

Request Pertains to :

Information Sought :

Reference SSC Stenographer Grade C & D Examination, 2024:-

1. Promotion rules of Stenographer Grade-C in the TRAI.
2. Vacancies region wise for the Stenographer Grade-C.
3. All India transfer applicable or not?
4. Last promotion or up to which level, a Stenographer of Grade-C can be promoted in TRAI?

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(297)/2025-RTI

Dated: 08-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 17.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00413, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The nomenclature of 'Stenographer Grade C' in 'Personal Assistant' and promotion in this grade if governed as per the TRAI (Appointment of Officers & Employees) Regulations, 2023, which is available on the official website of TRAI: www.trai.gov.in
2.	The 6 vacancies (UR-4, ST-1, OBC-1) of 'Personal Assistant' (equivalent to Stenographer Grade 'C' in SSC) reported to Staff Selection Commission for Stenographer Grade 'C' & 'D' Examination 2024 by Telecom Regulatory Authority of India (TRAI) are for TRAI HQ at New Delhi. However, the candidate is liable to serve anywhere in India as per the requirement of the organization.
3.	The 6 vacancies of Personal Assistant reported to Staff Selection Commission by TRAI are for TRAI HQ at New Delhi, however, the candidate is liable to serve anywhere in India as per the requirement of the organization.
4.	A Personal Assistant appointed in TRAI may be promoted up to the level of Sr. Principal Private Secretary, subject to fulfilling the eligibility conditions and availability of vacancy.

Contd. on next page 02.

::2::

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 08-07-2025
10:06:41

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00417

Date of Receipt : 19/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Statu

Is Requester Be

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

Request Pertains to :

Information Sought : How many DND violation complaints have been registered against Bajaj Finance in last 6 months and what actions have been taken against Bajaj Finance.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(298)/2025-RTI

Dated: 15-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 19.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00417, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	<p>The information sought is not available with TRAI.</p> <p>However, To curb Unsolicited Commercial Communication (UCC), TRAI has issued regulations i.e., Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018 and further amended from time to time. (weblink given at the bottom)</p> <p>If a customer has registered his/ her preferences through 1909/ TRAI DND App/ service provider's app/ website for blocking or allowing commercial communications, then Registered Telemarketers (RTMs) are permitted to call/ message the customer in accordance with the preferences or consent provided by customer. However, if Unregistered Telemarketers (UTMs) make commercial communication (Calls/messages), the customer can lodge a complaint via 1909/ TRAI DND App/ service provider's app/ website.</p> <p>Various measures have been taken by TRAI under TCCCPR 2018 regulations to prevent spam calls and messages, including the following:</p> <p>a) If a subscriber desires not to receive commercial communication from Registered Telemarketers (RTM), he can register himself for not receiving commercial communication by sending SMS at 1909 or through TRAI DND App/Access Service provider app/website. However, complaints against unregistered senders/ entities can now be made even without prior registration of preferences on the DND App.</p> <p>b) Even after opting for not receiving any promotional call/messages, if a subscriber receives unsolicited commercial communication (UCC), he/ she can lodge a complaint within 7 days of receiving such unsolicited commercial communication to his/ her Access service provider by sending SMS or making voice call at 1909 or through TRAI DND App/ Access service provider App/ website.</p>

c) For valid complaints made by customers against a telemarketer/sender, if the number of complaints against the Sender are from 5 or more than 5 unique Recipients during the last 10 days, action is taken by Access providers as below:

- i. For first such violation by sender/Telemarketer, outgoing services of all telecom resources of the sender/Telemarketer are barred for 15 days.
- ii. For subsequent violations by the sender/Telemarketer, all the telecom resources of the sender/Telemarketer, are disconnected for the one year, and the sender/Telemarketer is blacklisted across providers for this period.

The regulation TCCCPR 2018 and its latest amendment may be accessed at the following link: <https://tra.gov.in/release-publication/regulations>

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 15-07-2025
15:52:07

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00418

Date of Receipt : 19/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Status(

Is Requester Belo

? :

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 :

RESPECTED SIR NAMASKAR JAI HIND. MY RTI REQUEST IS ON THE SUBJECT OF POOR MOBILE NETWORK IN MY ADDRESS MENTIONED AS IN APPLICATION. FOR THE SAME, I HAVE MADE THREE DIFFERENT COMPLAINT ON CPGRAMS VIDE REF NUMBER DOTELE [REDACTED]. IN ALL THESE THREE COMPLAINTS I WANT TO KNOW 1. TO WHICH PERSON AND AUTHORITY THE FILE HAS MOVED? GIVE THE MOVEMENT OF THE ACTION TAKEN. 2. NAME THE PERSON OF INDIAN TELECOMMUNICATION DEPARTMENT WHO HAVE VISITED THE SAID ADDRESS? 3. WHAT ARE THE ACTUAL PROBLEM OF MOBILE NETWORK FAILURE OF ALMOST ALL MOBILE PROVIDERS AT THE SAID ADDRESS? 4. IN ALL THE ABOVE CPGRAMS COMPLAINTS I HAVE ASKED FOR THE APPEAL. WHAT ACTION TAKEN ON THE APPEAL. 5. SAID CPGRAMS COMPLAINT ON WHAT BASIS THE CASE MADE CLOSED WITHOUT GIVING THE SOLUTION ON THE COMPLAINT. 6. VODAFONE AUTHORITY HAS VISITED THE ADDRESS AND CONFIRMED TO FIT THE MOBILE NETWORK BOOSTER AT THE SAID ADDRESS SUBJECT TO GOVERNMENT CONFIRMATION. MAY I KNOW WHEN THE COMPETANT AUTHORITY GIVE THE PERMISSION TO VODAFONE FOR FITTING THE BOOSTER.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(299)/2025-RTI

Dated: 10-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your (02) two similar RTI applications dated 19.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00418 and another received in offline mode dated 19.06.2025 (Dy. No. 1434), received in TRAI on dated 23.06.2025, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 & 5.	<p>The Complaints have not been received at CPGRAMS.</p> <p>However, The TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p>
2 to 4 & 6.	<p>The information sought is not available with TRAI. However, the same may be available with DoT. Hence, in terms of Section 6 (3) (ii) of RTI Act 2005 your RTI request being transferred online to DoT for provide the related information directly to you.</p>

Contd. on next page 02.

::2::

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 10-07-2025
11:51:19

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00426

Date of Receipt : 20/06/2025

Type of Receipt : Online Receipt

Language of Request : English

St

Is Requester Be

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 : Queries Related to IPTV Regulations

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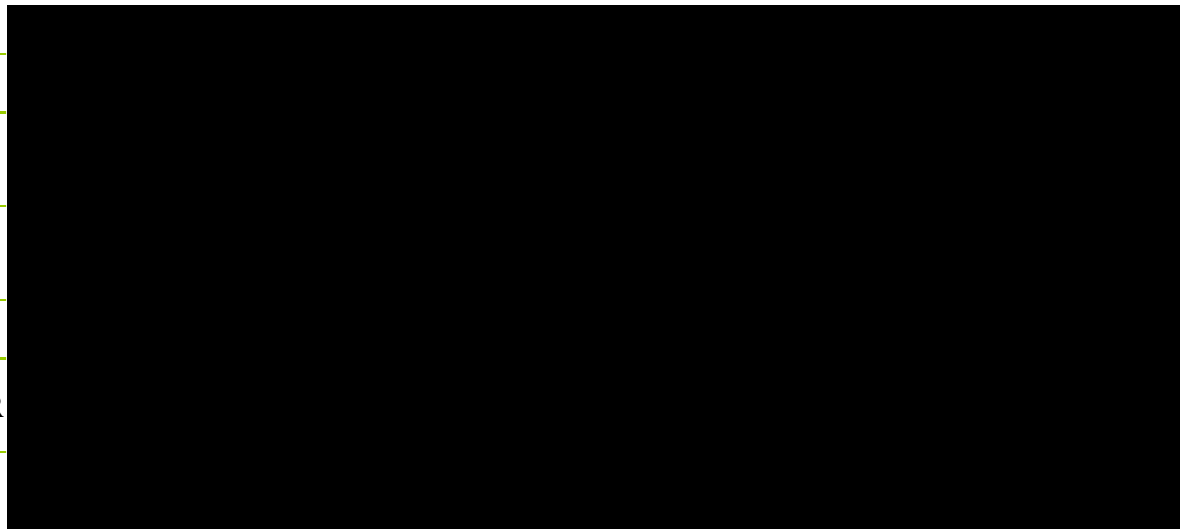
RTI REQUEST DETAILS

Registration No. : TRAOI/R/X/25/00021 **Date of Receipt :** 04/07/2025

Transferred From : Ministry of Information & Broadcasting on 04/07/2025 With Reference Number : MOIAB/R/E/25/00353/1

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English

Status(R



Is Requester Below Poverty Line ? : No **Citizenship Status** Indian

Amount Paid : 0 (RTI fee is received by **Ministry of Information & Broadcasting (original recipient)**) **Mode of Payment** Payment Gateway

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

Information Sought : Your application is also being forwarded to CPIO of Telecom Regulatory Authority of India (TRAI) who may separately furnish information if any on points that may be relevant to them

Original RTI Text : Queries related to MSO operating IPTV Services



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(300)/2025-RTI

Dated: 14-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your (03) similar RTI applications filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00426, dated 20.06.2025 and another received from Ministry of Information and Broadcasting (MIB) vide Reg. No. TRAOI/R/X/25/00021, dated 04.07.2025 and through offline mode vide letter No. 18/23/2025-BP&L, dated 04.07.2025 (Dy. No. 1616), for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished:

S.No.	Reply
1.	The Information sought is not available with TRAI. The same may be provided by MIB
2.	-No-
3.	You may refer the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) regulations, 2017 and the amendment issued from time to time, available on the website of TRAI (https://www.trai.gov.in) under the handing release/publication; and Guidelines for provisioning IPTV Services, 2008 issued by MIB.
4.	-No-
5.	The Information sought is not available with TRAI. The same may be provided by MIB.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully signed by
 SUSHIL KUMAR DUTTA
 Date: 14-07-2025
 10:06:59

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00428

Date of Receipt : 20/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Stat

Is Requester B

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

Request Pertains to :

Information Sought :

Respected Sir, kindly provide me category wise vacancy for the post of Assistant which may be tentatively recruited through SSC CGL 2025. Please provide me this information through email -

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(301)/2025-RTI

Dated: 14-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 20.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00428, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	There are 3 vacancies (UR-2 & SC-1) for the post of 'Assistant' to be filled through Staff Selection Commission CGL 2025 at the Telecom Regulatory Authority of India (TRAI).

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours Digitally signed by
SUSHIL KUMAR DUTTA
Date: 14-07-2025
10:08:37

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00432

Date of Receipt : 21/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Stat

Is Requester B

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 :

Mobile network so bed in delhi. What action has been taken against mobile network provider. Call breaking and internet not working.

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ACTION HISTORY OF RTI REQUEST No.TRAOI/R/E/25/00432

Applicant Name



Text of Application

Mobile network so bed in delhi. What action has been taken against mobile network provider. Call breaking and internet not working.

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	21/06/2025	Nodal Officer	
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	03/07/2025	Nodal Officer	The Information sought by you is not specific and clear. Therefore, the same does not fall under the definition of information as per Section 2(f) of the RTI Act 2005.
3	RTI REQUEST APPLICATION RETURNED TO APPLICANT	03/07/2025	Nodal Officer	The Information sought by you is not specific and clear. Therefore, the same does not fall under the definition of information as per Section 2(f) of the RTI Act 2005.

Print

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00434

Date of Receipt : 22/06/2025

Type of Receipt : Online Receipt

Language of Request : English



Is Requeste

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

Request Pertains to :

Information Sought : Request for information regarding Vodafone Idea data plan and TRAI complaint mechanism under RTI Act 2005

Sir

I [redacted] hereby seek the following information under the Right to Information Act 2005

1. Does Vodafone Idea (Vi) have any plan that includes the following features together:
Unlimited 4G 5G data
Limited calling 200 , 300 minutes
84 days validity
Missed call alerts and caller tune included without extra charges
2. If yes please provide the complete details of such a plan.
3. If not, does TRAI issue any directions to telecom operators to launch user demand based plans like this?
4. Does TRAI review and act on user submitted suggestions or proposals? If yes, kindly share the related documents or report copies.
5. Has TRAI developed or is planning to develop any portal (website or app) where users can directly file complaints and get a unique complaint number (such as NP.) to track the status and push for action against telecom companies?
6. On sending complaints or suggestions to TRAI email IDs mentioned on its official website (such as ap@traai.gov.in or cp@traai.gov.in), if no reply is received, what is the official protocol? Is TRAI required to respond to consumer emails?

Kindly provide the above information within the prescribed time limit

under the RTI Act.

Yours faithfully,

[Redacted signature block]

Date: 22 June 2025



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(302)/2025-RTI

Dated: 14-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 22.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00434, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 4.	<p>TRAI has no information to offer on the specific queries raised by you.</p> <p>However, it is informed that as per the existing regulatory provisions, any tariff offers launched or any change therein shall be reported by the telecom service providers within seven working days from the date of implementation and record of the Authority.</p> <p>Further as per the Direction issued on 18.09.2020, TRAI has mandated Telecom Service Providers (TSPs) to display all tariff offers on their customer care centers, point of sale, retail outlets and on the website with a view to facilitate easy and transparent comparison. The same is available at https://www.trai.gov.in/sites/default/files/2024-09/Direction_18092020_0.pdf</p>
5.	The TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints.
6.	<p>TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p>

Contd. on next page 02.

::2::

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 14-07-2025
10:09:45

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

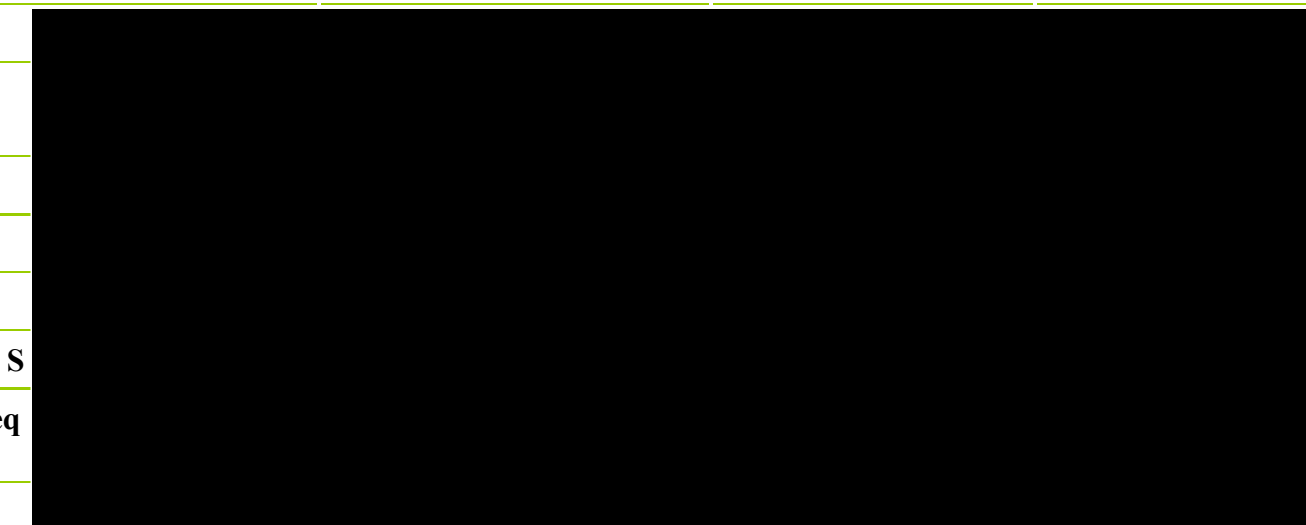
RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00435

Date of Receipt : 23/06/2025

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 : Queries on The Grievance redressal Mechanism followed by Telecom operators as per TRAI directives

As per the TRAI directives any grievance should be first registered with the Telecom Operator and if not answered, or if the reply is unsatisfactory, TRAI recommends mailing the Appellate authority of the telecom operator.

My questions are:

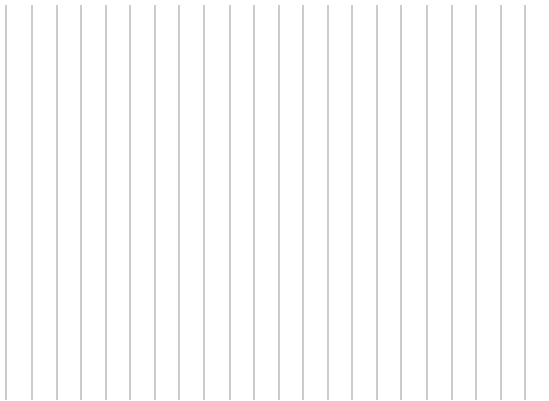
1. If a customer is ported to a postpaid plan and finds out within 3 days of porting that the postpaid plan opted by him/ her is not the intended one and requests the operator via mail to change the postpaid plan, can the operator refuse to do so? In this case, the outstanding dues from the previous operator are NIL.
2. If the operator refuses to change the postpaid plan what option does the customer has? What action shall be taken?
3. If the customer complains to the TSP first level of grievance and does not receive any satisfactory reply what option the customer have? Where should they complain next?
4. If the customer complains to the TSP Appellate Authority for grievances and does not receive any satisfactory reply what option the customer have? Where should they complain next?
5. If complaint is raised to CPGram against the TSP why is it that someone from the TSP is only replying to the complaint? Why there is no one from the TRAI/ DoT answering to the specific queries as it is quite natural that the TSP person will take their favour only.
6. For Appellate complaints to CPGram portal also only the TSP person is giving a reply. No one from the TRAI or DoT is going through the complaint and providing the answers, why?
7. Mail communications to ASO (PG), Public Grievances Wing, DoT since 21.03.2025 are unanswered. What is the normal timeline for ASO (PG) to

reply to a mail query? Is it more than three months? If not, Where should I complain against ASO (PG), DoT?

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Kindly do something, Punish this ill-operator called JIO TELECOM and provide me relief.

THANKS
[Redacted]
[Redacted]

DDG PG <ddgpg-dot@nic.in>

Fri, Mar 21, 2025 at 9:57 AM

To: [Redacted]

Respected Sir/Madam,

Please refer to your trailing mail. It has been sent to concerned division/unit/TSP for appropriate action. However, for better monitoring and follow up (to see status of your complaint by yourself), you are advised to lodge your complaint on the PG Portal. The link of PG Portal is <https://pgportal.gov.in>

Regards,
ASO (PG)
Public Grievance Wing,
Department of Telecommunications



--- On Thu, 20 Mar 2025 11:13:17 +0530 Jyotiraditya M Scindia <moc-office@gov.in> wrote ---



==== Forwarded message =====

From: [Redacted]
To: <moc-office@gov.in>, "mosc-office@gov.in" <mosc-office@gov.in>, <help-sancharsaathi@gov.in>
Cc: "Jio Care" <care@jio.com>, "Appellate_Delhi" <appellate.del@jio.com>, <telecom.grievance@jio.com>, <daca@traigov.in>, <rakesh.1980@traigov.in>
Date: Wed, 19 Mar 2025 21:07:49 +0530
Subject: Re: Harassment by JIO by closing down services on my number [Redacted] my complaint against wrong billing and plan change

==== Forwarded message =====

To
Hon' ble Union Minister and Minister of State
Department of Telecommunications

Subject: Harassment and dictatorship by JIO by closing down services on my number [Redacted] for my complaint against wrong billing and plan change

Dear Honorable Sir (s)

I wish to submit a formal complaint against JIO TELECOM and TRAI for not restoring my number's postpaid services and causing immense mental torture and harassment.

Case Specifics:

I am a user of postpaid services for the last 7-8 years and have never defaulted on making the payments. In those 7-8 years I have used the posting UPC services many times. This time also I had ported out from Vi postpaid services to Jio postpaid services. My postpaid number [REDACTED] was ported from Vi to JIO on 20th November, 2024. The complete ordeal with clear timeline is provided below for your cognizance and necessary action at your end:

- 17.11.2024: Porting request placed for a plan of INR 449 but JIO enabled a plan of INR 1499 on my postpaid number
- 20.11.2024: Porting happened successfully to JIO
- 22.11.2024: Received a notification mail from JIO wherein the opted plan shown is INR 1499 whereas I had opted for INR 449 plan
- 22.11.2024: I immediately complained by raising a request of plan change to JIO (care@jio.com) on 22.11.2024
- 22.11.2024 to 26.12.2024: 29 mails were sent to JIO (care@jio.com) in this duration for effecting the plan change but their customer care team did not do anything. All they did over these 29 mails is COPY PASTE the same reply all over again. I asked them to get me a callback from their supervisor but they are such a wasteful and shameful company that none of their supervisors has called me till date.
- 01.12.2024: Since JIO customer care did not help me out I manually tried to switch over the plan through the app using the JIO AUTOPAY option which prompted me to allow plan change.
- 01.12.2024: To my surprise, even this JIO AUTOPAY service didn't work. I tried 16 times to get registered for the same but the shitty systems of JIO did not allow me to register for the same.
- 13.12.2024 was the due date for payment. I disputed the same with JIO and did not pay unless JIO provide me resolution
- 15.12.24: They barred my outgoing services
- 22.12.2024: **ISSUE WAS BROUGHT TO THE NOTICE OF JIO APPELLATE:** The issue was also communicated to JIO DELHI APPELLATE (appellate.del@jio.com) but they did not provide me with any resolution whatsoever despite gravity of the case.
- 26.12.2024: Now I am getting mail that even the incoming services will be suspended.
- Jan 2025: Incoming and outgoing services barred completely on my number
- 09.02.2025: Blackmailing notification from the telco about deactivating my number which means I will lose all access to this number
- 14.02.2025: JIO deactivated my number completely

I have followed all the guidelines and followed the escalation matrix-

1. First I complained to JIO customer care for 35 + times but no resolution was received
2. Next complained to their appellate authority but not even a SERVICE REFERENCE number (SRN) got generated as stipulated per TRAI rules
3. Meanwhile also complained to TRAI but no acknowledgement or resolution received.
4. When TRAI did not reply to me I also complained to Sh. Lt. Col. Rakesh Kumar but sadly I did not receive any help from him too.
5. When nothing worked out I finally decided to lodge a complaint in the PG portal but I am really disappointed because the PG portal is simply re-directing the complaint to the TSP rather than to an independent official from TRAI or DOT who can actually delve into the complaint details and decide for the appropriate resolution.

Details of the grievance and appeal made to CPGRAMS portal is also provided below:

Grievance Status for registration number : DOTEL/E/2025/0000692 :

Appeal against the subject grievance was closed by RELIANCE JIO itself which is surprising as why should a telco take action against their own company? And this biased action of theirs is evident from the reply they have provided in the appeal.

Instead of replying to the questions posed by me the telco simply copy pasted the same reply all over again which shows the highly inefficient nature of complaint redressals at PG Portal especially in the Telecommunications department.

Appeal description and closure remarks from the TSP is attached below:

Appeal Text	MY case against JIO TELECOM has not been dealt with on the grounds of proofs which I had submitted. I wish to ask TRAI the following questions: 1. My consent, over mail, to change the BILLING PLAN was ignored by the TSP, JIO TELECOM, umpteen number of times. 2. Which law in the world doesn't allow a user to change the billing plan? It seems like JIO TELECOM has its own laws and TRAI is literally watching the gameplay 3. My complaints to JIO APPELLATE never generated any service reference number as stipulated as per TRAI rules. 4. TSP DGM, RADHA NAIR, says that there are options to do plan change over the app. I tried 19 times but that didn't happen. Why is the TSP silent over that fault of theirs? You don't want to change the plan at your end and you don't enable plan change option for the user at their will (like I tried 19 times but every single time it failed) then this simply means that the TSP is enforcing a higher billing plan on the user and wants me to shell out more money without any grounds. I wish to reach TRAI and officially lodge a complaint against JIO TELECOM
Current Status	Appeal Closed
Date of Action	23/01/2025
Remarks	This is with reference to your complaint DOTEL/E/A/25/0000359. Based on your complaint, we wish to inform you that Jio has not changed your plan from 449/- to 1499/- as per our records you have been on boarded along with 1499/- And you can change your plan via My Jio App or www.jio.com there are multiple payment options through which you can choose to pay and change plan as per your requirement. To restore your services you can clear your dues and select the plan accordingly. We trust this address your concern. Same feedback has been shared with the customer on call. For further assistance you may write us at telecom.grievance@jio.com
Officer Concerns To	
Officer Name	Radha Nair (DGM)
Organisation name	Reliance Jio Infocomm Limited
Contact Address	Reliance Corporate IT Park Thane Belapur Road Navi Mumbai
Email Address	telecom.grievance@jio.com
Contact Number	02279655519

Dear Sir

So far I have not received any help or support from the ministry while the guilty TSP roams free. My trust in Government of India is paramount and I know that my complaint against TRAI as well as TSP Jio will be deliberated and suitable action shall be taken as soon as possible.

The TSP has deactivated my postpaid number from their server causing me immense mental torture. Hence, kindly request you to help me out from the dictatorship of telcos like Reliance Jio and upheld public trust for the years to come. I wish that government lay heavy fines on the TSP and I should be compensated for the mental torture and harassment inflicted upon by JIO.

Thanking you
With great expectations

On Thu, Mar 6, 2025 at 4:13 PM [REDACTED] wrote:

To
Hon' ble Union Minister and Minister of State
Department of Telecommunications

Subject: Harassment and dictatorship by JIO by closing down services on my number [REDACTED] for my complaint against wrong billing and plan change

Dear Honorable Sir (s)

I wish to submit a formal complaint against JIO TELECOM and TRAI for not restoring my number's postpaid services and causing immense mental torture and harassment.

Case Specifics:

I am a user of postpaid services for the last 7-8 years and have never defaulted on making the payments. In those 7-8 years I have used the posting UPC services many times. This time also I had ported out from Vi postpaid services to Jio postpaid services. My postpaid number [REDACTED] was ported from Vi to JIO on 20th November, 2024. The complete ordeal with clear timeline is provided below for your cognizance and necessary action at your end:

- 17.11.2024: Porting request placed for a plan of INR 449 but JIO enabled a plan of INR 1499 on my postpaid number
- 20.11.2024: Porting happened successfully to JIO
- 22.11.2024: Received a notification mail from JIO wherein the opted plan shown is INR 1499 whereas I had opted for INR 449 plan
- 22.11.2024: I immediately complained by raising a request of plan change to JIO (care@jio.com) on 22.11.2024
- 22.11.2024 to 26.12.2024: 29 mails were sent to JIO (care@jio.com) in this duration for effecting the plan change but their customer care team did not do anything. All they did over these 29 mails is COPY PASTE the same reply all over again. I asked them to get me a callback from their supervisor but they are such a wasteful and shameful company that none of their supervisors has called me till date.
- 01.12.2024: Since JIO customer care did not help me out I manually tried to switch over the plan through the app using the JIO AUTOPAY option which prompted me to allow plan change.

- 01.12.2024: To my surprise, even this JIO AUTOPAY service didn't work. I tried 16 times to get registered for the same but the shitty systems of JIO did not allow me to register for the same.
- 13.12.2024 was the due date for payment. I disputed the same with JIO and did not pay unless JIO provide me resolution
- 15.12.24: They barred my outgoing services
- 22.12.2024: **ISSUE WAS BROUGHT TO THE NOTICE OF JIO APPELLATE**: The issue was also communicated to JIO DELHI APPELLATE (appellate.del@jio.com) but they did not provide me with any resolution whatsoever despite gravity of the case.
- 26.12.2024: Now I am getting mail that even the incoming services will be suspended.
- Jan 2025: Incoming and outgoing services barred completely on my number
- 09.02.2025: Blackmailing notification from the telco about deactivating my number which means I will lose all access to this number
- 14.02.2025: JIO deactivated my number completely

I have followed all the guidelines and followed the escalation matrix-

1. First I complained to JIO customer care for 35 + times but no resolution was received
2. Next complained to their appellate authority but not even a SERVICE REFERENCE number (SRN) got generated as stipulated per TRAI rules
3. Meanwhile also complained to TRAI but no acknowledgement or resolution received.
4. When TRAI did not reply to me I also complained to Sh. Lt. Col. Rakesh Kumar but sadly I did not receive any help from him too.
5. When nothing worked out I finally decided to lodge a complaint in the PG portal but I am really disappointed because the PG portal is simply re-directing the complaint to the TSP rather than to an independent official from TRAI or DOT who can actually delve into the complaint details and decide for the appropriate resolution.

Details of the grievance and appeal made to CPGRAMS portal is also provided below:

Grievance Status for registration number : DOTEL/E/2025/0000692 :

Appeal against the subject grievance was closed by RELIANCE JIO itself which is surprising as why should a telco take action against their own company? And this biased action of theirs is evident from the reply they have provided in the appeal.

Instead of replying to the questions posed by me the telco simply copy pasted the same reply all over again which shows the highly inefficient nature of complaint redressals at PG Portal especially in the Telecommunications department.

Appeal description and closure remarks from the TSP is attached below:

Appeal Text	MY case against JIO TELECOM has not been dealt with on the grounds of proofs which I had submitted. I wish to ask TRAI the following questions: 1. My consent, over mail, to change the BILLING PLAN was ignored by the TSP, JIO TELECOM, umpteen number of times. 2. Which law in the world doesn't allow a user to change the billing plan? It seems like JIO TELECOM has its own laws and TRAI is literally watching the gameplay 3. My complaints to JIO APPELLATE never generated any service reference number as stipulated as per TRAI rules. 4. TSP DGM, RADHA NAIR, says that there are options to do plan change over the app. I tried 19 times but that didn't happen. Why is the TSP silent over that fault of theirs? You don't want to change the plan at your end and you don't enable plan change option for the user at their will (like I tried 19 times but every single time it failed) then this simply means that the TSP is enforcing a higher billing plan on the user and wants me to shell out more money without any grounds. I wish to reach TRAI and officially lodge a complaint against JIO TELECOM.
Current Status	Appeal Closed
Date of Action	23/01/2025
Remarks	This is with reference to your complaint DOTEL/E/A/25/0000359. Based on your complaint, we wish to inform you that Jio has not changed your plan from 449/- to 1499/- as per our records you have been on boarded along with 1499/- And you can change your plan via My Jio App or www.jio.com there are multiple payment options through which you can choose to pay and change plan as per your requirement. To restore your services you can clear your dues and select the plan accordingly. We trust this address your concern. Same feedback has been shared with the customer on call. For further assistance you may write us at telecom.grievance@jio.com
Officer Concerns To	
Officer Name	Radha Nair (DGM)
Organisation name	Reliance Jio Infocomm Limited
Contact Address	Reliance Corporate IT Park Thane, Belapur Road Navi Mumbai
Email Address	telecom.grievance@jio.com
Contact Number	02279655519

Dear Sir

So far I have not received any help or support from the ministry while the guilty TSP roams free. My trust in Government of India is paramount and I know that my complaint against TRAI as well as TSP Jio will be deliberated and suitable action shall be taken as soon as possible.

The TSP has deactivated my postpaid number from their server causing me immense mental torture. Hence, kindly request you to help me out from the dictatorship of telcos like Reliance Jio and upheld public trust for the years to come. I wish that government lay heavy fines on the TSP and I should be compensated for the mental torture and harassment inflicted upon by JIO.



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(303)/2025-RTI

Dated: 14-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 23.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00435, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	TRAI has no information to offer on the specific queries raised by you. However, it is informed that TRAI issued a Direction dated 1 st September 2008, <i>inter-alia</i> , mandates no access provider shall provide for any condition or barrier (tariff or non-tariff) such as the requirement of obtaining new SIM or change of telephone number, etc., by any telecom consumer who seek to migrate across plans or across postpaid and prepaid platform, Provided that, the direction contained in this sub paragraph shall be applicable in relation to migration from prepaid platform to postpaid platform subject to operational feasibility.
2 & 7.	The information sought is not available with TRAI.
3.	A Consumer can lodge service- related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.
4.	A consumer can seek legal remedy under any law for the time being in force.
5 & 6.	TRAI Act, 1997 dose not envisage redressal of individual Consumer Complaints by TRAI.

Contd. on next page 02.

::2::

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully, signed by
SUSHIL KUMAR DUTTA
Date: 14-07-2025
10:11:24

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00437

Date of Receipt : 23/06/2025

Type of Receipt : Online Receipt

Language of Request : Hindi

Status(

Is Requester Belo

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

Request Pertains to :

Information Sought :

(1) नया सिम या सिम पोर्ट करने वाली नई दुकान खोलने के लिए भारत सरकार ट्राई के क्या मानक है
(2) सिम पोर्ट या सिम एक्टिवेशन करने वाला व्यक्ति अपनी दुकान के बाहर 25 किलो मीटर या इससे अधिक दूरी पे जा के नया सिम या सिम पोर्ट कर सकता है भारत सरकार ट्राई के मानक अनुसार

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Telecom Regulatory Authority of India

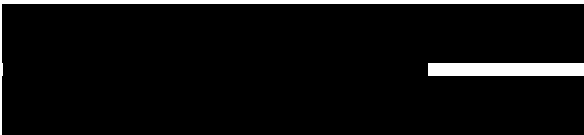
[भारत सरकार / Government of India]



फ. संख्या. RT-2/7/(304)/2025-आरटीआई

दिनांक: 14-07-2025

सेवा में



विषय: सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत सूचना की आपूर्ति।

महोदय,

कृपया ऑनलाइन आरटीआई पोर्टल के माध्यम से भादूविप्रा में प्राप्त आपके आवेदन पत्र दिनांक 23.06.2025, पंजीकरण संख्या TRAOI/R/E/25/00437, का अवलोकन करें। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत जानकारी मांगी है, इस संबंध में आपको सूचित किया जाता है की: -

क्र. स.	उत्तर
1 से 2 तक	भादूविप्रा (ट्राई) द्वारा ऐसे कोई मानक जारी नहीं किए गए हैं। हालाँकि, आपके द्वारा मांगी गई जानकारी दूरसंचार विभाग के पास उपलब्ध हो सकती है। अतः आरटीआई अधिनियम 2005 की धारा 6 (3) (ii) के अनुसार, आपका आरटीआई आवेदन को दूरसंचार विभाग को ऑनलाइन माध्यम से दि 08.07.2025 को स्थानांतरित कर दिया गया है ताकि संबंधित जानकारी, यदि कोई हो, सीधे आपको प्रदान की जा सके।

2. सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत ट्राई में अपीलीय प्राधिकारी श्री डी. मनोज, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार नि्यामक प्राधिकरण, वर्ल्ड ट्रेड सेंटर, टावर-एफ, 4-7 मंजिला, नौरोजी नगर, नई दिल्ली-110029 ।

Digital signed by
SUSHIL KUMAR DUTTA
Date: 14-07-2025

15:36:12

(एस. के. दत्ता)

केंद्रीय जन सूचना अधिकारी

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00438

Date of Receipt : 23/06/2025

Type of Receipt : Online Receipt

Language of Request : English

St

Is Requester

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

Request Pertains to :

On 06 May I recharged my mobile for Rs 199 from ICICI bank account through UPI. Amount was debited but recharge was not done by Airtel. I raised query with ICICI Bank but they replied on email:
We confirm that the transaction is successful and settled to Merchant PAYU INDIA via Payment ID: 1 [REDACTED], Consumer Code: AIRTELPAYMENTSBANKLIMITED234 [REDACTED] 513, Bill Reference Information: 2 [REDACTED] \$ [REDACTED] dated :06/05/25. we request you to contact your merchant now and share the transaction details with merchant.

Information Sought : I sent email to Airtel to reverse back Rs 199 to my original payment method, but they replied- we did not found any transaction details of INR 199.0 on 06th May 2025 for the above highlighted mobile number.

I want to know complete information, as why Airtel is not able to locate credit transaction of Rs 199/- dated 06 May 2025 in their account. They should provide their complete account statement to TRAI for date 06 May 2025 as a proof.

Else, they may provide Payment ID/Transaction/Biller reference number/Consumer number, Date and amount for the said transaction.

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Telecom Regulatory Authority of India

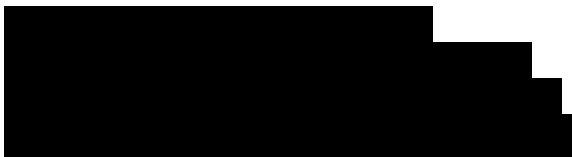
[भारत सरकार / Government of India]



F.No. RT-2/7/(305)/2025-RTI

Dated: 14-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Madam,

Please refer to your RTI application dated 23.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00438, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought vide your above mentioned RTI application is not available in TRAI.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
SUSHIL KUMAR DUTTA
Date: 14-07-2025
15:37:54

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00439

Date of Receipt : 23/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Statu

Is Requester Be

? :

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 :

1. Furnish the applicable and specific Direction / Order / Notification / Regulatory provision of TRAI/DoT that mandates the Telecom Operators to submit their application PRIOR to the implementation of new/revision of tariff plans for the approval of TRAI/DoT Authority.
2. Dates of application/reports submitted by Airtel to TRAI/DoT in the year 2024 for its approval of tariff plans (new / revision / change / modification / alteration / withdrawal) PRIOR to its implementation. Furnish all such plans / formats submitted by Airtel in the year 2024.
3. Dates of application/reports submitted by Airtel to TRAI/DoT in the year 2024 for its approval of tariff plans (new / revision / change / modification / alteration / withdrawal) AFTER its implementation. Furnish all such plans / formats submitted by Airtel in the year 2024.
4. Dates of Reports of proposed tariff plans / revisions of existing tariff plans submitted by Airtel to TRAI/DoT as per clause (db) of Section 2 of THE TELECOMMUNICATION TARIFF ORDER, 1999 in the year 2024.
5. Furnish all Directions / Orders / Notifications issued since the year 1999 under Section 7 of TTO, 1999.

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Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(306)/2025-RTI

Dated: 14-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 23.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00439, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 5.	<p>As per the existing regulatory provisions of sub-Section-II (2)(l) of the Telecommunication Tariff Order (TTO), 1999, which, inter alia, mandates that the service provider shall report to the Authority any new tariff for telecom services or any change there under within seven working days from the date of implementation and record of the Authority.</p> <p>The referred Tariff Order and its amendments are available in public domain on TRAI website at below Link https://www.trai.gov.in/telecom/telecom-tariff.</p> <p>Further, with regard to the information related to DoT, it is informed that the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 27.06.2025 to DoT for providing the related information, if any, directly to you.</p>

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 14-07-2025
 15:40:29

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00441

Date of Receipt : 24/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Stat

Is Requester Be

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 :

To
The Central Public Information Officer
Telecom Regulatory Authority of India
Government of India

Subject Request for Information under the Right to Information Act 2005
Advertisement No C06 202425 for the Post of Consultants Young
Professionals Tech Tech

Respected Sir Madam

I am submitting this application under the provisions of the Right to
Information Act 2005 to seek specific details regarding the recruitment
process for the post of Consultants Young Professionals Tech as
advertised under Advertisement No C06 202425 by the Telecom
Regulatory Authority of India TRAI

I kindly request you to provide the following information

1 Total Number of Applications Received

Please provide the total number of applications received and successfully
submitted category wise for the post of Consultants Young Professionals
Tech under Advertisement No C06 202425 specifically for the location
TRAI Regional Office Bhopal

2 Job Duties and Work Area

Please specify the job duties responsibilities and work domain for the
post of Consultants Young Professionals Tech Also please clarify the
office location or area of work whether limited to Bhopal or involves
field or outstation duties

3 Nature of Duties and Working Hours

Kindly provide details regarding the nature of duties assigned to Consultants Young Professionals Tech their job responsibilities and the expected working hours for example full time or part time fixed or variable hours

4 Tentative Date of Final Selection

What is the expected or tentative date by which the final selection for the post of Consultants Young Professionals Tech is likely to be completed

Thank you for your attention and assistance

Yours faithfully

■

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भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
Tower-F, NBCC World Trade Centre,
Nauroji Nagar, New Delhi-110029



No. A-25/4/(16)/2024-A P (e-14293)

Dated: 7th November, 2024

VACANCY CIRCULAR NO. C- 06 / 2024 - 25

Advertisement for Engagement of "Consultants [Young Professional] - (Tech)" at TRAI Regional Offices at Bengaluru, Bhopal, Hyderabad, Jaipur & Kolkata.

Telecom Regulatory Authority of India (TRAI), New Delhi is a statutory body set up under an Act of Parliament viz., TRAI Act, 1997. TRAI has been established to regulate the Telecommunications Services and to protect the interest of service providers and consumers of the telecom sector, to promote and ensure orderly growth of the telecom sector and for matters connected therewith or incidental thereto. The functions relating to regulation of Broadcasting and Cable Services Sectors have also been entrusted to TRAI from 2004.

2. Applications are invited from eligible Indian Citizens for following position of **Consultant [Young Professional] - (Tech)** in its Regional Offices at Bengaluru, Bhopal, Jaipur, Hyderabad & Kolkata on contract basis:

Name of the Units	Particulars	Details
Regional Offices at Bengaluru, Bhopal, Jaipur, Hyderabad and Kolkata	Name of the position	Consultant [Young Professional]-(Tech)
	Number of Consultant required	One (01) at each Regional Offices at Bengaluru, Bhopal, Jaipur, Hyderabad & Kolkata
	Time frame for which the Consultant is to be hired	One year (Further extendable based on requirement of TRAI and performance of the Consultant)
	Age limit	Upper age limit, 32 years as on the date of Vacancy Circular
	Monthly Remuneration	₹65,000/- (Fixed) per month + Transport Allowance per month ₹7,200/- (Fixed)
	Educational qualification	Bachelor of Technology / Bachelor of Engineering or equivalent in Electronics / Communications / Telecommunications / Computer Science / Information Technology / Data Science or a combination thereof.
	Desirable Education Qualification	ME / M.Tech in above mentioned streams.
	Post qualification experience	0-03 Years
	Nature of duties	To carry out functions under TRAI Act, and the jobs / duties as assigned by Advisor, TRAI Regional Office.

D. D. D. D.

3. Their services of Consultant will be governed as per Telecom Regulatory Authority of India Guidelines No. A-25/4/(3)/2021-A&P dated 24th July, 2023 (copy enclosed).

4. Eligible candidates desirous to be considered for the position of Consultant [Young Professional]-(Tech) in TRAI may send their application through **online mode only** on URL: <https://vacancies.trai.gov.in>. The applications received by others means like Post/Mail etc. shall not be considered. The last date for receipt of applications through online mode is **6th December 2024**. The self-attested copies of following documents may also be uploaded with the online application:

(a) Document showing the date of birth [such as Aadhaar Card, 10th Mark Sheet (showing date of birth), etc.]

(b) Educational qualification(s). [Mark Sheet from 10th onwards. Final Year degree mark sheet containing consolidated marks in graduation is mandatory].

(c) Post qualification experience/ employment.

(d) Any other relevant documents.

5. Incomplete applications or applications received without supporting documents as mentioned 4 (a) to (d) above shall not be considered.



(D.S. Jadaun)

Senior Research Officer (A&P)

Tel. 011-26769-631

email: sroanp@traigov.in

Copy to:

1. OSD, Office of Chairperson, TRAI
2. Sr. PPS to Member, TRAI
3. Sr. PPS to Secretary, TRAI
4. All Principal Advisors/ Advisors [HQ], TRAI
5. All Advisors, TRAI Regional Offices.
6. JA (IT) - with a request to upload the same in the TRAI's website.
7. The Deputy Director General (Employment), Ministry of Labour & Employment, Shram Shakti Bhawan, New Delhi-110001- with a request to post the same at NCS Portal.
8. Notice Board.



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
Tower-F, NBCC World Trade Centre,
Nauroji Nagar, New Delhi-110029



मिशन क्रमांक. ए-25/4/(16)/2024-ए.पी. (e-14293)

दिनांक: 07 नवंबर, 2024

रिक्ति परिपत्र संख्या: सी-06 / 2024-25

भादूविप्रा (ट्राई) के क्षेत्रीय कार्यालय, बंगलुरु, भोपाल, हैदराबाद, जयपुर और कोलकाता में परामर्शदाता [युवा पेशेवर]-(तकनीकी) की नियुक्ति के लिए विज्ञापन

भारतीय दूरसंचार विनियामक प्राधिकरण, भादूविप्रा अधिनियम, 1997 के तहत संसद के द्वारा स्थापित एक संवैधानिक निकाय है। भादूविप्रा की स्थापना दूरसंचार सेवाओं को विनियमित करने और दूरसंचार क्षेत्र के सेवा प्रदाताओं एवं उपभोक्ता के हितों की रक्षा करने, दूरसंचार क्षेत्र के उचित एवं व्यवस्थित विकास को बढ़ावा देने तथा सुनिश्चित करने और इनसे संबंधित प्रासंगिक मामलों के लिए की गई है। वर्ष 2004 से, भादूविप्रा को प्रसारण एवं केबल सेवाओं के विनियमन से जुड़े कार्य का अधिकार भी सौंपा गया है।

2. भारतीय दूरसंचार विनियामक प्राधिकरण क्षेत्रीय कार्यालय, बंगलुरु, भोपाल, जयपुर, हैदराबाद तथा कोलकाता में अनुबंध के आधार पर परामर्शदाता [युवा पेशेवर]-(तकनीकी) के निम्नलिखित पद एवं योग्यता के अनुरूप पात्र भारतीय नागरिकों से आवेदन-पत्र आमंत्रित किए जाते हैं।

विभाग का नाम	विवरण	विवरण
भादूविप्रा के क्षेत्रीय कार्यालय, बंगलुरु, भोपाल, हैदराबाद, जयपुर तथा कोलकाता	पद का नाम	परामर्शदाता [युवा पेशेवर]-(तकनीकी)
	आवश्यक परामर्शदाताओं की संख्या	प्रत्येक क्षेत्रीय कार्यालय (बंगलुरु, भोपाल, जयपुर, हैदराबाद तथा कोलकाता) में एक (01)
	समय सीमा जिसके लिए परामर्शदाता को नियुक्त किया जाना है	01 वर्ष [भादूविप्रा की आवश्यकता और परामर्शदाता के प्रदर्शन के आधार पर आगे बढ़ाया जा सकता है]
	आयु सीमा	रिक्ति परिपत्र की तिथि को 32 वर्ष से कम आयु।
	मासिक पारिवारिक	₹.65,000/- (निश्चित) प्रति माह तथा परिवहन भत्ता @ ₹7,200/- (निश्चित) प्रति माह।
	शैक्षिक योग्यता	आवश्यक: किसी मान्यता प्राप्त विश्वविद्यालय/संस्थान से इलेक्ट्रॉनिक्स / संचार / दूरसंचार / कंप्यूटर विज्ञान / सूचना प्रौद्योगिकी / डेटा विज्ञान या इनके संयोजन में बैचलर ऑफ टेक्नोलॉजी / बैचलर ऑफ इंजीनियरिंग या समकक्ष।
वाछ्णीय शैक्षणिक योग्यता	उपर्युक्त विषयों में एमई/एम.टेक	

योग्यता के बाद का अनुभव	0 से 03 वर्ष का कार्य अनुभव।
कर्तव्यों का प्रकार	ट्राई अधिनियम के अंतर्गत कार्य करना तथा ट्राई क्षेत्रीय कार्यालय के सलाहकार द्वारा सौंपे गए कर्तव्यों का निर्वहन करना।

3. परामर्शदाता की सेवाएं भारतीय दूरसंचार विनियामक प्राधिकरण के दिशानिर्देश संख्या ए-25/4(3)/2021 दिनांक 24 जुलाई, 2023 (प्रतिलिपि संलग्न) के अनुसार शासित होंगी।

4. भादूविप्रा में परामर्शदाता [यंग प्रोफेशनल]- (तकनीकी) पद के लिए इच्छुक योग्य उम्मीदवार अपना आवेदन केवल ऑनलाइन मोड के माध्यम से URL: <https://vacancies.trai.gov.in> पर भेज सकते हैं। अन्य माध्यमों जैसे पोस्ट/मेल आदि से प्राप्त आवेदनों पर विचार नहीं किया जाएगा। ऑनलाइन मोड के माध्यम से आवेदन प्राप्त करने की अंतिम तिथि 06 दिसंबर 2024 है। निम्नलिखित दस्तावेजों की स्व-सत्यापित प्रतियां भी ऑनलाइन आवेदन के साथ अपलोड की जानी हैं:

- (क) जन्म तिथि दर्शाने वाला दस्तावेज [जैसे आधार कार्ड, 10वीं की मार्कशीट (जन्म तिथि दर्शाने वाली), आदि] का प्रमाण हो।
- (ख) शैक्षिक योग्यता(एँ) (10वीं कक्षा तथा उसके बाद की मार्कशीट। स्नातक में समेकित अंकों वाली अंतिम वर्ष की डिग्री मार्कशीट अनिवार्य है)।
- (ग) शैक्षिक योग्यता के बाद का अनुभव / नौकरी।
- (घ) कोई अन्य उपयुक्त दस्तावेज।

5. अपूर्ण आवेदन पत्रों एवं उपरोक्त 4 (क) से (घ) में उल्लिखित संबंधित दस्तावेजों के बिना प्राप्त आवेदनों पर विचार नहीं किया जाएगा।



(दुर्गन्ध सिंह जाधव)

वरिष्ठ अनुसंधान अधिकारी (प्र. एवं का.)

दूरभाष. 011-26769-631

ईमेल: smramp@traigov.in

प्रतिलिपि:

1. अध्यक्ष, भादूविप्रा के वि.का.अ.
2. सदस्य, भादूविप्रा के वरिष्ठ प्रधान निजी सचिव
3. सचिव, भादूविप्रा के वरिष्ठ प्रधान निजी सचिव
4. सभी प्रधान सलाहकार/ सलाहकार, भादूविप्रा [मुख्यालय]
5. सभी प्रधान सलाहकार/ सलाहकार, भादूविप्रा [मुख्यालय]
6. संयुक्त सलाहकार (आईटी) - कृपया परिपत्र को भादूविप्रा की वेबसाइट पर अपलोड करें।
7. उप महानिदेशक (रोजगार), श्रम और रोजगार मंत्रालय, श्रम शक्ति भवन, नई दिल्ली-110001-कृपया परिपत्र को एनसीएस पोर्टल पर पोस्ट करने के अनुरोध के साथ।
8. नोटिस बोर्ड।



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
महानगर दूरसंचार भवन, जे.एल.एन. मार्ग (ओल्ड मिंटो
रोड), जाकिर हुसैन कॉलेज के पास, नई दिल्ली-110002

No. A-25/4/(3)/2021-A&P

Dated: 24th July, 2023

Sub: Guidelines for Engagement (Hiring) of Consultants on contract basis in Telecom Regulatory Authority of India

Please find enclosed herewith consolidated revised guidelines for Engagement (Hiring) of Consultants on contract basis in Telecom Regulatory Authority of India (TRAI).


(Vinay Kumar Goel)
Dy. Advisor (HR)

To

All Principal Advisors/ Advisors, TRAI HQ and Advisors, ROs

Copy to:

1. OSD, Office of the Chairperson, TRAI
2. Sr. PPS to Member, TRAI
3. Sr. PPS to Secretary, TRAI
4. Guard file

- (f) a need for planning and implementing organizational change;
- (g) availability of internal capacity/ capability to do the job but there are considerations of economy, speed and efficiency in relation to additional requirement/ commitment/ usage of:
 - (i) Staff/ Management/ Organization;
 - (ii) Technological and Material Resources;
 - (iii) Money and
 - (iv) Time/ Speed of execution.

2. Contractual terms and conditions:

2.1. Legal status:

The person engaged as Consultant under these guidelines shall not be regarded, for any purpose, as being staff member or an official of TRAI and shall be governed by the terms and conditions contained in these guidelines and the agreement entered into between TRAI and the Consultant. As such, nothing within or relating to the contract shall establish the relationship of employer and employee between TRAI and the Consultant. During the contract period or thereafter, the Consultant shall not claim to be an employee of TRAI. The Consultant shall mandatorily give an undertaking in this regard, as per **Annexure-I**, while entering into contract with TRAI.

2.2. Standards of conduct:

The Consultant shall neither seek nor accept instructions from any authority external to TRAI in connection with the performance of her/ his obligations under the contract. The Consultant shall not take any action in respect of her/ his performance or otherwise related to its obligations under the contract that may adversely affect the interests of TRAI. The Consultant shall fulfil her/ his obligations with full regard to the interests of TRAI. The Consultant shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of obligations under the contract. In the performance of the obligations under the contract, the Consultant shall comply with the expected standards of conduct. Failure to comply with the same shall be ground for the termination of the contract.

2.3. Assignment of duties:

The Consultant shall perform the duties assigned to him. The competent authority reserves the right to assign any duty as and when required. No extra/ additional allowance shall be admissible in case of such additional assignment.

2.4. Prohibition of sexual exploitation and abuse:

In the performance of the contract, the Consultant shall comply with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The Consultant acknowledges and agrees that any breach of the provisions thereof shall constitute a breach of an essential term of the contract and, in addition to any other legal right or remedies available to any person, shall be a ground for termination of the contract. If required, further appropriate legal action may also be recommended.

2.5. Medical clearance and service incurred death and grievous injury:

TRAI may require the Consultant to submit a good health certificate from a registered Physician at the time of entering into the contract. In the event of death or grievous injury to the Consultant during the course of her/ his duties, compensation, in any form, shall neither be payable to the Consultant nor to her/ his dependents. It shall be the sole responsibility of the Consultant to take adequate insurance policy to safeguard her/ his interest.

2.6. Basic support facility:

TRAI may provide basic support facilities such as office space, furniture, stationery, computer, laptop, calculator, access to Internet, etc. as may be required by the Consultant for proper and smooth discharge of her/ his duties. Such equipment and facilities provided to the Consultant shall be returned by the Consultant at the time of termination of the contract or when no longer needed by her/ him. Any damage or degradation to the equipment, beyond normal wear and tear, shall be administered as per extant rules.

2.7. Confidentiality of documents & information:

The Consultant shall comply with the provisions of the Indian Official Secrets Act, 1923. She/ he shall not use the name, emblem, or official seal of TRAI for any commercial purpose other than discharging assigned duties. The Consultant shall sign an agreement of confidentiality, as per **Annexure-I**, while entering into contract with TRAI.

2.8. Intellectual property rights:

All intellectual property (including but not limited to copyrights, design rights, know-how and trademarks) contained in the information and documents provided to the Consultant by TRAI shall remain the sole and exclusive property of TRAI. TRAI shall also own all intellectual property rights with regard to processes, ideas, technical/ consultation papers/ reports, documents or any other material which the Consultant has developed for TRAI under the contract, and which bears a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the duties assigned to the Consultant. The Consultant shall have no rights to such intellectual property whatsoever and shall not publish or make available such information, documents, or any other material in public domain or to any third party, without prior approval of TRAI.

2.9.1 Settlement of disputes:

TRAI and the Consultant shall make best efforts to amicably settle any dispute, controversy or claim arising out of the contract or the breach, termination, or invalidity thereof.

2.9.2 Arbitration:

Any dispute, controversy or claim between the parties arising out of the contract, or the breach, termination, or invalidity thereof, unless settled amicably, as provided above, shall be referred by either of the parties to the Chairperson, TRAI for arbitration. The Chairperson, TRAI may appoint an arbitrator for the settlement of such dispute/ controversy.

2.10. Conflict of interest:

The Consultant is expected to follow all the rules and regulations of TRAI/ Government of India which are in force. He/ she is also expected to display utmost honesty, secrecy of office, and sincerity while discharging her/ his duties. In case the services of the Consultant are not found to be satisfactory or found in conflict with the interests of TRAI, her/ his services will be liable to be terminated, without assigning any reason.

2.11. Residuary matters:

In regard to matters not specifically covered by or under these guidelines, the terms and conditions given in the Manual for Procurement of Consultancy and Other Services 2017 as well as GFR 2017 issued by M/o Finance, Department of Expenditure shall be applicable.

3. **Terms of Reference:**

The Head of Division shall be responsible for ensuring that detailed terms of reference for the engagement of Consultant, describing the work to be performed, are prepared well in advance and submitted to the Administration Division, as per proforma given in **Annexure-II**, in a timely manner, for processing. The terms of reference are mandatory and shall form part of the contract. The terms of reference shall include the duties/ functions to be performed and the outputs to be delivered. The outputs and functions shall be specific, measurable, attainable, result-oriented and time bound.

4. **Duration of contract:**

4.1. Term of contractual engagement and extension thereof:

The Consultant will be hired for a fixed period of one year, which may be extended on annual basis, subject to a maximum of five years or till the Consultant reaches the age of sixty-five years, whichever is earlier. Such extension shall be granted with the consent of the Consultant and based on review of the performance of the Consultant. The concerned Head of Division will examine the requirement/ suitability of extension of contract of the Consultant and obtain her/ his consent for the same in the proforma given in **Annexure-III** at least thirty days prior to the expiry of the contract and forward the consent of the Consultant, along with its recommendations and Performance Report of the Consultant as per **Annexure-IV**, to the Administration Division for further processing.

4.2. Termination:

TRAI reserves the right to terminate the contract by giving one month's notice, in writing, to the Consultant, without assigning any reason. The Consultant can also seek termination of the contract upon giving one month's written notice to TRAI. However, TRAI may terminate the contract at any time, without prior notice and without assigning any reason, if in its opinion the Consultant has failed to discharge satisfactorily her/ his duties or obligations under the contract or has committed the breach of the contract. In case the notice given by TRAI/ the Consultant for termination of contract is less than the requisite notice period or contract is terminated by TRAI without prior notice, the monthly remuneration for the period short of requisite notice period (calculated on pro rata basis) or one month remuneration, shall be payable by TRAI/ the Consultant, as the case may be.



5 Educational qualification, experience, and remuneration:

5.1 Educational qualification and experience:

Indenting Division of TRAI shall provide the information regarding requisite specific educational qualification/ experience [essential as well as desirable] for each position, as per actual requirement of the particular position, as per proforma given in **Annexure-II**, and the same shall be incorporated in the vacancy circular after approval of the competent authority. Only those professionals who have requisite qualification and experience, as prescribed for different positions, will be hired as Consultants.

5.2 General specifications and remuneration:

The position, experience, age limit, remuneration, etc. of the Consultants to be engaged (hired) on contract basis by TRAI are categorized as under:

S. No.	Name of the Position	Minimum experience** (number of completed Years)	Upper age limit** (years)	Monthly Remuneration** (Rs.)	Transport Allowance (per month)** (Rs.)
	(1)	(2)	(3)	(4)	(5)
1	Consultant (Retired Govt. Servants) - Grade I*	3 years as Assistant/ PA or on equivalent post	63	50,000/-	3,600/- or Rate applicable at the time of retirement, whichever is lower. (Fixed)
2	Consultant (Retired Govt. Servants) - Grade II*	Worked as Under Secretary/ AGM or on equivalent post; or 3 years as Section Officer or on equivalent post	63	65,000/-	7,200/- or Rate applicable at the time of retirement, whichever is lower. (Fixed)
3	Young Professional***	Nil	32	65,000/-	7,200/- (Fixed)
4	Consultant - Grade I**	3 years	45	80,000 - 1,00,000	7,200/- (Fixed)
5	Consultant - Grade II**	8 years	60	1,00,000 - 1,50,000	7,200/- (Fixed)
6	Sr. Consultant **	20 years	63	1,50,000 - 2,20,000	7,200/- (Fixed)

* In general, Consultant will not be allowed to serve beyond the age of 65 years.

* In case of retired Government Servants, the remuneration will be restricted in accordance with the Government of India directions issued in this regard from time to time.

*These positions are for retired officials from Centre/ State Ministry/ Department/ Organization/ Autonomous Body/ Statutory Body/ PSU only.

**These positions are open to all, including retired officials from Centre/ State Ministry/ Department/ Organization/ Autonomous Body/ Statutory Body/ PSU, subject to eligibility and other terms & conditions prescribed in these guidelines and relevant directions/ guidelines of Government, if any.

*As on the date of vacancy circular for a particular position. Notification for extension of last date of receipt of applications, if any, shall not be considered as vacancy circular for this purpose.

**Vigilance Clearance shall be obtained in case of retired officials from Centre/ State Ministry/ Department/ Organization/ Autonomous Body/ Statutory Body/ PSU as per the extant CVC/ Government directions/ guidelines.

≡The amount of remuneration shall remain unchanged during the duration of the contract. However, if the term of contractual engagement is extended in terms of para 4.1 above, there will be an increment of Rs. 5,000/- for Consultant (Retired Govt. Servants) – Grade I, Rs. 7,000/- for Consultant (Retired Govt. Servants) – Grade II, Rs. 7,000/- for Young Professional, Rs. 8,000/- for Consultant- Grade I, Rs. 10,000/- for Consultant-Grade II, and Rs. 15,000/- for Sr. Consultant in monthly remuneration.

**The transport allowance shall remain unchanged during the duration of the contract. There will be no increment, annual or otherwise, during the contract period. No dearness allowance (DA) component shall be allowed on transport allowance. In case, the Central Government revises the transport allowance payable to the Central Government employees, the transport allowance payable to the Consultant will also be revised accordingly. However, no dearness allowance shall be payable on the revised transport allowance.

**Young Professional may be engaged in Technical/ Legal/ Economics/ CA/ CMA/ Other disciplines as per requirement.

6. Selection Process:

6.1. The selection of Consultant shall be made in accordance with the provisions of rule 177-196 of GFR-2017 and as per relevant paras of the Manual for Procurement of Consultancy and Other Services 2017, as amended from time to time.

6.2. The requirement of Consultant for TRAI will be advertised on its website, on the portal of National Career Service (NCS), in at least one National Newspaper (both in Hindi and English), and in Employment News (both in Hindi and English).

6.3. Screening Committee:

The applications received against the advertised positions shall be screened with respect to the eligibility criteria and other requirements by a committee consisting of Sr. Research Officer (A&P), Section Officer (A&P), and any other official to be nominated by Advisor (Administration). The Screening Committee shall submit a report containing, *inter alia*, a statement regarding eligibility of each of the



candidates for individual advertised position and a summary sheet containing various details/ parameters of all the candidates. The report of the Screening Committee will be submitted for the approval of Advisor (Administration). The Screening Committee shall submit the applications of the eligible candidates and the approved report of the Screening Committee to the Shortlisting Committee, to be constituted from time to time, for various advertised positions of Consultant in TRAI.

6.4. Shortlisting Committee:

Depending on the number of applications received, a Shortlisting Committee may be constituted by Secretary, TRAI to shortlist applicants for interaction to be held with the Selection Committee. The Shortlisting Committee shall consist of minimum three members and shall be headed by an Advisor level officer to be nominated by Secretary, TRAI. Joint Advisor (HR)/ Deputy Advisor (HR) shall be the convener of the Shortlisting Committee. Other members of the Shortlisting Committee shall be officers of Joint Advisor/ Deputy Advisor level, preferably from the indenting Division of TRAI, to be nominated by Secretary, TRAI.

The Shortlisting Committee will examine the applications in respect of experience, education, and other details and recommend a panel of candidates for interaction with the Selection Committee. While shortlisting the panel for interaction, the Shortlisting Committee may take into account, *inter alia*, the following parameters, either separately or in combination thereof:

- (a) Score/ Performance of the candidate in various post-Graduation National-level Competitions/ Examinations such as GATE/ CAT/ NET/ CA/ CMA/ CS/ PG-CLAT etc.
- (b) Educational Qualification other than Essential Qualification
- (c) Professional Trainings/ Courses/ Certificates
- (d) University/ College/ Institution attended such as IISc/ IIT/ NIT/ IIM/ IIT/ NLU/ C-DAC/ Centrally funded Universities or Institutions/ etc.
- (e) Total completed years of experience as on date of vacancy circular
- (f) Nature of previous employment such as regular/ temporary/ contractual/ internship/ etc.
- (g) Earlier employer such as Centre or State Government/ Autonomous Bodies/ Statutory Bodies/ PSUs/ MNCs/ Private Corporates of repute/ Self-employed/ etc.
- (h) Publications [Technical/ non-Technical] [here 'Technical' means directly related to or relevant to the domain of education/ experience/ expertise of the candidate]
- (i) Marks obtained in Graduation/ Masters
- (j) Projects/ internship done during formal education

The Shortlisting Committee may devise its own method for shortlisting the candidates. However, the method/ criteria should be objective and clearly defined in the report of the Shortlisting Committee. Few samples are given in **Annexure-V** for ready reference. The report of the Shortlisting Committee should explicitly mention all the parameters considered for shortlisting the candidate, weightage assigned to each parameter, the score obtained by each candidate, and list of all candidates sorted as per score obtained.

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The report of the Shortlisting Committee will be submitted for the approval of the Secretary, TRAI. The approved report of the Shortlisting Committee, the approved report of the Screening Committee, applications of the shortlisted candidates, and other relevant documents, if any, will be submitted to the Selection Committee for further selection process.

6.5. Selection Committee:

Selection Committee shall be constituted from time to time for recommending panel of candidates for contractual engagement against various advertised positions of the Consultant in TRAI. The Selection Committee shall consist of minimum three members and shall be headed by Secretary, TRAI or an officer of Principal Advisor level to be nominated by Chairperson, TRAI. Other members of the Selection Committee shall be officers of the level of Advisor/ Joint Advisor/ Deputy Advisor, preferably from the indenting Division of TRAI, to be nominated by Chairperson, TRAI. In case of engagement of Consultant with Legal/ Finance & Economics background, Advisor (Legal)/ Pr. Advisor (F&EA), respectively, shall be part of the Selection Committee, to be nominated by Chairperson, TRAI.

The Selection Committee shall hold interaction with the shortlisted candidates, and recommend a panel of candidates, including wait list, for issuing offer of contractual engagement as Consultant in TRAI. The Selection Committee shall add a parameter pertaining to points obtained in Interaction with the Selection Committee. **The maximum points allotted to Interaction shall not be more than 20% of the total Maximum points (Interaction + other parameters)**. The Selection Committee shall take into account, *inter alia*, the score obtained by each candidate as per the report of the Shortlisting Committee (or score assigned by selection committee in cases where no shortlisting committee formed) and performance of the candidate in interaction with the Selection Committee to arrive at the final list of candidates sorted as per the final score obtained. The methodology, parameters taken into consideration, and weightage assigned to each parameter to arrive at the final score shall be explicitly mentioned in the report of the Selection Committee. Few samples are given in **Annexure-V** for ready reference.

The panel recommended by the Selection Committee shall be valid for a period of one year from the date of approval of the same by the competent authority.

6.6. TRAI may also adhere to rule 194 of GFR for hiring Consultants from established research organizations. In exceptional cases, individuals may be hired on secondment basis from private institutions/ organizations with the approval of the Chairperson, TRAI.

7. Payment of Remuneration:

7.1. Subject to the provisions of para 8 below, the monthly remuneration and transport allowance, as indicated in para 5.2 above, shall be paid to the Consultant and no other allowances, such as Dearness Allowance and House Rent Allowance, shall be admissible.

Ad

Contd..P/9

7.2. The payment of consolidated remuneration will be released by TRAI, after deduction of applicable taxes, within one week of completion of the month, based on the biometric attendance/ physical attendance to be verified by the concerned Head of the Division. The Consultant shall invariably mark attendance on arrival in the office and at the time of leaving the office. The instructions issued by the Central Government/ TRAI on the subject shall be applicable and the remuneration payable to the Consultant shall be deducted for any absence from duty/ late arrival or early departure from the office.

8. Travelling Allowance:

The Consultant may be required to undertake domestic tours for official purposes, subject to the approval of the competent authority. Retired employee engaged as Consultant may be allowed Travelling Allowance on official tour, if any, as per her/ his entitlement at the time of retirement, subject to upper limit of entitlement as admissible to Joint Advisor in TRAI. The Consultant engaged as Young Professional, Consultant-Grade I, Consultant- Grade II, and Sr. Consultant shall be entitled for Travelling Allowance as admissible to Technical Officer, Senior Research Officer, Deputy Advisor, and Joint Advisor, respectively, in TRAI.

9. Leave:

The Consultant shall be eligible for paid leave of absence @ 1.5 day for each completed month of service under the contract besides the Gazetted holidays. The paid leave cannot be availed in advance, i.e., the Consultant can avail paid leaves only to the extent of leave accumulated for each completed month prior to the date of applying for leave. However, during the last month of the contract, the prescribed leave of 1.5 day for that month may be availed. The paid leaves accumulated during the duration of the contract can be availed during the currency of the contract only and cannot be carried forward to the next year, in case of any extension of the contract in terms of Para 4.1 above. The cash equivalent of net accumulated leaves shall not be payable under any circumstance. "No work no pay" will be applicable during the period of contract, if more than the prescribed leave is taken. Holidays/ Saturdays/ Sundays falling within continuous leave period shall also be treated as part of the leave. However, holidays/ Saturdays/ Sundays can be prefixed and/ or suffixed to the leaves. No paid leave shall be granted for the period under notice in terms of para 4.2 above. The Consultant shall be liable to pay to TRAI, for any absence during the notice period, the amount equivalent to pro-rata monthly remuneration payable to her/ him by TRAI.

10. Tax Deduction at Source:

The income tax or any other tax liable to be deducted as per prevailing rules will be deducted at source before releasing payment and TDS/ GST certificate, as the case may be, will be issued. However, TRAI takes no liability for taxes or other contribution payable by the Consultant on payment made under the contract.


11. Authenticity:

If any declaration given or information furnished by the Consultant proves to be false or if he/ she is found to have wilfully suppressed any material information, the contract shall be liable to be terminated and TRAI may take such other action as it may deem necessary.

12. Relaxation:

Where Chairperson, TRAI is of the opinion that it is necessary or expedient so to do, he may by order and for reasons to be recorded in writing, relax any of the provisions of these guidelines.

13. Consultants, including Sr. Consultants and Young Professionals, engaged under the Guidelines dated 12.03.2021 shall continue to be governed by the terms and conditions of the said Guidelines till the expiry/ termination of their existing contract. However, extension, if any, will be subject to these new Guidelines.


(Vinay Kumar Goel)
Dy. Advisor (HR)

Service Bond, Acceptance of Terms & Conditions of Contract as 'Consultant' in Telecom Regulatory Authority of India (TRAI), Agreement of Confidentiality, and Undertaking

I, _____ (name of Consultant) daughter/ son of Ms./ Shri/ _____ (name of mother/ father) hereby acknowledge and bind myself to the extent that I would serve the Telecom Regulatory Authority of India (hereinafter referred to as "the Authority") for a period of one year/ from to, further extendable in terms of para 4.1 of the Guidelines for Engagement (Hiring) of Consultants, issued vide letter No. A-25/4/(3)/2021-A&P dated 24th July, 2023, if required by and at the discretion of the Authority, with my consent.

I do hereby accept the terms and conditions and other provisions contained in the Guidelines for Engagement (Hiring) of Consultants, issued vide letter No. A-25/4/(3)/2021-A&P dated 24th July, 2023, and duties as per the vacancy circular dated and Offer letter dated, which form the part of this Bond. I agree to serve a notice period of minimum one month if I decide to terminate the engagement before the expiry of contract period.

I do hereby agree to abide by the provisions of the Indian Official Secrets Act, 1923. I shall not divulge the Official information/ documents in my possession, as part of my official duties, to anyone, except for the discharge of the duties assigned to me under this contract, during the term of the contract or thereafter. I shall at all times maintain utmost secrecy of the work related aspects and any classified/ secret information relating to TRAI and shall safeguard the security of all such information/ documents to which I have access during the course of my engagement and shall not disclose such information/ documents without prior approval of TRAI. Further, I shall at all times during the period of the tenure of this contract (a) maintain absolute integrity, (b) maintain devotion to duty, (c) do nothing which is against the interest of work assigned by TRAI. I do hereby undertake that on expiry/ termination of this contract, I shall return to the Authority all the Official documents available with me in any form (written, printed, soft files, software, etc.) and any equipment provided to me by the Authority.

Contd..P/2

Ad

I do hereby acknowledge and accept that I shall have the legal status of an independent Consultant vis-a-vis the Telecom Regulatory Authority of India and shall not be regarded, for any purpose, as being a staff member or an official of the Authority. I further accept that nothing within or relating to this contract shall establish the relationship of employer and employee between Telecom Regulatory Authority of India and me. I hereby undertake that during the contract period and thereafter, I shall not claim to be an employee of the Authority for the period of the Contract.

Signature of the Consultant: _____

Name: _____

Address: _____

Contact No.: _____

Dated: _____

Witness-1

Signature: _____

Name: _____

Address: _____

Contact

No.: _____

Dated: _____

Witness-2

Signature: _____

Name: _____

Address: _____

Contact No.: _____

Dated: _____

Signature of the Authorized person of TRAI: _____

Name: _____

Designation: _____

Dated: _____

Ad

Proforma for sending requirement of Consultant(s), including Terms of Reference, by the indenting Division to Administration Division

[Refer Para 3 and Para 5 of the Guidelines for Engagement (Hiring) of Consultants dated 24th July, 2023]

S. No.	Particular	Details	Remarks
1	Position of the Consultant		
1A	Discipline (Relevant only for Young Professional) [@]		
2	Essential (Minimum) Educational Qualification*		
3	Desirable Educational Qualification*		
4	Essential Work Experience (Not relevant for Young Professional)*		
5	Desirable Work Experience*		
6	Details of work to be performed/ Nature of Duties * [Please refer Para 3 ('Terms of Reference') of the Guidelines]		

[@]Please write 'Not Applicable' in 'Details' column if the entry at S. No. 1 is other than 'Young Professional'.

*Please ensure that the Essential/ Desirable Educational Qualification and Work Experience are in accordance with the Terms of Reference.

Notes:

1. Information is to be provided for each of the items mentioned above. Any incomplete Proforma (requisition) shall not be processed.
2. The above Proforma is to be provided separately for each Consultant requisitioned for, unless the information provided, as above, matches for multiple requirements. In later case, the number of Consultants required, with the same specifications, may be mentioned in the 'Remarks' column against S. No. 1.
3. The above information shall be included in the vacancy circular.
4. The above information should not be at variance with the specifications prescribed in Para 5.2 of the Guidelines for Engagement (Hiring) of Consultants dated 24th July, 2023 for respective Positions.

This is issued with the approval of _____ (Head of the Division).

Signature: _____

Name: _____

Designation: _____

Dated: _____

To

SRO (A&P)

Consent to extend period of contractual engagement in TRAI

I, _____ (name of the Consultant), presently working as _____, in _____ Division, purely on temporary basis, on contract, for the period from ____/____/____ (date) to ____/____/____ (date), hereby express my consent for extension of my contractual engagement in TRAI for the period from ____/____/____ (date) to ____/____/____ (date), on the existing terms and conditions. I agree to sign a fresh contract as per **Annexure-I** of the Guidelines for Engagement (Hiring) of Consultants dated 24th July, 2023 on approval of extension of my contractual engagement in TRAI.

Signature of the Consultant: _____

Name: _____

Division: _____

Intercom No.: _____

Dated: _____

AL

TELECOM REGULATORY AUTHORITY OF INDIA

Performance Report of the Consultant for extension of his/ her contractual engagement period in TRAI

The performance of _____ (name of the Consultant), presently working as _____, in _____ Division, since _____ (date), on contract, purely on temporary basis, during his/ her posting in the Division is **satisfactory/ not satisfactory**. Extension of his/ her contractual period for further period from _____ to _____ (not more than one year) is **recommended/ not recommended**. Detailed justification for recommending the extension, details of work done, initiatives taken by the Consultant, etc. in respect of above Consultant are enclosed [strike-off if the extension is not recommended].

Signature of the Head of Division: _____

Name: _____

Designation: _____

Dated: _____

del

Samples of Shortlisting/ Selection Criteria for various Positions of Consultants

(I) Young Professional (Discipline: Technical - ECE)

Essential Qualification: BE/ BTech (Electronics/ Communications/ Telecommunications or a combination thereof)

S. No.	Parameter	Range of values	Points
1	Additional Educational Qualification [®]	ME/ MTech	3
		MBA	2
		PhD	5
		Maximum Points	5
2	GATE All India Rank (in last two GATEs) [*]	0-1000	5
		1000-10000	3
		10000-20000	1
		Maximum Points	5
3	University/ Institute for Graduation/ Masters/ PhD [®]	IISc/ IIT/ IIM	5
		IIT/ NIT/ Centre-funded Institute or University	3
		State Government funded Institute or University	2
		Institute or University with rank 1-100 as per latest NIRF	4
		Maximum Points	5
4	Work Experience (completed number of years)	1	1
		2	3
		3 or more	5
5	Marks in Graduation [*]	60% and above	3
		70% and above	4
		80% and above	5

[®]Highest points for any of the degrees i.e., Masters/ PhD are to be given in case of multiple degrees.

^{*} Points are to be given for best rank out of multiple GATE attempts.

^{*}CGPA will be converted into marks as follows: Equivalent Marks = (100/A)*(CGPA on scale of A]

del

(II) Young Professional (Discipline: Technical – CS)

Essential Qualification: BE/ BTech (CS/ IT)

S. No.	Parameter	Range of values	Points
1	Additional Educational Qualification [@]	ME/ MTech	3
		MBA	2
		PhD	5
		Maximum Points	5
2	GATE All India Rank (in last two GATEs)*	0-1000	5
		1000-10000	3
		10000-20000	1
		Maximum Points	5
3	University/ Institute for Graduation/ Masters/ PhD [@]	IISc/ IIT/ IIM	5
		IIIT/ NIT/ Centre-funded Institute or University	3
		State Government funded Institute or University	2
		Institute or University with rank 1-100 as per latest NIRF [†]	4
		Maximum Points	5
4	Work Experience (completed number of years)	1	1
		2	3
		3 or more	5
5	Marks in Graduation [†]	60% and above	3
		70% and above	4
		80% and above	5

[@]Highest points for any of the degrees i.e., Masters/ PhD are to be given in case of multiple degrees.

* Points are to be given for best rank out of multiple GATE attempts.

[†]CGPA will be converted into marks as follows: Equivalent Marks = $(100/A) \times [CGPA \text{ on scale of } A]$

(III) Young Professional (Discipline: Technical – DS)

Essential Qualification: BE/ BTech (Data Science/ Data Analytics or CS/ IT with Data Science/ Data Analytics) Or MTech (Data Science/ Data Analytics)

S. No.	Parameter	Range of values	Points
1	Additional Educational Qualification [®]	ME/ MTech (Data Science/ Data Analysis) [®]	5
		ME/ MTech (any other discipline)	3
		MBA	2
		PhD	5
		Maximum Points	5
2	GATE All India Rank (in last two GATEs) [*]	0-1000	5
		1000-10000	3
		10000-20000	1
		Maximum Points	5
3	University/ Institute for Graduation/ Masters/ PhD [®]	IISc/ IIT/ IIM	5
		IIT/ NIT/ Centre-funded Institute or University	3
		State Government funded Institute or University	2
		Institute or University with rank 1-100 as per latest NIRF	4
		Maximum Points	5
4	Work Experience (completed number of years)	1	1
		2	3
		3 or more	5
5	Marks in Graduation [*]	60% and above	3
		70% and above	4
		80% and above	5

[®]Highest points for any of the degrees i.e., Masters/ PhD are to be given in case of multiple degrees.

^{*}These points will not be awarded if MTech (Data Science/ Data Analytics) is essential qualification.

* Points are to be given for best rank out of multiple GATE attempts.

CGPA will be converted into marks as follows: Equivalent Marks = (100/A)[CGPA on scale of A]

Ad

(IV) Young Professional (Discipline: Legal)

Essential Qualification: LLB

S. No.	Parameter	Range of values	Points
1	Additional Educational Qualification	LLM	1
		MBA or any other Masters degree in Telecom and Finance	1
		Maximum Points	2
2	Ranking of University/ Institute for Graduation as per latest NIRF	Rank 1 to 5	5
		Rank 6 to 10	4
		Rank 11 to 20	3
		Rank 21 to 50	2
		Rank 51 to 100	1
3	(A) Work Experience 'NOT' in Telecom/ Broadcasting Sectors (completed number of years)^	1	1
		2	2
		3 or more	3
	(B) Work Experience in Telecom/ Broadcasting Sectors (completed number of years)^	1	2
		2	4
		3 or more	6
	Work Experience^	Maximum Points	6
4	Marks in Graduation [LLB/ BA-LLB (Hons)/ BCom-LLB (Hons)/ etc.]^	60% and above	4
		70% and above	6
		80% and above	8
		90% and above	10

*For the portion of work experience in Telecom/ Broadcasting Sectors, points will be given as per S. No. 3(B). For the portion of work experience **NOT** in Telecom/ Broadcasting Sectors, points will be given as per S. No. 3(A). Total Maximum Points for Work Experience will be 6.

CGPA will be converted into marks as follows: Equivalent Marks = (100/A)(CGPA on scale of A)

Ad

(V) Young Professional (Discipline: Economics)

Essential Qualification: Master's in Economics

S. No.	Parameter	Range of values	Points
1	Additional Educational Qualification [®]	MBA	3
		Any other Masters	2
		PhD	5
		Maximum Points	5
2	NET Performance	UGC-NET Qualified (in any stream)	3
		Qualified for Junior Research Fellowship (JRF)	5
		Maximum Points	5
3	University/ Institute for Graduation/ Masters/ PhD [®]	IISc/ IIT/ IIM/ Centre-funded Institute or University	5
		State Government funded Institute or University	2
		Institute or University with rank 1-100 as per latest NIRF	4
		Maximum Points	5
4	Work Experience (completed number of years)	1	1
		2	3
		3 or more	5

[®]Highest points for any of the degrees i.e., Masters/ PhD are to be given in case of multiple degrees.

Ad

(VI) Young Professional (Discipline: CA)

Essential Qualification: CA

S. No.	Parameter	Range of values	Points
1	Additional Educational Qualification [@]	MBA	5
		Any other Masters	2
		PhD	5
		Maximum Points	5
2	Marks in Graduation*	80% and above	2
		90% and above	5
3	Marks in CA [Aggregate of Inter and Final]	55% and above	2
		60% and above	5
4	Number of Attempts to clear CA Final Group 1	Two attempts	3
		One attempt	5
5	Number of Attempts to clear CA Final Group 2	Two attempts	3
		One attempt	5
6	University/ Institute for Graduation/ Masters/ PhD (other than CA) [@]	IISc/ IIT/ IIM/ Centre-funded Institute or University	5
		IIT/ NIT/ NLU	3
		State Government funded Institute or University	2
		Institute or University with rank 1-100 as per latest NIRF	4
		Maximum Points	5
7	Work Experience (completed number of years)	1	1
		2	3
		3 or more	5

[@]Highest points for any of the degrees i.e., Masters/ PhD are to be given in case of multiple degrees.

CGPA will be converted into marks as follows: Equivalent Marks = (100/A)[CGPA on scale of A]

del

(VII) Young Professional (Discipline: CMA)

Essential Qualification: CMA

S. No.	Parameter	Range of values	Points
1	Additional Educational Qualification [®]	MBA	5
		Any other Masters	2
		PhD	5
		Maximum Points	5
2	Marks in Graduation*	80% and above	2
		90% and above	5
3	Marks in CMA [Aggregate of Inter and Final]	55% and above	2
		60% and above	5
4	Number of Attempts to clear CMA Final Group 1	Two attempts	3
		One attempt	5
5	Number of Attempts to clear CMA Final Group 2	Two attempts	3
		One attempt	5
6	University/ Institute for Graduation/ Masters/ PhD (other than CMA) [®]	IISc/ IIT/ IIM/ Centre-funded Institute or University	5
		IIT/ NIT/ NLU	3
		State Government funded Institute or University	2
		Institute or University with rank 1-100 as per latest NIRF	4
		Maximum Points	5
7	Work Experience (completed number of years)	1	1
		2	3
		3 or more	5

[®]Highest points for any of the degrees i.e., Masters/ PhD are to be given in case of multiple degrees.

*CGPA will be converted into marks as follows: Equivalent Marks = $(100/A) \times [CGPA \text{ on scale of } A]$

Notes:

1. Points awarded for a particular parameter shall be restricted to the respective 'Maximum Points', if any.
2. Above sample criteria are indicative only. Shortlisting/ Selection Committee may devise its own criteria.



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(312)/2025-RTI

Dated: 16-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 24.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00441, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	Total number of 85 (eight-five) applications received for the post of Consultants Young Professionals Tech under Advertisement No. C-6/2025-26, for the location of TRAI Regional Office Bhopal.
2 & 3.	The nature of duties in mentioned in Advertisement No. C-6/2024-25 and its attachment (Letter No. A-25/4/(3)/2021-A&P dated 24 th July, 2023), available on TRAI website, under normal circumstances, the office working hours are 8 hours a day with 5 days a week. However, one may have to sit late depending upon the exigency of work. The vacancy notified is for TRAI Regional office, Bhopal. However, duties may involve touring outside Bhopal under the jurisdiction of TRAI RO, Bhopal.
4.	Process of recruitment is in progress and likely to be completed shortly.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 16-07-2025
 14:41:40

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00446

Date of Receipt : 25/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Statu

Is Requester Be

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

Request Pertains to :

Information Sought : I, [REDACTED], a resident of Eruvadi, i am filing this RTI request to inquire about the unauthorized and frequent phone calls I have been receiving, which are causing a violation of my privacy.

Details of my request are as follows:

My Personal Information:

Phone Number: [REDACTED]

Request Purpose: I have been receiving multiple unsolicited calls from various unknown numbers, particularly related to credit cards and loans, which I believe may be a result of my phone number being leaked or misused.

Sample Numbers Receiving Calls From:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Specific Information Requested:

- a. The source or entity responsible for leaking or selling my personal contact number, as these calls are recurring and appear to be coming from computerized bots or telemarketers.
- b. The details of the organizations or companies behind the phone numbers listed above.

c. The exact method of how my phone number was obtained by these entities.

d. Any records related to this data being used or sold that I can access in order to understand where my number might have been shared or obtained.

Privacy Violation and Breach of Security:

I believe this constitutes a violation of my privacy rights, and I seek your assistance in identifying how this breach has occurred and requesting preventive measures against further unsolicited calls.

I request the information as per the provisions of the RTI Act, 2005, and would appreciate a prompt response at the earliest convenience.

I am attaching the necessary documents for verification, if required.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(313)/2025-RTI

Dated: 16-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 26.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00446, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
(a) to (d).	<p>The information sought is not available with TRAI.</p> <p>However, To curb Unsolicited Commercial Communication (UCC), TRAI has issued regulations i.e., Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018 and further amended from time to time. (weblink given at the bottom)</p> <p>If a customer has registered his/ her preferences through 1909/ TRAI DND App/ service provider's app/ website for blocking or allowing commercial communications, then Registered Telemarketers (RTMs) are permitted to call/ message the customer in accordance with the preferences or consent provided by customer. However, if Unregistered Telemarketers (UTMs) make commercial communication (Calls/messages), the customer can lodge a complaint via 1909/ TRAI DND App/ service provider's app/ website.</p> <p>Various measures have been taken by TRAI under TCCCPR 2018 regulations to prevent spam calls and messages, including the following:</p> <p>a) If a subscriber desires not to receive commercial communication from Registered Telemarketers (RTM), he can register himself for not receiving commercial communication by sending SMS at 1909 or through TRAI DND App/Access Service provider app/website. However, complaints against unregistered senders/ entities can now be made even without prior registration of preferences on the DND App.</p>

b) Even after opting for not receiving any promotional call/messages, if a subscriber receives unsolicited commercial communication (UCC), he/ she can lodge a complaint within 7 days of receiving such unsolicited commercial communication to his/ her Access service provider by sending SMS or making voice call at 1909 or through TRAI DND App/ Access service provider App/ website.

c) For valid complaints made by customers against a telemarketer/sender, if the number of complaints against the Sender are from 5 or more than 5 unique Recipients during the last 10 days, action is taken by Access providers as below:

- I. For first such violation by sender/Telemarketer, outgoing services of all telecom resources of the sender/Telemarketer and barred for 15 days.
- II. For subsequent violations by the sender/Telemarketer, all the telecom resources of the sender/Telemarketer, are disconnected for the one year, and the sender/Telemarketer is blacklisted across providers for this period.

The regulation TCCCPR 2018 and its latest amendment may be accessed at the following link: <https://traigov.in/release-publication/regulations>

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours Digitally signed by
SUSHIL KUMAR DUTTA
Date: 16-07-2025
15:36:21

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

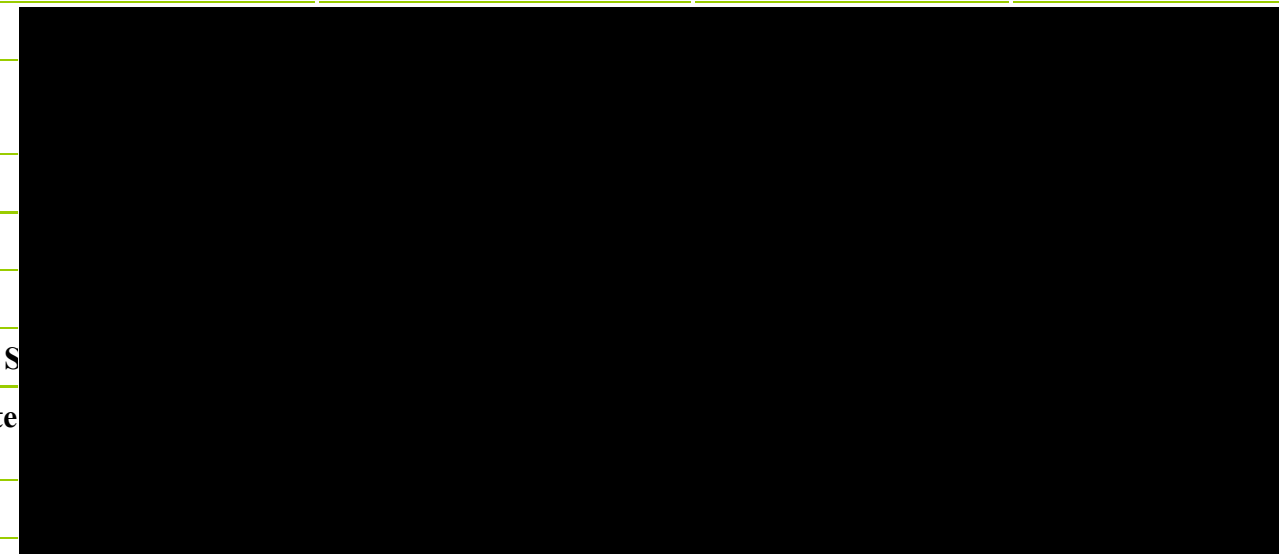
RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00447

Date of Receipt : 25/06/2025

Type of Receipt : Online Receipt

Language of Request : English



Is Requeste

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

Request Pertains to :

Information Sought :

I kindly request the following information related to the recruitment process of Stenographer Grade C and Grade D Examination 2024, specifically for posts under the Ministry of Communications, Department of Telecommunications, Telecom Regulatory Authority of India:

1. Information Sought

(a) Kindly provide the zone-wise and state-wise breakup of the vacancies for Stenographer Grade C and Grade D posts allocated to Ministry of Communications, Department of Telecommunications, Telecom Regulatory Authority of India through SSC Stenographer Examination, 2024.

(b) Please indicate the number of vacancies including their location (e.g., Delhi, Chandigarh, Dehradun, etc.).

(c) If the posting zones are not yet finalized, please provide any internal correspondence, file notes, or communications regarding the anticipated distribution of vacancies zone-wise.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(314)/2025-RTI

Dated: 16-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Madam,

Please refer to your RTI application dated 25.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00447, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
(a) & (b).	The 6 vacancies (UR-4, ST-1, OBC-1) of 'Personal Assistant' (equivalent to Stenographer Grade 'C' in SSC) reported to Staff Selection Commission for Stenographer Grade 'C' & 'D' Examination 2024 by Telecom Regulatory Authority of India (TRAI) are for TRAI HQ at New Delhi. However, the candidate is liable to serve anywhere in India as per the requirement of the organization.
(c).	Not Applicable.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 16-07-2025
 15:37:45

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00448

Date of Receipt : 26/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Sta

Is Requester

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

Request Pertains to :

Information Sought :

After awaiting of 19 days JIO Telecom service provider unable to resolve the problem of upgrade my mobile no [REDACTED] into 5G network. I had logged complaint regarding this issue but no resolution has been received yet. Jio refused to help me to resolve this issue and continuously told me to wait for next 24 hrs. I want to know how much time it takes for this issue. The service request no is S [REDACTED] I is registered on 13 Jun 2025. But it is still pending and no resolution has been received.

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ACTION HISTORY OF RTI REQUEST No.TRAOI/R/E/25/00448

Applicant Name

[REDACTED]

Text of Application

After awaiting of 19 days JIO Telecom service provider unable to resolve the problem of upgrade my mobile no 7 [REDACTED] into 5G network. I had logged complaint regarding this issue but no resolution has been received yet. Jio refused to help me to resolve this issue and continuesly told me to wait for next 24 hrs. I want to know how much time it takes for this issue. The service request no is SR00002E0ZVI is registered on 13 Jun 2025. But it is still pending and no resolution has been received.

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	26/06/2025	Nodal Officer	
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	03/07/2025	Nodal Officer	The Information sought in your RTI application is in the nature of a complaint which does not fall under the definition of 'information' as per section 2(f) of the RTI Act, 2005.

[Print](#)

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00449

Date of Receipt : 26/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Stat

Is Requester B

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

Request Pertains to :

Information Sought : Sir/Madam

With due respect, I wish to seek the following information under the provisions of the Right to Information Act, 2005:
Regarding the deactivation of mobile numbers based on Cyber Police complaints:
What specific law(s), rules, or regulations empower Cyber Police officials to request or direct the deactivation of a mobile number (SIM card) based on a complaint, irrespective of whether the complaint is eventually proven genuine or not?
What is the standard operating procedure (SOP) or protocol followed by Telecom Service Providers (TSPs) when they receive a deactivation request/direction from Cyber Police or any other law enforcement agency? Please provide a copy of any such circular, guideline, or agreement between TRAI/DoT and TSPs.
Is there a minimum number of complaints or a specific type of evidence (e.g., FIR, court order) required for a mobile number to be considered for deactivation by TSPs on the direction of Cyber Police? If so, please specify.
What mechanism is in place to ensure due process and natural justice for a mobile number subscriber whose number is proposed for deactivation based on a complaint? Is the subscriber informed, given an opportunity to be heard, or allowed to present their case before deactivation?
Regarding deactivation of WhatsApp accounts and other mobile number-linked services:
Does TRAI or any other authority under the purview of TRAI have the power to direct the deactivation of WhatsApp accounts or other services linked to a mobile number? If so, under what law, rule, or regulation is this power exercised?
What is the process for deactivating such linked services, and what role,

if any, do Cyber Police officials play in this process?

Consequences for genuine users:

What provisions exist to address cases where a mobile number is deactivated based on a false or unsubstantiated complaint, causing genuine difficulties to the legitimate user?

What recourse is available to a genuine user whose mobile number or linked services have been deactivated unfairly, and what is the process for reactivation?

I believe this information pertains to public interest and transparency in the functioning of authorities responsible for regulating telecommunication services.

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Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(316)/2025-RTI

Dated: 29-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 26.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00449, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	TRAI has no information to offer on the specific queries raised by you. However, it is informed that the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 01.07.2025 to DoT for providing the related information, if any, directly to you.
2.	TRAI does not order/direct deactivation of any whatsapp accounts.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully, signed by
SUSHIL KUMAR DUTTA
Date: 29-07-2025
11:13:02

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00451

Date of Receipt : 26/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Request

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

Request Pertains to :

Information Sought :

- 1- How many telecom service providers have submitted new tariff plan to Trai in the last six months or after December 31, 2024?
- 2- What are the changes made in the new tariff plans submitted by telecom service providers in the last six month or after December 31, 2024?
- 3-How many telecom service providers have implemented new tariff plan without informing Trai within stipulated time?

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Telecom Regulatory Authority of India

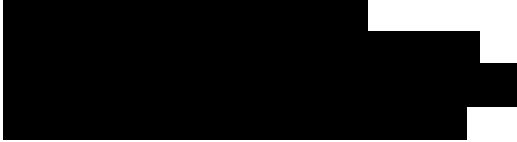
[भारत सरकार / Government of India]



F.No. RT-2/7/(317)/2025-RTI

Dated: 18-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 26.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00451, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 3.	TRAI has no information to offer on the specific queries raised by you. However, it is informed that as per the provisions of sub-clause (1) of clause 2 of the Telecommunication Tariff Order (TTO), 1999, which, inter alia, mandates that the service provider shall report to the Authority any new tariff for telecom services or any change there under within seven working days from the date of implementation and record of the Authority. Tariffs filed by the Telecom Service Providers are available on the TRAI's website under the link below: https://tariff.trai.gov.in/consumerview/index.aspx

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 18-07-2025
 11:50:59

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00453

Date of Receipt : 26/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Request

Do

Liberty of a Person ? :

Request Pertains to :

Information Sought :

I am writing to formally lodge a complaint against Bharti Airtel Ltd. for indulging in misleading and unfair practices related to their so called Unlimited 5G Data plan.

I had recharged my Airtel number with a rupees 3599 annual pack which explicitly promises Unlimited 5G Data for eligible users in 5G network areas. I would like to bring to your notice that:

1. I reside in a 5G covered area as per Airtel's own coverage maps.
2. My handset is 5G enabled and displays 5G network signal at all times.
3. Despite this my 4G data is getting consumed and depleted on a daily basis, which contradicts the claim of unlimited 5G Data.
4. This clearly reflects either deceptive marketing or a technical manipulation by the company, thereby causing financial loss and mental harassment to customers.

This practice is not only unethical but also violates consumer trust. I demand a thorough investigation into:

The exact 5G coverage status of my locality
The technical reason why 4G data is getting consumed despite being on a 5G network,
And immediate corrective action along with refund/compensation for the data wrongly deducted.

I urge TRAI to take strict regulatory action against Airtel and direct them to either provide the service they promise or stop misleading the customers under the garb of Unlimited 5G.

I request an early response and resolution to this issue.



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Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(318)/2025-RTI

Dated: 18-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 26.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00453, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	Vide TRAI's regulation-- "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)" dated 2.8.2024, TRAI has mandated all the service providers for publishing the geospatial coverage map at their websites. The subscribers can visit TRAI website :- https://www.trai.gov.in/consumer-info/mobile-coverage-map/service-providers for accessing geospatial coverage map as published by telecom service providers.
2.	The information sought is not available with TRAI.
3.	The information sought does not fall 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 D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 18-07-2025
 11:03:34

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00455

Date of Receipt : 27/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Request

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

Request Pertains to :

Information Sought :

I seek the following information under Section 6(1) of the Right to Information Act, 2005:

1. Whether Vodafone Idea Ltd. (Vi) was following a practice of blocking or restricting incoming SMS services, including banking OTPs and transactional SMS, for a temporary period (such as 24 to 48 hours) after:

- a) New SIM card activation
- b) Mobile Number Portability (MNP)
- c) SIM card replacement

during the period from April 2022 to September 2022.

2. Whether TRAI is aware of or has on record any such practice being followed by Vodafone Idea Ltd. during the above period.

3. Whether TRAI received any official communication, confirmation, compliance document, or intimation (including one-to-one correspondence) from Vodafone Idea Ltd. regarding temporary SMS blocking after new SIM activation or porting before April 2022.

4. Whether any Government Order (G.O.), TRAI circular, guideline, or any other official instruction was issued prior to April 2022 that permitted or acknowledged the temporary blocking of SMS services after SIM activation or MNP by any telecom operator.

5. Whether TRAI received any consumer complaints or feedback between April 2022 and September 2022 specifically about non-receipt of SMS/OTP after SIM activation or porting in relation to Vodafone Idea Ltd.

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Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(319)/2025-RTI

Dated: 28-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 27.06.2025 filed online on the RTI portal vide Reg. No. TRA01/R/E/25/00455, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 3.	The information sought is not available with TRAI.
4.	No such Circulars/ guidelines/ official instructions were issued by TRAI prior to April 2022. However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 17.07.2025 to DoT for providing the related information, if any, directly to you.
5.	The TRAI Act, 1997 does not envisage redressal of individual consumer complaints by TRAI. Nevertheless, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI. In terms of this mechanism, the consumers can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.

Contd. on next page 02.

::2::

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 28-07-2025
10:33:46

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00456

Date of Receipt : 27/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Sta

Is Requester

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

Request Pertains to :

Information Sought :

Respected CPIO,

I seek information regarding prepaid mobile services after the recharge expiry.

Q1- What is the grace period after recharge expiry during which incoming calls are allowed?

Q2- What is the grace period for receiving incoming SMS or OTP after expiry?

Q3- Is there any TRAI rule that allows or restricts blocking of incoming SMS or OTP after expiry?

Q4- If telecom operators do not follow TRAI rules, where can a user file a complaint?

What is the TRAI complaint redressal process & escalation system with timelines?

Please provide copy or link of TRAI circulars or rules issued on this topic in last 5 years.

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Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(320)/2025-RTI

Dated: 31-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 27.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00456 and in continuation of RTI Section interim reply letter of even number dated 29.07.2025, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished:

-

S.No.	Reply
1 to 3.	TRAI has no input to offer on specific queries raised by you.
4.	<p>TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p> <p>The applicant may be informed that TRAI has issued TCCRR, 2012 regulation whereby the time limit for redressal of complaints or addressing service requests of consumers is prescribed. This regulation can be accessed from the following link: https://www.trai.gov.in/sites/default/files/2024-09/CA_05012012.pdf</p>

Contd. on next page 02.

::2::

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours Digitally signed by
SUSHIL KUMAR DUTTA
Date: 31-07-2025
16:01:59

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00457

Date of Receipt : 28/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Stat

Is Reques

Does it

Liberty of a Person ? :

Information Sought : Copies of guidelines or regulations issued by TRAI or DoT regarding tariff fixation by Reliance Jio Airtel VI and BSNL

Copies of notifications or circulars prescribing minimum Quality of Service standards for network connectivity call drop rates and internet services

Reports or data submitted by Reliance Jio Airtel VI and BSNL regarding compliance with QoS standards in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data is not available then for Chengalpattu district for the last 6 months

Orders or notices issued to Reliance Jio Airtel VI and BSNL in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data is not available then for Chengalpattu district in the last one year for non compliance with QoS standards or poor network services

Copies of guidelines circulars or standard operating procedures issued by TRAI or DoT for monitoring network quality and performance of telecom operators in India

Documents or notifications specifying officers authorities or committees responsible for monitoring and ensuring compliance with network quality standards by telecom operators

Orders notices penalty reports or action taken reports issued by TRAI or DoT in the last one year against telecom operators for not meeting Quality of Service standards in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data

is not available then for Chengalpattu district

Documents or notifications prescribing procedure for telecom operators to report network quality and performance data to TRAI or DoT periodically

Standard procedure prescribed by TRAI or DoT for consumers to file complaints against telecom companies for poor network service

Guidelines or notifications regarding process for escalation of consumer complaints from telecom companies to TRAI or DoT and further to consumer courts in cases of deficiency in telecom services

Public notices circulars or advisories issued by TRAI or DoT in the last one year regarding consumer rights related to telecom services and network quality

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RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00107

Date of Receipt : 09/07/2025

Transferred From : Director General (Telecom) HQ on 09/07/2025 With Reference Number : DGTHQ/R/T/25/00355

Remarks : May pertains to TRAI

Type of Receipt : Electronically Transferred from Other Public Authority

Language of Request : English

Status(Ru

Is Requester Be

Line ? :

Status

Amount Paid : 0)

Mode of Payment Payment Gateway

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

Request Pertains to :

Information Sought : Copies of guidelines or regulations issued by TRAI or DoT regarding tariff fixation by Reliance Jio Airtel VI and BSNL

Copies of notifications or circulars prescribing minimum Quality of Service standards for network connectivity call drop rates and internet services

Reports or data submitted by Reliance Jio Airtel VI and BSNL regarding compliance with QoS standards in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data is not available then for Chengalpattu district for the last 6 months

Orders or notices issued to Reliance Jio Airtel VI and BSNL in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data is not available then for Chengalpattu district in the last one year for non compliance with QoS standards or poor network services

Copies of guidelines circulars or standard operating procedures issued by TRAI or DoT for monitoring network quality and performance of telecom

operators in India

Documents or notifications specifying officers authorities or committees responsible for monitoring and ensuring compliance with network quality standards by telecom operators

Orders notices penalty reports or action taken reports issued by TRAI or DoT in the last one year against telecom operators for not meeting Quality of Service standards in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data is not available then for Chengalpattu district

Documents or notifications prescribing procedure for telecom operators to report network quality and performance data to TRAI or DoT periodically

Standard procedure prescribed by TRAI or DoT for consumers to file complaints against telecom companies for poor network service

Guidelines or notifications regarding process for escalation of consumer complaints from telecom companies to TRAI or DoT and further to consumer courts in cases of deficiency in telecom services

Public notices circulars or advisories issued by TRAI or DoT in the last one year regarding consumer rights related to telecom services and network quality

Original RTI Text : Copies of guidelines or regulations issued by TRAI or DoT regarding tariff fixation by Reliance Jio Airtel VI and BSNL

Copies of notifications or circulars prescribing minimum Quality of Service standards for network connectivity call drop rates and internet services

Reports or data submitted by Reliance Jio Airtel VI and BSNL regarding compliance with QoS standards in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data is not available then for Chengalpattu district for the last 6 months

Orders or notices issued to Reliance Jio Airtel VI and BSNL in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data is not available then for Chengalpattu district in the last one year for non compliance with QoS standards or poor network services

Copies of guidelines circulars or standard operating procedures issued by TRAI or DoT for monitoring network quality and performance of telecom operators in India

Documents or notifications specifying officers authorities or committees responsible for monitoring and ensuring compliance with network quality standards by telecom operators

Orders notices penalty reports or action taken reports issued by TRAI or DoT in the last one year against telecom operators for not meeting Quality

RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00116

Date of Receipt : 11/07/2025

Transferred From : Department of Telecommunications on 11/07/2025 With Reference Number :
DOTEL/R/T/25/00616

Remarks : CPIO, TRAI is requested to provide information to the RTI applicant directly, in terms of Section 6(3) of the RTI Act, 2005.

Type of Receipt : Electronically Transferred from Other
Public Authority

Language of Request : English

Statu

Is Requester Below Poverty Line ? : Yes

Citizenship Status Indian

Amount Paid : 0)

Mode of Payment Payment Gateway

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

Request Pertains to :

Information Sought : Copies of guidelines or regulations issued by TRAI or DoT regarding tariff fixation by Reliance Jio Airtel VI and BSNL

Copies of notifications or circulars prescribing minimum Quality of Service standards for network connectivity call drop rates and internet services

Reports or data submitted by Reliance Jio Airtel VI and BSNL regarding compliance with QoS standards in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data is not available then for Chengalpattu district for the last 6 months

Orders or notices issued to Reliance Jio Airtel VI and BSNL in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data is not available then for Chengalpattu district in the last one year for non compliance with QoS standards or poor network services

Copies of guidelines circulars or standard operating procedures issued by

TRAI or DoT for monitoring network quality and performance of telecom operators in India

Documents or notifications specifying officers authorities or committees responsible for monitoring and ensuring compliance with network quality standards by telecom operators

Orders notices penalty reports or action taken reports issued by TRAI or DoT in the last one year against telecom operators for not meeting Quality of Service standards in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data is not available then for Chengalpattu district

Documents or notifications prescribing procedure for telecom operators to report network quality and performance data to TRAI or DoT periodically

Standard procedure prescribed by TRAI or DoT for consumers to file complaints against telecom companies for poor network service

Guidelines or notifications regarding process for escalation of consumer complaints from telecom companies to TRAI or DoT and further to consumer courts in cases of deficiency in telecom services

Public notices circulars or advisories issued by TRAI or DoT in the last one year regarding consumer rights related to telecom services and network quality

Original RTI Text : Copies of guidelines or regulations issued by TRAI or DoT regarding tariff fixation by Reliance Jio Airtel VI and BSNL

Copies of notifications or circulars prescribing minimum Quality of Service standards for network connectivity call drop rates and internet services

Reports or data submitted by Reliance Jio Airtel VI and BSNL regarding compliance with QoS standards in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data is not available then for Chengalpattu district for the last 6 months

Orders or notices issued to Reliance Jio Airtel VI and BSNL in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data is not available then for Chengalpattu district in the last one year for non compliance with QoS standards or poor network services

Copies of guidelines circulars or standard operating procedures issued by TRAI or DoT for monitoring network quality and performance of telecom operators in India

Documents or notifications specifying officers authorities or committees responsible for monitoring and ensuring compliance with network quality standards by telecom operators

Orders notices penalty reports or action taken reports issued by TRAI or

DoT in the last one year against telecom operators for not meeting Quality of Service standards in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data is not available then for Chengalpattu district

Documents or notifications prescribing procedure for telecom operators to report network quality and performance data to TRAI or DoT periodically

Standard procedure prescribed by TRAI or DoT for consumers to file complaints against telecom companies for poor network service

Guidelines or notifications regarding process for escalation of consumer complaints from telecom companies to TRAI or DoT and further to consumer courts in cases of deficiency in telecom services

Public notices circulars or advisories issued by TRAI or DoT in the last one year regarding consumer rights related to telecom services and network quality

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RTI REQUEST DETAILS

Registration No. : TRAOI/R/X/25/00023

Date of Receipt : 17/07/2025

Transferred From : Department of Telecommunications on 17/07/2025 With Reference Number :
DOTEL/R/T/25/00616/1

Remarks : The part information may be pertaining to DoT. Hence, in terms of Section 6 (3) (ii) of the RTI Act 2005 this RTI request is being transferred to DoT to provide the related information, if any, directly to you.

Type of Receipt : Electronically Transferred from Other
Public Authority

Language of Request : English

Status(R

**Is Re
Po**

Amount Paid : 0)

Mode of Payment Payment Gateway

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

**Request Pertains
to :**

Information Sought : The part information may be pertaining to TRAI. Hence, in terms of Section 6 (3) (ii) of the RTI Act 2005 this RTI request is being transferred to DoT to provide the related information, if any, directly to the applicant.

Original RTI Text : Copies of guidelines or regulations issued by TRAI or DoT regarding tariff fixation by Reliance Jio Airtel VI and BSNL

Copies of notifications or circulars prescribing minimum Quality of Service standards for network connectivity call drop rates and internet services

Reports or data submitted by Reliance Jio Airtel VI and BSNL regarding compliance with QoS standards in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data is not available then for Chengalpattu district for the last 6 months

Orders or notices issued to Reliance Jio Airtel VI and BSNL in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data is not available then for Chengalpattu district in the last one year for non compliance with QoS standards or poor network

services

Copies of guidelines circulars or standard operating procedures issued by TRAI or DoT for monitoring network quality and performance of telecom operators in India

Documents or notifications specifying officers authorities or committees responsible for monitoring and ensuring compliance with network quality standards by telecom operators

Orders notices penalty reports or action taken reports issued by TRAI or DoT in the last one year against telecom operators for not meeting Quality of Service standards in Agaram Thangal village Manampathy panchayat Thiruporur taluk Chengalpattu district Tamil Nadu 603105 or if village data is not available then for Chengalpattu district

Documents or notifications prescribing procedure for telecom operators to report network quality and performance data to TRAI or DoT periodically

Standard procedure prescribed by TRAI or DoT for consumers to file complaints against telecom companies for poor network service

Guidelines or notifications regarding process for escalation of consumer complaints from telecom companies to TRAI or DoT and further to consumer courts in cases of deficiency in telecom services

Public notices circulars or advisories issued by TRAI or DoT in the last one year regarding consumer rights related to telecom services and network quality

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(321)/2025-RTI

Dated: 21-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your Four (04) similar RTI applications received online on the RTI portal vide Reg. No. TRAOI/R/E/25/00457, dated 28.06.2025 and another received through transferred online from DoT vide Reg. Nos. TRAOI/R/T/25/00107, dated 09.07.2025, TRAOI/R/T/25/00116, dt 11.07.2025 and No. TRAOI/R/X/25/00023, dated 17.07.2025, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	TRAI has no information to offer on specific query raised by you. However, with regard to the guidelines issued by DoT, it is informed that the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 01.07.2025 for providing the related information, if any, directly to you.
2.	Kindly refer TRAI's regulations- "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline And Wireless) Service Regulations, 2024 (06 of 2024)" dated 2.8.2024 which are available on TRAI's website :- www.trai.gov.in at url: https://traigov.in/sites/default/files/2024-10/Regulation_02082024.pdf
3 to 8.	Kindly refer TRAI's regulations- "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline And Wireless) Service Regulations, 2024 (06 of 2024)" dated 2.8.2024 which are available on TRAI's website :- www.trai.gov.in at url: https://traigov.in/sites/default/files/2024-10/Regulation_02082024.pdf As per the said QoS regulations, TRAI monitors the performance of service providers against the prescribed benchmark for various Quality of Service parameters on Licensed Service Area (LSA) basis. The performance of service providers on Quality-of-Service parameters are available in public domain and can be accessed at the TRAI website www.trai.gov.in under Indicator Reports at the following url- https://www.trai.gov.in/release-publication/reports/performance-indicators-reports Further, wherever the Quality-of-Service benchmarks are not met, the explanation of the concerned service provider is called for and after

	considering the response of the service provider financial disincentive are imposed on service provider for non-complied QoS parameters.
9.	<p>The TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p>
10.	<p>The TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p> <p>At any point of time, either during the redressal of the complaint under these regulations or thereafter, a consumer can seek legal remedy under any law for the time being in force.</p>
11.	<p>Information is available in the public domain on TRAI's website under the following link: https://www.traigov.in/consumer-outreach</p>

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully, signed by
 SUSHIL KUMAR DUTTA
 Date: 21-07-2025
 16:59:32

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00458

Date of Receipt : 29/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Requeste

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

Request Pertains to :

Information Sought :

I am writing to address an issue regarding a refund for my cancelled JioAirFiber order with reference number [REDACTED]. The order was cancelled, but the refund amount has not been credited to my bank account as expected.

Order Reference Number: [REDACTED]

I have not received the credited amount in my bank account. If it has been credited, could you provide the transaction number of my refund amount.

Thanks

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ACTION HISTORY OF RTI REQUEST No.TRAOI/R/E/25/00458

Applicant Name

[REDACTED]

Text of Application

I am writing to address an issue regarding a refund for my cancelled JioAirFiber order with reference number NO000141KJZD. The order was cancelled, but the refund amount has not been credited to my bank account as expected. Order Reference Number:

N [REDACTED] D I have not received the credited amount in my bank account. If it has been credited, could you provide the transaction number of my refund amount. Thanks

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	29/06/2025	Nodal Officer	
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	03/07/2025	Nodal Officer	The Information sought by you is not specific and clear. Therefore, the same does not fall under the definition of information as per Section 2(f) of the RTI Act 2005.

Print

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00459

Date of Receipt : 29/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Request

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

No(Normal)

Request Pertains to :

Information Sought :

Dear Sir/Madam,

I am writing to report an ongoing issue with our Jio AirFiber internet service, which has been non-functional for the past one month. Despite multiple follow-ups, there has been no proper resolution.

Our previous complaint ([REDACTED]) was closed without resolution, and now the system is not allowing us to register a new complaint or reopen the existing one.

We have also attempted to contact Jio customer care via both phone and email, but have not received any satisfactory response or updates.

This disruption is causing significant inconvenience and financial losses. We request you to kindly:

Intervene and ensure service is resumed immediately, or

Arrange for a refund of the amount paid for the period of non-service.

We would appreciate your support in resolving this matter at the earliest.

Thank you.

Sincerely,

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(323)/2025-RTI

Dated: 22-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 29.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00459, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	Vide your above mentioned RTI application you have not sought any specific information and rather in the nature of a complaint which does not fall 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 D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
digitally signed by
SUSHIL KUMAR DUTTA
Date: 22-07-2025
13:09:41

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00460

Date of Receipt : 30/06/2025

Type of Receipt : Online Receipt

Language of Request : English

St

Is Requester

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

Request Pertains to :

Information Sought :

I would like to inform you about the Refund of new Airtel black connection amounting to rs 2,500 purchased from new bel road Bangalore, in the name of [REDACTED] my daughter, this new order was rejected as my daughter was minor. the mobile number used while applying for purchase of this connection is [REDACTED], in my daughters name.

While the payment was made from my account

While I was assured of refund of rs, 2500 within a week, but no response has been given till yet.

By when my refund will be credited in my account

I have attached a picture of my daughters connection rejection with this application

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ACTION HISTORY OF RTI REQUEST No.TRAOI/R/E/25/00460

Applicant Name



Text of Application

I would like to inform you about the Refund of new Airtel black connection amounting to rs 2,500 purchased from new bel road Bangalore, in the name of kripa kaur my daughter, this new order was rejected as my daughter was minor. the mobile number used while applying for purchase of this connection is 9110191095, in my daughters name. While the payment was made from my account While I was assured of refund of rs, 2500 within a week, but no response has been given till yet. By when my refund will be credited in my account I have attached a picture of my daughters connection rejection with this application

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	30/06/2025	Nodal Officer	
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	03/07/2025	Nodal Officer	The Information sought by you is not specific and clear. Therefore, the same does not fall under the definition of information as per Section 2(f) of the RTI Act 2005.

Print

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00463

Date of Receipt : 26/06/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Request

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

Request Pertains to :

Information Sought :

- 1- How many telecom service providers have changed their tariff plans in the last six months?
- 2- What are the new tariff plans submitted by telecom service providers in the last six months?
- 3- Are the new tariff plans submitted by telecom service providers in compliance with Trai directives?

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

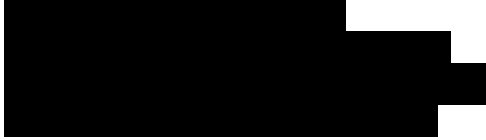
[भारत सरकार / Government of India]



F.No. RT-2/7/(325)/2025-RTI

Dated: 22-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 26.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00463, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 3.	<p>As per the regulatory provisions, tariffs for telecommunication services are generally under forbearance and the service providers are free to decide the rates for calls and SMS based on input cost, competition and other commercial considerations. The service providers, therefore, can decide the components of various vouchers/packs including the MRP, validity and quantum of benefits provided.</p> <p>The tariff offers of TSPs are available on the Tariff portal of TRAI at below link: https://tariff.trai.gov.in/consumerview/index.aspx</p> <p>As per the Direction dated 18.09.2020, TRAI has also mandated Telecom Service Providers (TSPs) to display all tariff offers on their customer care centres, point of sale, retail outlets and on the website with a view to facilitate easy and transparent comparisons. The same is available at https://traigov.in/sites/default/files/2024-09/Direction_18092020_0.pdf</p>

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 22-07-2025
 16:10:45
 (S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00464

Date of Receipt : 01/07/2025

Type of Receipt : Online Receipt

Language of Request : English

St

Is Requester

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

No(Normal)

Request Pertains to :

Information Sought :

- 1) Whether any signal jammers have been installed in the residential and commercial areas of HSR Layout, Sector-1, Vanganahalli, Bengaluru-560102 (Primarily in the 19, 20, 21st Mains)
- 2) Whether any mobile network towers have been decommissioned in the above said area from 2020?
- 3) Whether any dead zones are in effect (Meaning whether network is not available for certain network providers) due to such decommission or non availability of towers in HSR Layout Sector 1 , vanganahalli
- 4) In case i am recieving no signal strength on one sim and even if it shows a certain number of bars of strength on another sim and still no access to internet is shown, then in such a case what kind of resolution can i seek, and from whom if the service providers namely Jio and Airtel, state that there is no issue with the area while i am still facing such issues ?

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(326)/2025-RTI

Dated: 23-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 01.07.2025 filed online on the RTI portal vide Reg. No. TRA0I/R/E/25/00464, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 4.	The Information sought is not available with TRAI. However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 04.07.2025 to DoT for providing the related information, if any, directly to you.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours ~~Digitally~~ signed by
 SUSHIL KUMAR DUTTA
 Date: 23-07-2025
 12:39:21

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00466

Date of Receipt : 02/07/2025

Type of Receipt : Online Receipt

Language of Request : English

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Information Sought :

1. Has TRAI approved the implementation of a double tariff system for incoming calls and SMS under international roaming for Airtel customers?

2. If there is no roaming recharge but the validity period is still active, how can Airtel disconnect its services? What action can TRAI take in such a case?

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Telecom Regulatory Authority of India

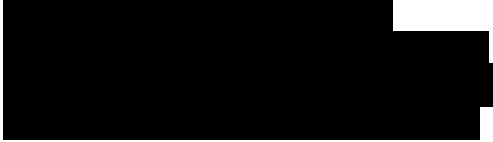
[भारत सरकार / Government of India]



F.No. RT-2/7/(327)/2025-RTI

Dated: 23-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 02.07.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00466, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 & 2.	<p>International roaming charges are under forbearance and TRAI has not specified any charges/ tariff for international roaming.</p> <p>In this regard, TRAI has notified the amendment on Telecom Consumers Protection (Eleventh Amendment) Regulations on 30.09.2020 through which measures to protect consumers from bill shocks while using international mobile roaming service were added. The same is available at below link: https://www.trai.gov.in/sites/default/files/2024-10/Regulation_30092020.pdf</p>

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully signed by
 SUSHIL KUMAR DUTTA
 Date: 23-07-2025
 15:34:19

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00467

Date of Receipt : 02/07/2025

Type of Receipt : Online Receipt

Language of Request : English

Sta

Is Requester

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

Request Pertains to :

Information Sought :

I am using a JIO number [REDACTED]. My last recharge dated on 8 may and validity was upto 30 may.
The telecom service provider threatens me that your number will be dead because you are not doing the recharge. Just after the 32 days, their caller executive from shahdol office threatened that two and half months completed of your recharge and your number will be shutdown and they are forcing me to do the recharge.
I want to know that how many days after the completion of recharge validity the service provider can shutdown my number? And where i can complain against them if they are threatening me within the time limit?

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(329)/2025-RTI

Dated: 25-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 02.07.2025 filed online on the RTI portal vide Reg. No. TRA0I/R/E/25/00467, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The nature of the information sought is in the form of a grievance/complaint and therefore does not fall within the ambit of 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 D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 25-07-2025
15:23:25

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00469

Date of Receipt : 02/07/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Requ

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

Request Pertains to :

Information Sought : 1. Kindly inform the cost of hijacked channels of the pack of consumer id no 1 [REDACTED]

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]



F.No. RT-2/7/(330)/2025-RTI

Dated: 25-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 02.07.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00469, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought vide your above mentioned RTI application is not available in TRAI.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully signed by
 SUSHIL KUMAR DUTTA
 Date: 25-07-2025
 15:24:44

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00474

Date of Receipt : 03/07/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Request

Doe

Liberty of a Person ? :

Request Pertains to :

Information Sought :

1. What action has been taken by you on my legal notice dated 16.05.2025 sent for removal of illegal tower constructed at [REDACTED]?

2. If no action has been taken, the reasons thereof?

3. Kindly also provide me the details of First Appellate Authority to whom appeal in case of need be filed?

Print

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Chamber : [REDACTED]

Speed Post

Dated: 16.05.2025

To
INDUS TOWERS
Building No 10, Tower B, 4th Floor
DLF Cyber City, Gurgaon - 122 002 (Haryana)

Subject: Notice for removal of illegal and unauthorized telephone/other tower.

Sir,

That this notice is being sent to you on behalf of Sh. [REDACTED]
[REDACTED] a Bazar Delhi-110006 (herein after referred to as "our client")

That it is, most respectfully submitted:

1. That our client is peace loving law abiding citizen of India and is in his private avocation.
2. That our client has been informed that a tower of INDUS TOWERS has been installed upon the address of our client bearing details [REDACTED]
[REDACTED]
3. That the property mentioned above belongs to our client and various legal proceedings have taken place for the same with the other parties and our client is also initiating criminal proceedings for the redressal of the issue raised upon the property.

[REDACTED]

1/3

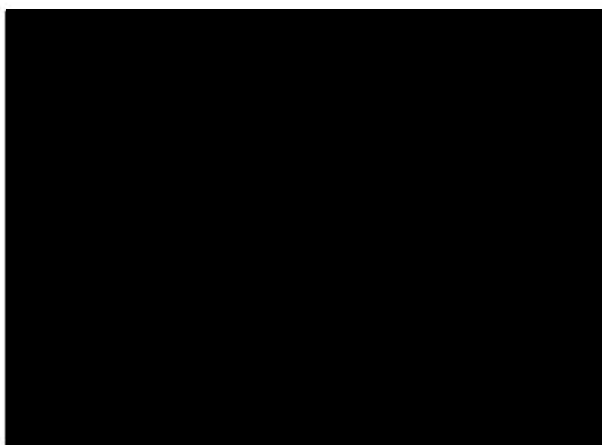
4. That the above mentioned property being the ancestral property has no single ownership at this time and no one is authorized by all the parties to the proceedings, to collect rent and other dues upon the properties.
5. That our client holds the property documents and can and when present the same with the due permission of the court.
6. That our client hereby informs you that the tower installed by you is illegal and also remits radiation above the prescribed limits of law.
7. That all the radiation produced gives harmful effects to the people living in the area and several tenants have made complaint to our client against the same after the same it was brought to the knowledge of our client that the tower has been installed illegally and the same has been installed without the knowledge of our client.
8. That it is also informed to you that our client will soon initiate legal proceedings upon the above mentioned property and the order for stay upon the above mentioned property shall be very soon provided to our client and no third party interest would sustain upon the property.



9. That our client has also made a police complaint for the same and very soon a FIR will be registered upon the present facts and circumstances mentioned in the notice.
10. That our client has been suffering from hardship due to illegal and unauthorized towers construed by and it is hereby instructing you to remove the tower as soon as possible.
11. That a complaint to the relevant departments shall also be made if no action has been taken upon this notice and the tower is removed.

In conclusion, our client states that the tower shall be removed with immediate effect and compensation for the same shall be given to our client.

A copy of the same is kept in our office for legal recourses.



CC To:

- 1. Telecom Regulatory Authority of India (TRAI)
O/o Building No 10, Tower B,
4th Floor DLF Cyber City,
Gurgaon -122 002 (Haryana)**
- 2. Ministry of Communications
O/o Department of
Telecommunications
Sanchar Bhawan, 20 Ashoka
Road New Delhi- 110001**



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(331)/2025-RTI

Dated: 25-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 03.07.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00474, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 3.	The Telecom Regulatory Authority of India (hereinafter referred as "TRAI") has been established under the Telecom Regulatory Authority of India Act, 1997 ("TRAI Act, 1997) and its powers and functions are contained therein. You may refer to various provisions of the TRAI Act 1997 and the details of work done by TRAI on the website of TRAI. The matters pertaining to installation/removal of mobile towers, including payment/agreement of rent and other matters such as employment of guard etc., does not falls within the domain of TRAI. Thus, TRAI is certainly not the appropriate forum for such matters as it cannot adjudicate your case/grievance.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 25-07-2025
 15:27:00

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00479

Date of Receipt : 03/07/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Request

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

Request Pertains to :

Information Sought :

i had applied for a airtel black connection from airtel store located in new bel road bangalore on 20th june 2025 in my daughters name [REDACTED] who is a minor, the charge for this product which included dth and wi fi service was rs 2500. this product was sought for registered mobile number [REDACTED] the payment was done smoothly by upi mode and just after sometime i was informed that the application got rejected as applicant kripa kaur was minor, on inquiring about the refund i was informed that it will be automatically credited in your account. no refund is done till today.

By when my refund of 2500 will be done?
all the valid documents to prove my authenticity are enclosed.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(333)/2025-RTI

Dated: 28-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 03.07.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00479, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The nature of the information sought is in the form of a grievance/complaint and therefore does not fall within the ambit of 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 D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours **Digitally** signed by
SUSHIL KUMAR DUTTA
Date: 28-07-2025
09:54:25

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00480

Date of Receipt : 03/07/2025

Type of Receipt : Online Receipt

Language of Request : English

Sta

Is Requester B

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

Request Pertains to :

Information Sought : I am filing this RTI under the provisions of the Right to Information Act, 2005, to seek information related to TRAI Press Release No. 23/2025, dated 9th April 2025.

RTI Questions:

1. What is the official process to file a complaint to TRAI if a TSP shows false/misleading 5G coverage on its website?
2. If a TSP fails to take corrective action or remove misleading coverage data even after complaints (including PG Portal), what is the escalation mechanism available through TRAI?
3. Does TRAI or the Department of Telecommunications (DoT) have any regulatory or penal provisions to take action against TSPs that knowingly and repeatedly publish false or misleading coverage maps?
4. What are the minimum signal strength parameters (e.g., Reference Signal Received Power (RSRP), SINR, or any other measurable parameter) that must be met by a TSP to declare 5G network availability in a particular geographical area? What technical benchmarks are specified by TRAI for this purpose?
5. In cases where a 5G tower is installed, what is the standard or permissible coverage radius (in kilometers) within which a TSP is allowed to claim 5G service availability on its public coverage maps?
6. What verification or validation processes (technical parameters or field audits) are required by TRAI to ensure the accuracy of geospatial coverage maps published by TSPs?

7. Does TRAI require TSPs to clearly differentiate between indoor and outdoor coverage on their public coverage maps? If yes, what is the regulatory or technical basis for this requirement?

8. Are there any Quality of Service (QoS) benchmarks or parameters specifically defined for 5G services under TRAI regulations?

9. Does TRAI conduct independent audits or verifications of the coverage maps published by TSPs on their websites? If yes, please provide details about the audit methodology, frequency, and relevant policy guidelines.

10. What is the policy or prescribed timeframe for updating coverage maps when there is any change in network availability (either expansion or reduction) in any area? Are TSPs required to periodically refresh this data or update it after infrastructure changes? If yes, what is the mandated frequency or timeline for such updates?

11. If a TSP acknowledges in writing (via email or PG Portal) that 5G services are not available in a specific area but continues to falsely show availability on its public coverage map in website publicly, what recourse or action can the consumer take through TRAI?

12. Since the issuance of Press Release No. 23/2025, has TRAI received any consumer complaints regarding false or misleading 5G coverage claims by TSPs? If yes, kindly provide the number of such complaints, categorized by service provider.

13. Is there a grievance cell, nodal officer, or official contact (email or phone) within TRAI where consumers can directly report such violations or repeated non-compliance with the geospatial coverage map mandate under Press Release No. 23/2025?

Print

Save

Close

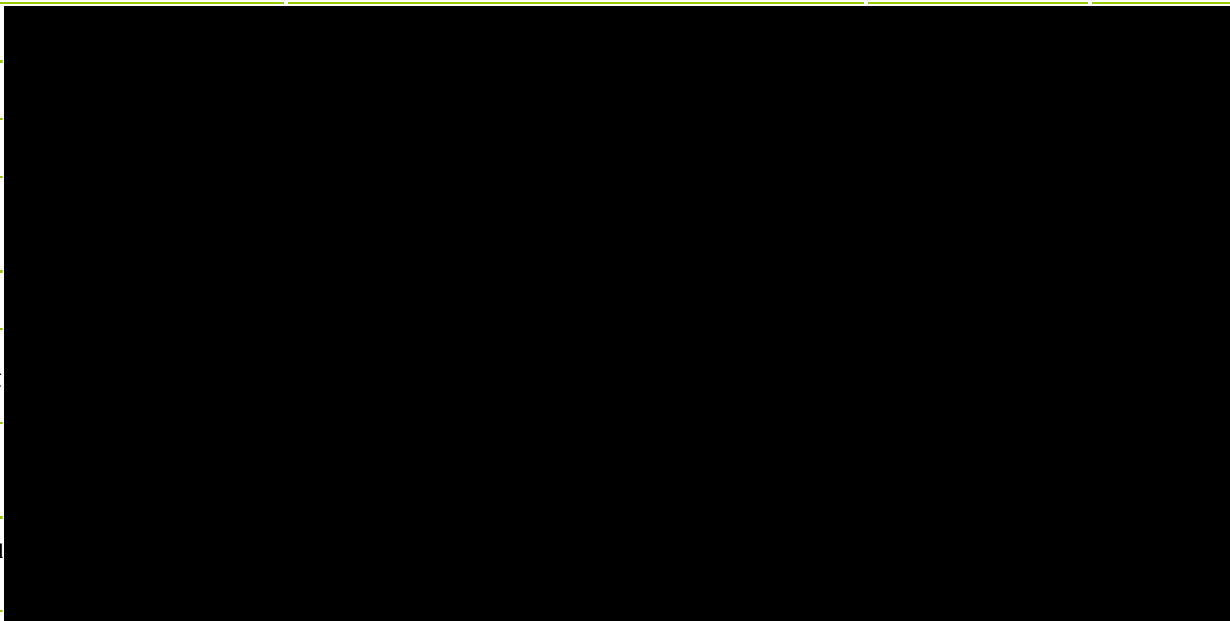
RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00123 **Date of Receipt :** 16/07/2025

Transferred From : Department of Telecommunications on 16/07/2025 With Reference Number : DOTEL/R/T/25/00645/1

Remarks : CPIO, TRAI is requested to provide information to the RTI applicant directly, in terms of Section 6 (3) of the RTI Act, 2005.

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English



St

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Is Requ

Amount Paid : 0 (RTI fee is received by Telecom Regulatory Authority of India (original recipient)) **Mode of Payment** Payment Gateway

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

Information Sought : I am filing this RTI under the provisions of the Right to Information Act, 2005, to seek information related to TRAI Press Release No. 23/2025, dated 9th April 2025.

RTI Questions:

1. What is the official process to file a complaint to TRAI if a TSP shows false/misleading 5G coverage on its website?
2. If a TSP fails to take corrective action or remove misleading coverage data even after complaints (including PG Portal), what is the escalation mechanism available through TRAI?
3. Does TRAI or the Department of Telecommunications (DoT) have any regulatory or penal provisions to take action against TSPs that knowingly and repeatedly publish false or misleading coverage maps?
4. What are the minimum signal strength parameters (e.g., Reference Signal

Received Power (RSRP), SINR, or any other measurable parameter) that must be met by a TSP to declare 5G network availability in a particular geographical area? What technical benchmarks are specified by TRAI for this purpose?

5. In cases where a 5G tower is installed, what is the standard or permissible coverage radius (in kilometers) within which a TSP is allowed to claim 5G service availability on its public coverage maps?

6. What verification or validation processes (technical parameters or field audits) are required by TRAI to ensure the accuracy of geospatial coverage maps published by TSPs?

7. Does TRAI require TSPs to clearly differentiate between indoor and outdoor coverage on their public coverage maps? If yes, what is the regulatory or technical basis for this requirement?

8. Are there any Quality of Service (QoS) benchmarks or parameters specifically defined for 5G services under TRAI regulations?

9. Does TRAI conduct independent audits or verifications of the coverage maps published by TSPs on their websites? If yes, please provide details about the audit methodology, frequency, and relevant policy guidelines.

10. What is the policy or prescribed timeframe for updating coverage maps when there is any change in network availability (either expansion or reduction) in any area? Are TSPs required to periodically refresh this data or update it after infrastructure changes? If yes, what is the mandated frequency or timeline for such updates?

11. If a TSP acknowledges in writing (via email or PG Portal) that 5G services are not available in a specific area but continues to falsely show availability on its public coverage map in website publicly, what recourse or action can the consumer take through TRAI?

12. Since the issuance of Press Release No. 23/2025, has TRAI received any consumer complaints regarding false or misleading 5G coverage claims by TSPs? If yes, kindly provide the number of such complaints, categorized by service provider.

13. Is there a grievance cell, nodal officer, or official contact (email or phone) within TRAI where consumers can directly report such violations or repeated non-compliance with the geospatial coverage map mandate under Press Release No. 23/2025?

Original RTI Text : I am filing this RTI under the provisions of the Right to Information Act, 2005, to seek information related to TRAI Press Release No. 23/2025, dated 9th April 2025.

RTI Questions:

1. What is the official process to file a complaint to TRAI if a TSP shows false/misleading 5G coverage on its website?

2. If a TSP fails to take corrective action or remove misleading coverage data even after complaints (including PG Portal), what is the escalation mechanism available through TRAI?
3. Does TRAI or the Department of Telecommunications (DoT) have any regulatory or penal provisions to take action against TSPs that knowingly and repeatedly publish false or misleading coverage maps?
4. What are the minimum signal strength parameters (e.g., Reference Signal Received Power (RSRP), SINR, or any other measurable parameter) that must be met by a TSP to declare 5G network availability in a particular geographical area? What technical benchmarks are specified by TRAI for this purpose?
5. In cases where a 5G tower is installed, what is the standard or permissible coverage radius (in kilometers) within which a TSP is allowed to claim 5G service availability on its public coverage maps?
6. What verification or validation processes (technical parameters or field audits) are required by TRAI to ensure the accuracy of geospatial coverage maps published by TSPs?
7. Does TRAI require TSPs to clearly differentiate between indoor and outdoor coverage on their public coverage maps? If yes, what is the regulatory or technical basis for this requirement?
8. Are there any Quality of Service (QoS) benchmarks or parameters specifically defined for 5G services under TRAI regulations?
9. Does TRAI conduct independent audits or verifications of the coverage maps published by TSPs on their websites? If yes, please provide details about the audit methodology, frequency, and relevant policy guidelines.
10. What is the policy or prescribed timeframe for updating coverage maps when there is any change in network availability (either expansion or reduction) in any area? Are TSPs required to periodically refresh this data or update it after infrastructure changes? If yes, what is the mandated frequency or timeline for such updates?
11. If a TSP acknowledges in writing (via email or PG Portal) that 5G services are not available in a specific area but continues to falsely show availability on its public coverage map in website publicly, what recourse or action can the consumer take through TRAI?
12. Since the issuance of Press Release No. 23/2025, has TRAI received any consumer complaints regarding false or misleading 5G coverage claims by TSPs? If yes, kindly provide the number of such complaints, categorized by service provider.
13. Is there a grievance cell, nodal officer, or official contact (email or phone) within TRAI where consumers can directly report such violations or repeated non-compliance with the geospatial coverage map mandate under Press Release No. 23/2025?



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(334)/2025-RTI

Dated: 28-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 03.07.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00480, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 & 2	<p>The TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p>
3 to 10	<p>Kindly refer TRAI's regulation-- "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline And Wireless) Service Regulations, 2024 (06 of 2024)" dated 2.8.2024, TRAI has mandated all the service providers for publishing the geospatial coverage map at their websites. The subscribers can visit TRAI website (https://www.trai.gov.in/consumer-info/mobile-coverage-map/service-providers) for accessing geospatial coverage map as published by telecom service providers.</p> <p>Also refer the Direction on – "Standards of QoS of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 dated 02nd August 2024, regarding publication of service wise geospatial coverage map" dated 22.11.2024 on TRAI's website: https://www.trai.gov.in/sites/default/files/2024-11/Direction_22112024.pdf</p>
11 to 13	<p>The Information sought is not available with TRAI.</p> <p>However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 09.07.2025 to DoT for providing the related information, if any, directly to you.</p>

Contd. on next page 02.

::2::

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully signed by
SUSHIL KUMAR DUTTA
Date: 28-07-2025
09:56:18

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRA01/R/E/25/00485

Date of Receipt : 09/07/2025

Type of Receipt : Online Receipt

Language of Request : English

Sta

Is Requester

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

Request Pertains to :

Information Sought : Request for Information and Restoration of VI Mobile Number

Respected Sir Madam,

I, [REDACTED] have been using a Vodafone Idea (VI) mobile number since 2015 as my primary contact. This number was acquired after submitting a valid photo ID (Aadhaar card) and a passport-sized photograph. In 2018 I again submitted KYC documents for a 4G upgrade at the Aliganj VI Store Lucknow.

On 6 July 2025 without any prior intimation or consent my mobile services were suddenly deactivated. Upon visiting multiple VI stores I was informed that my number is not linked with any ID a claim that I strongly contest. I possess valid identification documents including Aadhaar, PAN, Driving License, Passport, and financial service verifications (bank, LIC, UPI, insurance, etc.) associated with this number.

This deactivation has caused severe disruption to my personal, financial, and professional services that are closely linked to this number. Despite numerous store visits, no resolution has been offered.

I would like to request the following information under the RTI Act 2005:

On what grounds was my VI mobile number deactivated without notice

Who authorized or initiated the disconnection?

Was the mandated notice or communication issued prior to deactivation?
If yes, please provide a copy.

What are the official grievance redressal timelines prescribed by DoT or TRAI for such cases?

What is the accountability process for telecom providers in cases of wrongful disconnection?

In addition to the above, I respectfully request that immediate action be taken to reinstate my mobile number and restore all associated services at the earliest, given the adverse impact on my daily life and financial activities.

Kindly consider this matter as urgent and help me seek accountability and reinstatement of my mobile services.

Thank you for your attention.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(343)/2025-RTI

Dated: 30-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 09.07.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00485, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1, 2 & 4.	The information sought is not available with TRAI. However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 17.07.2025 to DoT for providing the related information, if any, directly to you.
3.	The TRAI Act, 1997 does not envisage redressal of individual consumer complaints by TRAI. A consumer can lodge service-related complaints at the complaint centre of their TSPs. In case a complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with the Appellate Authority of the TSPs.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 30-07-2025
 14:58:01

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00486

Date of Receipt : 10/07/2025

Type of Receipt : Online Receipt

Language of Request : English

S

Is Requester

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

Request Pertains to :

Information Sought : To

The Public Information Officer (PIO)

Telecom Regulatory Authority of India (TRAI)
4 th , 5 th, 6th & 7th Floor, Tower-F,
World Trade Centre, Nauroji Nagar,
New Delhi: 110029

Subject: Request under RTI Act, 2005 regarding the status and reissuance eligibility of mobile number [REDACTED]

Respected Sir/Madam,

I am filing this application under the Right to Information Act, 2005 to seek details regarding the current status and possible recovery of mobile number 91 9251464256, which was originally issued by Tata Docomo and was actively used by me until around 2017-2018.

Due to the shutdown of Tata Docomos services in India, I lost access to this number. I did not voluntarily deactivate it, nor did I port it to any other telecom operator. Recently, I have contacted Jio and Airtel to trace the number, but both have confirmed that they neither have any record nor have assigned it to another user. This number appears to be inactive and unallocated at present.

The mobile number [REDACTED] is extremely important for me as it is linked to:

My Aadhaar Card,
Government services (including RTO records) and
My business firm communications and registrations

Given the above, I request that the following information be provided under the RTI Act:

Information Requested:

1. Which telecom operator currently holds or is assigned the mobile number [REDACTED]
2. Is this number currently active, inactive, or in quarantine/reserve status?
3. Has the number been reassigned to any new user?
4. What is the TRAI's official guideline or policy for recovery or reissuance of numbers that became inactive due to the discontinuation of a telecom company like Tata Docomo?
5. What steps can a consumer legally take to reclaim such a mobile number if it has not been reassigned and is still inactive?
6. If the number is inactive and unassigned, is there any provision by which the number can be issued back to its original user?

Applicant Details:

[REDACTED]

Date: 10 July 2025

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(344)/2025-RTI

Dated: 30-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 10.07.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00486, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 6.	The Information sought is not available with TRAI. However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 18.07.2025 to DoT for providing the related information, if any, directly to you.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 30-07-2025
14:48:43

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

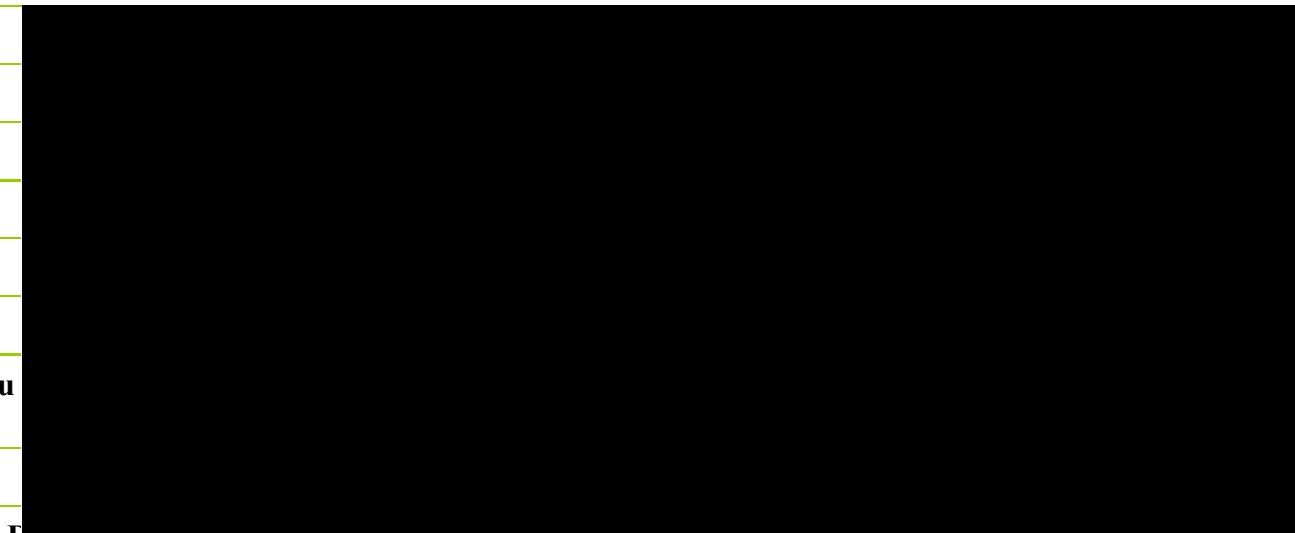
Registration No. : TRAOI/R/E/25/00490

Date of Receipt : 10/07/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Requ



Liberty of a Person ? :

Request Pertains to :

Information Sought : To
Central Public Information Officer
Telecom Regulatory Authority of India (TRAI)
Mahanagar Doorsanchar Bhawan, JLN Marg, New Delhi 110002

Subject: Request for information under RTI Act 2005 regarding Nodal Officers and Appellate Authorities of telecom companies in Himachal Pradesh

Respected Sir/Madam

I am [REDACTED]. I hereby seek the following information under Section 6(1) of the RTI Act 2005:

1. Name, office address and contact number of the Nodal Officers of the following telecom companies operating in Himachal Pradesh:

Reliance Jio

Vodafone Idea (Vi)

Bharti Airtel

2. Name, office address and contact number of the Appellate Authorities appointed by these companies in Himachal Pradesh for handling consumer complaints.

3. A copy of any official circular or updated list maintained by TRAI regarding the Nodal Officers and Appellate Authorities of telecom operators in Himachal Pradesh, if available.

Note: If any part of the requested information does not fall under your jurisdiction, kindly transfer the application to the concerned authority as per Section 6(3) of the RTI Act and inform me accordingly.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(346)/2025-RTI

Dated: 31-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 10.07.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00490, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought is not available with TRAI.
2 & 3.	The information may be accessed from the following link: https://www.trai.gov.in/sites/default/files/2025-07/Appellate_Authority_Adivisory_Committee_14072025.pdf

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 31-07-2025
 15:15:08

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

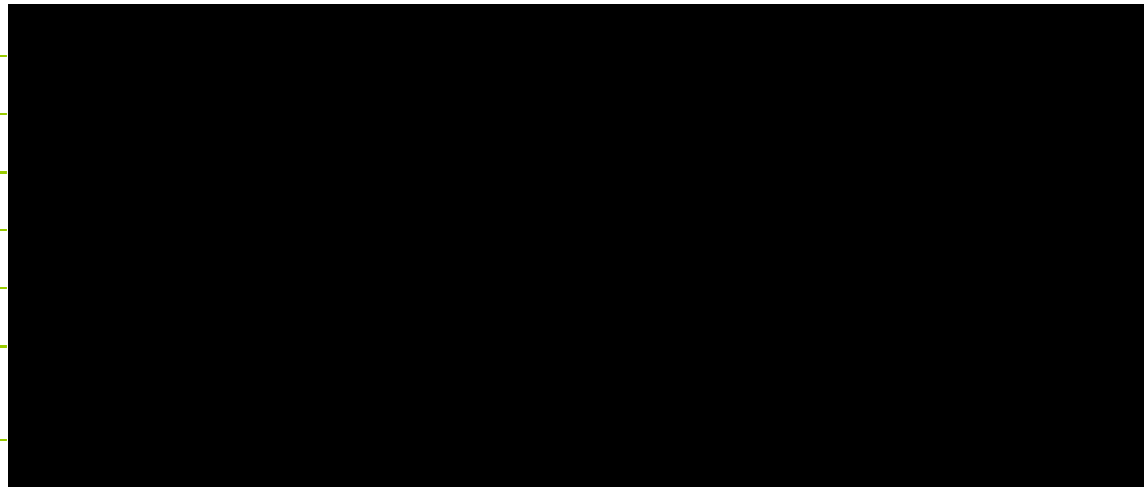
RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00491

Date of Receipt : 10/07/2025

Type of Receipt : Online Receipt

Language of Request : English



420

Stat

Is Requester B

eway

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

Request Pertains to :

1. Whether telecom service providers including Reliance Jio are obligated under TRAI regulations to refund the unutilized portion of advance rental paid by a consumer if the consumer discontinues the service before the end of the rental period?
2. Does any TRAI regulation, notification, or guideline permit a telecom operator to deny refund of advance rental solely on the ground that the service was discontinued before the end of the committed period?
3. Are telecom service providers required to refund unused balances such as prepaid plan amount or voucher value at the time of disconnection, under the Telecom Consumers Charter or any other TRAI rules?
4. Is it mandatory for telecom service providers to obtain explicit consumer consent before enforcing a no-refund clause in Advance Rental Plans?
5. Are telecom operators allowed to deny refunds based on internal policy if such policy is not disclosed or accepted by the consumer?
6. Are telecom service providers like Reliance Jio required to file or publish the terms and conditions of their Advance Rental Plans with TRAI? If yes, please provide the relevant regulation or circular.
7. Kindly provide a copy or web link of the latest TRAI guidelines or rules governing refund of advance rental or plan amounts for FTTH or broadband services discontinued before the end of the billing cycle.

Information Sought :

I request the above information in PDF format by email. If any information is not held by TRAI, kindly state so as per Section 7(9) of the RTI Act.

Print

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

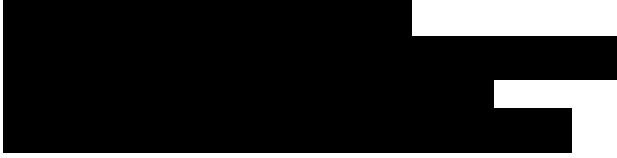
[भारत सरकार / Government of India]



F.No. RT-2/7/(347)/2025-RTI

Dated: 30-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Madam,

Please refer to your RTI application dated 10.07.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00491, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 7.	TRAI has not issued any direction/regulation/guideline on refund of advance rental on discontinuation. Hence, the information sought on the specific query raised by you is not available with TRAI.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully, signed by
 SUSHIL KUMAR DUTTA
 Date: 30-07-2025
 16:32:34

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00500

Date of Receipt : 13/07/2025

Type of Receipt : Online Receipt

Language of Request : English

Status(

Is Requester Below

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

Request Pertains to :

Information Sought : ..

Dear SIr,

My concern is that, i have logged the compile no .31-1 [REDACTED] dated on 8th july after many call to customer care and and airtel engineer, Engineer visit yesterday 9 july 4,30 pm and he checked my connection for approx 1 hour but still could not find the fault. kabhi bola router kharab hi kabhi kuch karab hi , and finally said , I will come to morning around 9.30 on 10th july to resolve your issue

Today again call to engineer around 10.00 am he said i will at your home atb 12.00 pm but he has not com till now i have make a many call to customer care excecutive and senior excecutive and every one said I excalate the matter many boby no body resolve nad satisfactory Answer

your engineer said mere pass bahut saara kaam hi installation lagi hi mere paass time nikal kar a jayunga.....

KOI nahi sun raha hi mere bina OTP ke or Meri bina consent ke meri cpmplaint closed kar di ajj mene New Complain raise karwayi jiska no . 31- [REDACTED]

MEERA BINA CONSENT LIYE MERI COMPALINT KO CLOSED KAR DIYA GYA

very very poor Service airtel

Print

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ACTION HISTORY OF RTI REQUEST No.TRAOI/R/E/25/00500

Applicant Name

[REDACTED]

Text of Application

Dear Sir, My concern is that, i have logged the compile no .31-1[REDACTED]617[REDACTED] dated on 8th july after many call to customer care and and airtel engineer, Engineer visit yesterday 9 july 4,30 pm and he checked my connection for approx 1 hour but still could not find the fault. kabhi bola router kharab hi kabhi kuch karab hi , and finally said , I will come to morning arround 9.30 on 10th july to resolve your issue Today again call to engineer around 10.00 am he said i will at your home atb 12.00 pm but he has not com till now i have make a many call to customer care exceutive and senior excecutive and every one said I excalate the matter many boby no body resolve nad satisfactory Answer .. your engineer said mere pass bahut saara kaam hi installation lagi hi mere paass time nikal kar a jayunga..... KOI nahi sun raha hi mere bina OTP ke or Meri bina consent ke meri cpmplaint closed kar di ajj mene New Complain raise karwayi jiska no . 31-100[REDACTED]91192 MERA BINA CONSENT LIYE MERI COMPALINT KO CLOSED KAR DIYA GYA very very poor Service airtel

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	13/07/2025	Nodal Officer	
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	18/07/2025	Nodal Officer	The Information sought in your RTI application is in the nature of a complaint which does not fall under the definition of 'information' as per section 2(f) of the RTI Act, 2005.

Print

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00504

Date of Receipt : 15/07/2025

Type of Receipt : Online Receipt

Language of Request : English

Stat

Is Requester B

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

Request Pertains to :

Information Sought :

Hi Sir,
I am writing to express my dissatisfaction and seek urgent attention to the critical issue I am facing with my Jio numbers [REDACTED]. Since January 20 2025, I have been experiencing severe problems with both call connectivity and internet services.

For several weeks now, my phone consistently displays 0 or only 1 bar of network strength. Calls either fail completely or drop mid-conversation. People calling me repeatedly get a switched off message due to poor connection. The internet is extremely unstable and slow, making basic online tasks impossible to accomplish.

Despite recharging for an annual plan with 5G services, I am not able to use 4G properly. This is a major hindrance as I rely entirely on uninterrupted phone and internet services for my professional commitments.

I have raised multiple complaints through the customer service helpline, but no action has been taken to resolve these issues. Below are the MR IDs and SR IDs generated for my complaints:

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

This issue is not limited to me alone but affects the entire village of Biralgoria. Below are my address details for your reference:

Vill: [Redacted]
[Redacted]

As a loyal customer with an active balance and services, it is disappointing to see no resolution for this critical issue. If the problem is not resolved immediately, I will be compelled to:

Port my Jio numbers to another service provider with a more reliable network.

Encourage other residents of my village to switch to alternative providers.

I urge your team to take immediate action to resolve these network issues.

Awaiting your prompt response.

Yours [Redacted]
[Redacted]

Print

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Close

ACTION HISTORY OF RTI REQUEST No.TRAOI/R/E/25/00504

Applicant Name

[REDACTED]

Text of Application

Hi Sir, I am writing to express my dissatisfaction and seek urgent attention to the critical issue I am facing with my Jio numbers [REDACTED]. Since January 20 2025, I have been experiencing severe problems with both call connectivity and internet services. For several weeks now, my phone consistently displays 0 or only 1 bar of network strength. Calls either fail completely or drop mid-conversation. People calling me repeatedly get a switched off message due to poor connection. The internet is extremely unstable and slow, making basic online tasks impossible to accomplish. Despite recharging for an annual plan with 5G services, I am not able to use 4G properly. This is a major hindrance as I rely entirely on uninterrupted phone and internet services for my professional commitments. I have raised multiple complaints through the customer service helpline, but no action has been taken to resolve these issues. Below are the MR IDs and SR IDs generated for my complaints: Recent SR IDs: SR00001XVQTQ SR00001XPL2F SR00001X22IM Older SR IDs: [REDACTED]

[REDACTED] MR0001K96SCW MR0001K0XOIR MR0001K1WH4B This issue is not limited to me alone but affects the entire village of Biralgoria. Below are my address details for your reference: Vill: Biralgoria PO: Batikara District: Purulia (WB) Pin: 723148 Landmark: Near Biralgoria Kali Mandir As a loyal customer with an active balance and services, it is disappointing to see no resolution for this critical issue. If the problem is not resolved immediately, I will be compelled to: Port my Jio numbers to another service provider with a more reliable network. Encourage other residents of my village to switch to alternative providers. I urge your team to take immediate action to resolve these network issues. Awaiting your prompt response. Yours sincerely, [REDACTED] Phone Numbers: [REDACTED]

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	15/07/2025	Nodal Officer	
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	18/07/2025	Nodal Officer	The Information sought in your RTI application is in the nature of a complaint which does not fall under the definition of 'information' as per section 2(f) of the RTI Act, 2005.

Print

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00508

Date of Receipt : 17/07/2025

Type of Receipt : Online Receipt

Language of Request : English

Status

Is Requester Bel

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

Request Pertains to :

Information Sought :

I wish to bring to your kind notice that I had booked for an Airtel fiber connection on 5 July but till now there has been no response from their end I have contacted their customer service multiple times and every time I was told that the technician will come today or tomorrow but no one has visited so far I have also called multiple numbers provided by them but either there is no answer or the response is vague They have neither installed the connection nor refunded my booking amount

I kindly request your intervention in the matter and urge you to take necessary action to ensure timely resolution

Thanking you

Print

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ACTION HISTORY OF RTI REQUEST No.TRAOI/R/E/25/00508

Applicant Name



Text of Application

I wish to bring to your kind notice that I had booked for an Airtel fiber connection on 5 July but till now there has been no response from their end I have contacted their customer service multiple times and every time I was told that the technician will come today or tomorrow but no one has visited so far I have also called multiple numbers provided by them but either there is no answer or the response is vague They have neither installed the connection nor refunded my booking amount I kindly request your intervention in the matter and urge you to take necessary action to ensure timely resolution
Thanking you

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	17/07/2025	Nodal Officer	
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	29/07/2025	Nodal Officer	The Information sought by you is not specific and clear. Therefore, the same does not fall under the definition of information as per Section 2(f) of the RTI Act 2005.

Print

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00524

Date of Receipt : 24/07/2025

Type of Receipt : Online Receipt

Language of Request : English

St

Is Requester

Does i

Liberty of a Person ? :

Request Pertains to :

Information Sought :

Sir there is a issues regarding jio network at my location about that I informed jio support team but they not provide any solution regarding this I am facing problem from 6 months about 2500 jio coustomer are facing problem at my location sir please take action against jio company

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ACTION HISTORY OF RTI REQUEST No.TRAOI/R/E/25/00524

Applicant Name



Text of Application

Sir there is a issues regarding jio network at my location about that I informed jio support team but they not provide any solution regarding this I am facing problem from 6 months about 2500 jio coustomer are facing problem at my location sir please take action against jio company

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	24/07/2025	Nodal Officer	
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	29/07/2025	Nodal Officer	The Information sought by you is not specific and clear. Therefore, the same does not fall under the definition of information as per Section 2(f) of the RTI Act 2005.

Print

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00081	Date of Receipt :	09/06/2025
Transferred From :	Department of Telecommunications on 09/06/2025 With Reference Number : DOTEL/R/T/25/00506		
Remarks :	RTI is transferred u/s 6(3) to TRAI for points concerned.		
Mode of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
Status(Ru			
			provided
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	0 (RTI fee is received by Ministry of Electronics & Information Technology (original recipient))	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	<p>SIR/MAM I AM ATTACHING MY RTI APPLICATION IN PDF FORMAT . IT SEEKS INFORMATION REGARDING ANY ADVISORY,POLICY,OR LEGAL CLARIFICATION ISSUED BY THE MINISTRY REGARDING VOICE-ONLY RECORDING (NO VIDEO HARMS OTHER PRIVACY) MADE BY INDIVIDUALS FOR SELF PROTECTION OR DOCUMENTATION , ESPECIALLY IN SERVICE RELATED SITUATIONS.KINDLY CONSIDER THE ATTACHED DOCUMENT AS MY FORMAL RTI REQUEST.</p>		
Original RTI Text :	<p>SIR/MAM I AM ATTACHING MY RTI APPLICATION IN PDF FORMAT . IT SEEKS INFORMATION REGARDING ANY ADVISORY,POLICY,OR LEGAL CLARIFICATION ISSUED BY THE MINISTRY REGARDING VOICE-ONLY RECORDING (NO VIDEO HARMS OTHER PRIVACY) MADE BY INDIVIDUALS FOR SELF PROTECTION OR DOCUMENTATION , ESPECIALLY IN SERVICE RELATED SITUATIONS.KINDLY CONSIDER THE ATTACHED DOCUMENT AS MY FORMAL RTI REQUEST.</p>		
<input type="button" value="Print"/> <input type="button" value="Save"/> <input type="button" value="Close"/>			

RTI Application under the Right to Information Act, 2005

To,

The Central Public Information Officer (CPIO)

Ministry of Electronics & Information Technology (MeitY)

Government of India

Subject: Request for Information Regarding Legality and Policy on Voice-only Recording by Individuals

Respected Sir/Madam,

Under the provisions of the Right to Information Act, 2005, I seek the following information:

1. Has the Ministry of Electronics & Information Technology (MeitY) issued any circular, advisory, notification, or legal opinion regarding the act of individuals recording their own voice-only conversations in public or semi-public environments, such as bank branches, government offices, or digital service points?
2. Is there any guideline or instruction issued by MeitY that restricts or prohibits voice-only recording by individuals for the purpose of personal documentation, grievance support, or protection in service-related interactions?
3. Has the Ministry issued any guidance to clarify whether such recordings-made without third-party consent-are treated as a privacy violation or criminal offense under IT Act or related laws?
4. Has MeitY responded to any query, grievance, or legal clarification request from the public, companies, or other departments regarding voice-only recording as a means of user protection or evidence? If yes, please provide copies.

5. If such instructions or documents exist, kindly provide certified copies or notification references.

Preferred mode of reply: Email or postal.

Sincerely,

██████████

Date: May 25, 2025



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(283)/2025-RTI

Dated: 02-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 09.05.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00081, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 5.	<p>All Telecom Service Providers are governed by the License Agreement entered into with the Licensor (Department of Telecommunications) DoT. All instructions on 'privacy' are issued by the Licensor.</p> <p>Para 37 of Chapter V of the Unified License under 'Operating Conditions' provides that: <i>"37.1....the Licensee shall have the responsibility to ensure protection of privacy of communication and to ensure that unauthorized interception of MESSAGE does not take place,"</i></p>

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 02-07-2025
 16:57:53

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRA0I/R/T/25/00085

Date of Receipt : 16/06/2025

Transferred From : Department of Telecommunications on 16/06/2025 With Reference Number : DOTEL/R/E/25/00536

Remarks : CPIO, TRAI is requested to provide information to the RTI applicant directly in terms of Section 6(3) of the RTI Act, 2005.

Type of Receipt : Electronically Transferred from Other Public Authority

Language of Request : English

Stat

Letter No. : Details not provided

Letter Date : Details not provided

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 :

Information Sought :

Airtel is been cheating on me .. i have been complaining to the airtel when i was offered unlimited 5g why they are not able to give the service i have recharged for annual pack and its clearly written unlimited 5g till2026 i am attaching in the PDF , now why they are not providing me? , i have been complaining to airtel more than 1 month , where should i go and what should i do . Only thing i hear is when you are in strong 5g data is not consumed but i dont understand one pont if iam not in 5G how can i play 8k video and finished the data in 2-4mins . even if iam complaining by dailing 121 they dont give tickets or complaint number so that i can ask also if query was resolve or not.

Original RTI Text :

Airtel is been cheating on me .. i have been complaining to the airtel when i was offered unlimited 5g why they are not able to give the service i have recharged for annual pack and its clearly written unlimited 5g till2026 i am attaching in the PDF , now why they are not providing me? , i have been complaining to airtel more than 1 month , where should i go and what should i do . Only thing i hear is when you are in strong 5g data is not consumed but i dont understand one pont if iam not in 5G how can i play 8k video and finished the data in 2-4mins . even if iam complaining by dailing 121 they

dont give tickets or complaint number so that i can ask also if query was resolve or not.

Print

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(295)/2025-RTI

Dated: 07-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 16.06.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00085, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1.	<p>TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p>

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 07-07-2025
 13:08:11

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

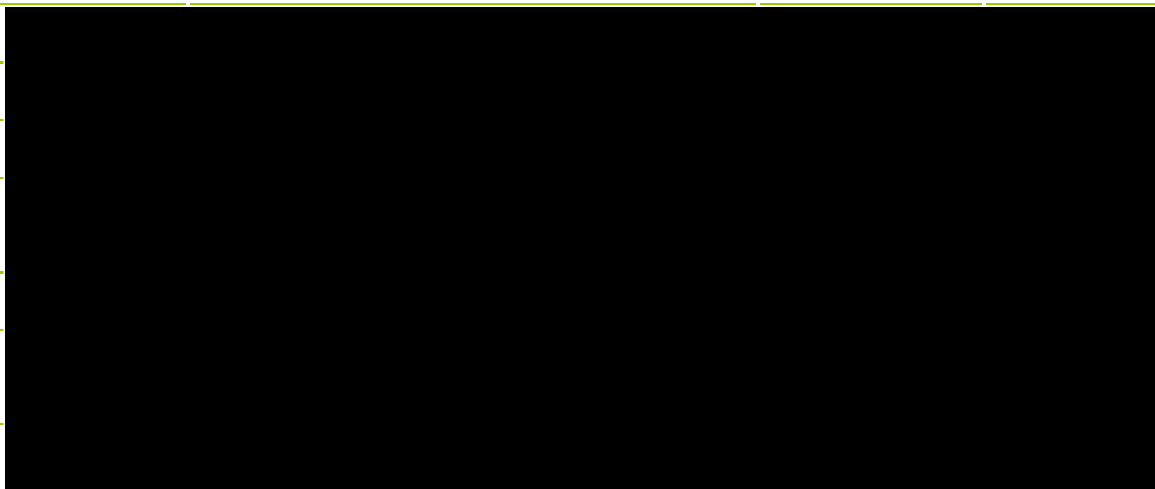
Registration No. : TRA0I/R/T/25/00088 **Date of Receipt :** 23/06/2025

Transferred From : Department of Consumer Affairs on 23/06/2025 With Reference Number : DOCAF/R/E/25/00511

Remarks : RTI is being transfrrred under section 6(3) of RTI Act, 2005.

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English

Status(R



Is Requester Below Poverty Line ? : No **Citizenship Status** Indian

Amount Paid : 0 (RTI fee is received by Department of Consumer Affairs (original recipient)) **Mode of Payment** Payment Gateway

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

Information Sought : Subject I am unable to make calls and browse internet, non availability of Airtel network in my Home(khata no [REDACTED])

The information sought is as follows

1. Please provide the details of Airtel network coverage in my Home(khata no 278, khesra no [REDACTED]) if the given coverage is sufficient to make call from room in ground floor(indoor coverage), including whether the area is covered under Airtels licensed service area and any specific plans for network expansion in this area if not I am ready share my property to airtel for the benefit of my village.
2. Are there any reported complaints or issues regarding Airtels network services in my village If yes, please provide the details and the current status of resolution. Please let me know the total number of complaints in last 5 years.
3. Has TRAI issued any directives or taken any regulatory actions against

Airtel regarding network coverage or service quality in my village If yes, please provide the details in last 5 years.

4. Please provide any relevant reports, studies, or data on telecom infrastructure and service quality in my village that are available with TRAI of last 5 years

I have attached screenshot with network availability at my home.

Subject I am unable to make calls and browse internet, non availability of Airtel network in my Home(khata no 278, khesra no 1456, thana no 443 (village and post Dhangawan, dist Bhojpur, Bihar 802209))

The information sought is as follows

1. Please provide the details of Airtel network coverage in my [REDACTED] [REDACTED] and if the given coverage is sufficient to make call from room in ground floor(indoor coverage), including whether the area is covered under Airtels licensed service area and any specific plans for network expansion in this area if not I am ready share my property to airtel for the benefit of my village.

Original RTI Text :

2. Are there any reported complaints or issues regarding Airtels network services in my village If yes, please provide the details and the current status of resolution. Please let me know the total number of complaints in last 5 years.

3. Has TRAI issued any directives or taken any regulatory actions against Airtel regarding network coverage or service quality in my village If yes, please provide the details in last 5 years.

4. Please provide any relevant reports, studies, or data on telecom infrastructure and service quality in my village that are available with TRAI of last 5 years

I have attached screenshot with network availability at my home.

Print

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(307)/2025-RTI

Dated: 15-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 23.06.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00088, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1.	Vide TRAI regulation-- "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline And Wireless) Service Regulations, 2024 (06 of 2024)" dated 2.8.2024, TRAI has mandated all the service providers for publishing the geospatial coverage map at their websites. The subscribers can visit TRAI website :- https://www.trai.gov.in/consumer-info/mobile-coverage-map/service-providers for accessing geospatial coverage map as published by telecom service providers.
2.	The TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI.
3 & 4.	TRAI monitors the performance of service providers against the prescribed benchmark for various Quality of Service parameters on Licensed Service Area (LSA) basis. Wherever the Quality-of-Service benchmarks are not met, the explanation of the service provider concerned is called for and after considering the response of the service provider financial disincentive are imposed on service provider for non-complied QoS parameters.

Contd. on next page 02.

::2::

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 15-07-2025
10:22:54

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00089 **Date of Receipt :** 23/06/2025

Transferred From : Department of Telecommunications on 23/06/2025 With Reference Number : DOTEL/R/E/25/00550

Remarks : RTI is also being transferred u/s 6(3) to TRAI

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English

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Is Requeste

Line ? :

Status

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

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

Request Pertains to :

Information Sought : It is understood that communications have been exchanged between the Department of Telecommunications (DoT) and the Telecom Regulatory Authority of India (TRAI) with respect to the imposition of financial disincentives against Telecom Service Providers under the Telecom Commercial Communication Customer Preference Regulation, 2018 and consequent contemplated actions under the Unified License. It is also understood from media articles that DoT has refused to take any action against TSPs, including the encashment of bank guarantees.

Therefore, please provide the following information in soft copy.

1. All communications exchanged between the DoT and TRAI with respect to the imposition of Financial Disincentives by TRAI against Telecom Service Providers under the Telecom Commercial Communication Customer Preference Regulation, 2018, especially for the period from 27.09.2024 till date.

2. All communications exchanged between the DoT and TRAI with respect to the invocation of bank guarantees of Telecom Service Providers and any

other actions by DoT under the Unified License in relation to the implementation of the Telecom Commercial Communication Customer Preference Regulation, 2018, especially for the period from 27.09.2024 till date.

3. All file notings of TRAI, DoT or any other department of the Government of India in the possession of the DoT in relation to any file dealing with or discussing the information requested in Item Nos. 1 and 2 above.

4. Any other information regarding the above queries with is in the possession of the DoT.

It is understood that communications have been exchanged between the Department of Telecommunications (DoT) and the Telecom Regulatory Authority of India (TRAI) with respect to the imposition of financial disincentives against Telecom Service Providers under the Telecom Commercial Communication Customer Preference Regulation, 2018 and consequent contemplated actions under the Unified License. It is also understood from media articles that DoT has refused to take any action against TSPs, including the encashment of bank guarantees.

Therefore, please provide the following information in soft copy.

1. All communications exchanged between the DoT and TRAI with respect to the imposition of Financial Disincentives by TRAI against Telecom Service Providers under the Telecom Commercial Communication Customer Preference Regulation, 2018, especially for the period from 27.09.2024 till date.

2. All communications exchanged between the DoT and TRAI with respect to the invocation of bank guarantees of Telecom Service Providers and any other actions by DoT under the Unified License in relation to the implementation of the Telecom Commercial Communication Customer Preference Regulation, 2018, especially for the period from 27.09.2024 till date.

3. All file notings of TRAI, DoT or any other department of the Government of India in the possession of the DoT in relation to any file dealing with or discussing the information requested in Item Nos. 1 and 2 above.

4. Any other information regarding the above queries with is in the possession of the DoT.

Original RTI Text :

Print

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Close

RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00094 **Date of Receipt :** 02/07/2025

Transferred From : Department of Telecommunications on 02/07/2025 With Reference Number : DOTEL/R/E/25/00550/3

Remarks : CPIO, TRAI is requested to provide information to the RTI applicant directly, in terms of Section 6 (3) of the RTI Act 2005.

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English

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Is Requester Below Poverty Line ? : No **Citizenship Status** Indian

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

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

Information Sought : It is understood that communications have been exchanged between the Department of Telecommunications (DoT) and the Telecom Regulatory Authority of India (TRAI) with respect to the imposition of financial disincentives against Telecom Service Providers under the Telecom Commercial Communication Customer Preference Regulation, 2018 and consequent contemplated actions under the Unified License. It is also understood from media articles that DoT has refused to take any action against TSPs, including the encashment of bank guarantees.

Therefore, please provide the following information in soft copy.

1. All communications exchanged between the DoT and TRAI with respect to the imposition of Financial Disincentives by TRAI against Telecom Service Providers under the Telecom Commercial Communication Customer Preference Regulation, 2018, especially for the period from 27.09.2024 till date.
2. All communications exchanged between the DoT and TRAI with respect

to the invocation of bank guarantees of Telecom Service Providers and any other actions by DoT under the Unified License in relation to the implementation of the Telecom Commercial Communication Customer Preference Regulation, 2018, especially for the period from 27.09.2024 till date.

3. All file notings of TRAI, DoT or any other department of the Government of India in the possession of the DoT in relation to any file dealing with or discussing the information requested in Item Nos. 1 and 2 above.

4. Any other information regarding the above queries with is in the possession of the DoT.

It is understood that communications have been exchanged between the Department of Telecommunications (DoT) and the Telecom Regulatory Authority of India (TRAI) with respect to the imposition of financial disincentives against Telecom Service Providers under the Telecom Commercial Communication Customer Preference Regulation, 2018 and consequent contemplated actions under the Unified License. It is also understood from media articles that DoT has refused to take any action against TSPs, including the encashment of bank guarantees.

Therefore, please provide the following information in soft copy.

1. All communications exchanged between the DoT and TRAI with respect to the imposition of Financial Disincentives by TRAI against Telecom Service Providers under the Telecom Commercial Communication Customer Preference Regulation, 2018, especially for the period from 27.09.2024 till date.

2. All communications exchanged between the DoT and TRAI with respect to the invocation of bank guarantees of Telecom Service Providers and any other actions by DoT under the Unified License in relation to the implementation of the Telecom Commercial Communication Customer Preference Regulation, 2018, especially for the period from 27.09.2024 till date.

3. All file notings of TRAI, DoT or any other department of the Government of India in the possession of the DoT in relation to any file dealing with or discussing the information requested in Item Nos. 1 and 2 above.

4. Any other information regarding the above queries with is in the possession of the DoT.

Original RTI Text :

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(308)/2025-RTI

Dated: 15-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your two (02) similar RTI applications received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00089, dated 23.06.2025 and Reg. No. TRAOI/R/T/25/00094, dated 02.07.2025, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 4.	<i>The information sought cannot be provided as it is exempted from disclosure under Section 8 (1)(d) of RTI Act, 2005"</i>

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
signed by
SUSHIL KUMAR DUTTA
Date: 15-07-2025
10:20:42

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRA0I/R/T/25/00090 **Date of Receipt :** 23/06/2025

Transferred From : Department of Telecommunications on 23/06/2025 With Reference Number : DOTEL/R/T/25/00555

Remarks : RTI is transferred u/s 6(3) to TRAI.

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English

Status(R

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Letter No. : Details not provided **Letter Date :** Details not provided

Is Requester Below Poverty Line ? : No **Citizenship Status :** Indian

Amount Paid : 0 (RTI fee is received by **Ministry of Electronics & Information Technology (original recipient))** **Mode of Payment :** Payment Gateway

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

Information Sought : Under the RTI Act, please provide minutes of meetings for all meetings with the Telecom Regulatory Authority of India (TRAI) between May 19 and May 25, 2025

Original RTI Text : Under the RTI Act, please provide minutes of meetings for all meetings with the Telecom Regulatory Authority of India (TRAI) between May 19 and May 25, 2025



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(309)/2025-RTI

Dated: 23-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Madam,

Please refer to your RTI application dated 23.06.2024 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00090, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought by you is neither specific nor identifiable. Further, as per the provisions of the RTI Act, 2005, the Public Information Officer is mandated to provide information that is available on record and in a material form. The Act does not envisage providing interpretations, clarifications, or opinions, nor does it require the PIO to generate or deduce information by drawing inferences or assumptions.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 23-07-2025
 12:38:01

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00091 **Date of Receipt :** 25/06/2025

Transferred From : Department of Telecommunications on 25/06/2025 With Reference Number : DOTEL/R/E/25/00589

Remarks : RTI is also being transferred u/s 6(3) to TRAI for furnishing reply to points concerned.

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English

Statu

Letter No. : Details not provided **Letter Date :** Details not provided

Is Requester Below Poverty Line ? : No **Citizenship Status** Indian

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

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

Information Sought : RTI under the Right to Information Act, 2005, to seek details regarding the steps and actions taken by the Department of Telecommunications against mobile network service providers who are not offering basic recharge or tariff plans without internet services.

Information Requested:

What action has the Department of Telecommunications taken against telecom service providers who only offer monthly plans that include internet services, with no option for users to choose voice-only (non-data) plans?

Are telecom operators mandated to offer basic call-only plans for users who do not require internet services (e.g., users of basic keypad phones)?

If such a mandate exists, please provide copies of relevant circulars, guidelines, or notifications issued to the telecom operators.

If no such mandate exists, please clarify whether the Department has received public grievances on this matter and whether any discussion or regulatory action is under consideration.

Has any telecom operator been fined or penalized for failing to offer call-only plans? If yes, kindly provide details of the penalties, the names of the service providers involved, and the nature of the violations.

Please provide a list of telecom operators who have been issued any warnings, notices, or directives related to plan bundling that excludes basic phone users.

I am a user of a basic keypad phone and I only require voice calling services. However, almost all available recharge options are bundled with internet data, which I do not use. This results in an unnecessary financial burden and seems to overlook the needs of users like me.

RTI under the Right to Information Act, 2005, to seek details regarding the steps and actions taken by the Department of Telecommunications against mobile network service providers who are not offering basic recharge or tariff plans without internet services.

Information Requested:

What action has the Department of Telecommunications taken against telecom service providers who only offer monthly plans that include internet services, with no option for users to choose voice-only (non-data) plans?

Are telecom operators mandated to offer basic call-only plans for users who do not require internet services (e.g., users of basic keypad phones)?

If such a mandate exists, please provide copies of relevant circulars, guidelines, or notifications issued to the telecom operators.

Original RTI Text :

If no such mandate exists, please clarify whether the Department has received public grievances on this matter and whether any discussion or regulatory action is under consideration.

Has any telecom operator been fined or penalized for failing to offer call-only plans? If yes, kindly provide details of the penalties, the names of the service providers involved, and the nature of the violations.

Please provide a list of telecom operators who have been issued any warnings, notices, or directives related to plan bundling that excludes basic phone users.

I am a user of a basic keypad phone and I only require voice calling services. However, almost all available recharge options are bundled with internet data, which I do not use. This results in an unnecessary financial burden and seems to overlook the needs of users like me.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(315)/2025-RTI

Dated: 17-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 25.06.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00091, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 6.	<p>TRAI has no information to offer on the specific queries raised by you.</p> <p>However, it is informed that as per the Telecom Consumer Protection (12th Amendment) Regulation, 2024 notified on 23.12.2024 "Service Provider shall offer at least one Special Tariff Voucher exclusively for voice and SMS with validity period not exceeding three hundred sixty-five days".</p> <p>The referred Regulation is available at link: https://www.trai.gov.in/sites/default/files/2024-12/Regulation_12th_23122024_0.pdf</p>

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 17-07-2025
 10:00:29

(S. K. Dutta)
 Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00093

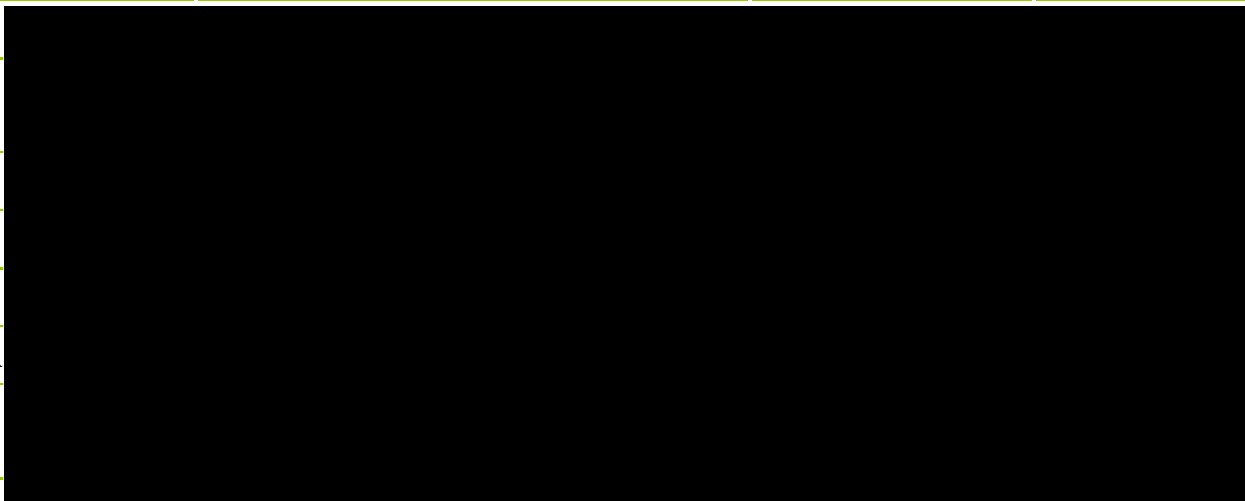
Date of Receipt : 28/06/2025

Transferred From : Department of Telecommunications on 28/06/2025 With Reference Number :
DOTEL/R/E/25/00551

Remarks : The information sought in the RTI Application pertains to TRAI. The applicant is seeking information related to promotional calls, unregistered telemarketing calls and further action, which is regulated by TRAI as per Telecom Commercial Communication Customer Preference Regulation (TCCCPR), 2018. Accordingly, the RTI Application is transferred to TRAI under the Section 6(3) of RTI Act 2005 for providing information, if any, directly to the applicant.

Type of Receipt : Electronically Transferred from Other
Public Authority

Language of Request : English



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Status(R

**Is Req
Poverty Line ? :**

Citizenship Status

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 want to know under which company the Outbound Calling Numbers: [REDACTED] [REDACTED] are registered and which company is authorized to use it as Outbound calling number.

There are multiple people completely unknown to me receiving calls from this number claiming to be from Bajaj Finance Ltd., Shivaji Nagar, Pune branch and that I have taken a loan of Rs. 5,00 000 from Bajaj Finance and didnt paid the EMI due and they are the guarantors on the application. Also, to make them believe, the person calling shares complete KYC details of mine as well as that person.

When the receiver states that they have not submitted any documents for being a guarantor, that person simply shares my mobile number and then these people call me and harass me stating that how I obtained their documents, where I have submitted, etc.

I have formally submitted a complaint to Bajaj Finance Top Leadership along with

RBI. I need the details of the company under whose name these numbers are registered to dig deeper on this Fraud.

I want to know under which company the Outbound Calling Numbers: [REDACTED] [REDACTED] are registered and which company is authorized to use it as Outbound calling number.

There are multiple people completely unknown to me receiving calls from this number claiming to be from Bajaj Finance Ltd., Shivaji Nagar, Pune branch and that I have taken a loan of Rs. 5,00 000 from Bajaj Finance and didnt paid the EMI due and they are the guarantors on the application. Also, to make them believe, the person calling shares complete KYC details of mine as well as that person.

Original RTI Text :

When the receiver states that they have not submitted any documents for being a guarantor, that person simply shares my mobile number and then these people call me and harass me stating that how I obtained their documents, where I have submitted, etc.

I have formally submitted a complaint to Bajaj Finance Top Leadership along with RBI. I need the details of the company under whose name these numbers are registered to dig deeper on this Fraud.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(322)/2025-RTI

Dated: 22-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 28.06.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00093, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1.	<p>The specific information sought is not available with TRAI.</p> <p>However, it is informed that in case the marketing/promotional calls are blocked on DND (Do not Disturb), no promotional call will be received by a customer from Registered Telemarketers (RTMs)/ senders. Promotional calls made by unregistered senders/ Telemarketers are not permitted under the TCCCPR Regulations 2018 and such calls received by customers are treated as Unsolicited Commercial Communications.</p> <p>If a customer has registered his/ her preferences through 1909/ TRAI DND App/ service provider's app/ website for blocking or allowing commercial communications, then Registered Telemarketers (RTMs) are permitted to call/ message the customer in accordance with the preferences or consent provided by customer. However, if Unregistered Telemarketers (UTMs) make commercial communication (Calls/messages), the customer can lodge a complaint via 1909/ TRAI DND App/ service provider's app/ website.</p> <p>To curb Unsolicited Commercial Communication (UCC), TRAI has issued regulations i.e., Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018 and further amended from time to time. (weblink given at the bottom)</p> <p>(a) For valid complaints made by customers against a telemarketer/ sender, if the number of complaints against the Sender are from 5 or more than 5 unique Recipients during the last 10 days, action is taken by Access providers.</p> <p style="text-align: right;">Contd. on next page 02.</p>

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As per TCCCPR 2018, all entities using telecom resources for commercial communication must be registered with an Access Provider and use authorized headers or number series such as 140xxx for commercial/promotional communication & 1600xxxx for making service calls.

For further details, The TCCCPR, 2018 & 2025(2nd Amendment) regulations may be referred on the following link:
<https://traigov.in/release-publication/regulations>

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully, signed by
SUSHIL KUMAR DUTTA
Date: 22-07-2025
13:08:38

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRA01/R/T/25/00097 **Date of Receipt :** 03/07/2025

Transferred From : Ministry of Electronics & Information Technology on 03/07/2025 With Reference Number : DITEC/R/E/25/01005

Remarks : Transferred u/s 6(3) of the RTI Act, 2005 for point concerning.

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English

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Is Requester Below Poverty Line ? : No **Citizenship Status** Indian

Amount Paid : 0 (RTI fee is received by Ministry of Electronics & Information Technology (original recipient)) **Mode of Payment** Payment Gateway

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

Information Sought : Subject Application under the Right to Information Act 2005 regarding user data collection advertisement profiling regulatory inspection and privacy protection by digital platforms in India
Respected Sir Madam
I [REDACTED] a citizen of India under Section 6 1 of the RTI Act 2005 seek information regarding the collection tracking profiling and advertisement targeting practices of major digital platforms such as Google YouTube Facebook Instagram etc operating in India This request specifically relates to regulatory compliance privacy concerns and actions taken by authorities
Kindly provide the following information
1 Is it legally permitted under Indian law for platforms like Google Facebook Meta YouTube and Instagram to collect store track and analyze user browsing or search data for targeted advertisements
2 Under which laws rules notifications or circulars is this activity regulated
Kindly provide certified copies or official links to relevant documents
3 Does Google collect personal data from its platforms Search YouTube Chrome Gmail Android OS etc and use share it with its advertising divisions like Google Ads AdSense or DoubleClick If yes is this considered internal profiling or third party data sharing Is it compliant with Indian data protection

laws

4 Does the Government of India consider such data practices as a threat to user privacy If yes what steps or policy actions have been taken in this regard

5 Has the Ministry or any other body like CERT In TRAI UIDAI or CCI conducted any audit inspection or inquiry into such platforms in the last 5 years

6 If yes provide

Date s of inspection inquiry

Key findings or summary report

Details of penalties or remedial action taken

7 If no inspection has been carried out state the reasons for the lack of regulatory action despite public concerns on surveillance advertising

8 Whether the Ministry or any authority has received complaints or legal representations from citizens or institutions on this issue in the last 5 years If yes provide the number of such complaints and action taken

9 What specific provisions of the Digital Personal Data Protection Act 2023 are being implemented to prevent

Unauthorized sharing of personal data

Cross platform surveillance advertising

Absence of informed user consent

10 Has the Data Protection Board of India been formally constituted and operationalized If yes provide date of establishment and contact details

Note I have also attached a full version of my questions in a separate document due to text limitations

Applicant Details

Name Vishwajit Pachlore

Address

[REDACTED]

Place

[REDACTED]

Original RTI Text : Subject Application under the Right to Information Act 2005 regarding user data collection advertisement profiling regulatory inspection and privacy protection by digital platforms in India

Respected Sir Madam

I [REDACTED] a citizen of India under Section 6 1 of the RTI Act 2005 seek information regarding the collection tracking profiling and advertisement targeting practices of major digital platforms such as Google YouTube Facebook Instagram etc operating in India This request specifically relates to regulatory compliance privacy concerns and actions taken by authorities Kindly provide the following information

1 Is it legally permitted under Indian law for platforms like Google Facebook Meta YouTube and Instagram to collect store track and analyze user browsing or search data for targeted advertisements

2 Under which laws rules notifications or circulars is this activity regulated Kindly provide certified copies or official links to relevant documents

3 Does Google collect personal data from its platforms Search YouTube Chrome Gmail Android OS etc and use share it with its advertising divisions like Google Ads AdSense or DoubleClick If yes is this considered internal profiling or third party data sharing Is it compliant with Indian data protection laws

4 Does the Government of India consider such data practices as a threat to user privacy If yes what steps or policy actions have been taken in this regard
5 Has the Ministry or any other body like CERT In TRAI UIDAI or CCI conducted any audit inspection or inquiry into such platforms in the last 5 years
6 If yes provide
Date s of inspection inquiry
Key findings or summary report
Details of penalties or remedial action taken
7 If no inspection has been carried out state the reasons for the lack of regulatory action despite public concerns on surveillance advertising
8 Whether the Ministry or any authority has received complaints or legal representations from citizens or institutions on this issue in the last 5 years If yes provide the number of such complaints and action taken
9 What specific provisions of the Digital Personal Data Protection Act 2023 are being implemented to prevent
Unauthorized sharing of personal data
Cross platform surveillance advertising
Absence of informed user consent
10 Has the Data Protection Board of India been formally constituted and operationalized If yes provide date of establishment and contact details
Note I have also attached a full version of my questions in a separate document due to text limitations

Applicant Details

Name

[REDACTED]

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RTI Application under the Right to Information Act, 2005

To,
The Public Information Officer (PIO),
Ministry of Electronics and Information Technology,
Government of India,
New Delhi – 110003.

Subject: Application under the Right to Information Act, 2005 regarding user data collection, advertisement profiling, regulatory inspection and privacy protection by digital platforms in India.

Respected Sir/Madam,

I, [REDACTED], a citizen of India, under Section 6(1) of the RTI Act, 2005, respectfully seek information regarding the legal status, regulatory oversight, and governmental response to the ongoing data collection and targeted advertisement practices by major digital platforms (Google, YouTube, Facebook, Instagram, etc.) operating within India. The concerns raised pertain to the usage of personal browsing/search data and its exploitation through advertising platforms, often without the user's express knowledge or consent.

Kindly furnish the following information:

1. Is it legally permitted under Indian law for platforms like Google, Facebook (Meta), YouTube, and Instagram to collect, store, track, and analyze user browsing/search data for the purposes of targeted advertisements?
2. Under what specific legislations, rules, notifications, or circulars is this activity regulated? Kindly furnish copies or links to official documents/policies.
3. Whether Google uses personal data collected from its platforms (Google Search, Chrome, YouTube, Gmail, Android OS, etc.) and shares or transfers the same with its own advertising arm (Google Ads, AdSense, DoubleClick)? If so, is this considered indirect data sharing or internal profiling? Is this practice compliant with Indian data protection laws?
4. Does the Government of India consider such integrated data collection and cross-platform advertisement targeting as a potential privacy concern? If yes, what action has been taken?
5. Has the Ministry of Electronics and Information Technology or any other authority

(CERT-In, TRAI, CCI, UIDAI, etc.) ever conducted any audit, inspection, or inquiry into the data-sharing and targeted ad practices of such platforms in the past 5 years?

6. If such an inspection/audit/inquiry was conducted, please provide:

- Date(s) of inspection
- Findings or summary of conclusion
- Any penal or corrective action taken

7. If no inspection has been carried out, kindly state the reason for regulatory inaction despite widespread concerns over data surveillance and behavioral advertising practices.

8. Whether any Indian citizens or institutions have submitted written complaints or legal representations to the Ministry or Data Protection Board regarding such unauthorized use of data. If yes, furnish total number of complaints received in the last 5 years and actions taken.

9. What specific provisions under the Digital Personal Data Protection Act, 2023 are being implemented currently to prevent:

- Unauthorized sharing of personal data
- Covert surveillance advertising
- Lack of user control over consent

10. Whether the Data Protection Board of India has been formally constituted and operationalised as per the Act. If yes, provide details of:

- Its contact office
- Powers granted
- Mechanism for public grievance redressal

11. What legal recourse or remedies are available to an individual user in India if their personal data is misused for behavioral targeting by foreign or Indian digital platforms?

12. Is there any government directive or advisory that has been issued to platforms regarding respecting the Right to Privacy as upheld in Justice K.S. Puttaswamy v. Union of India (2017)?

13. Whether the Government has taken any steps to hold tech platforms accountable for lack of transparency in how user data is collected, processed, and monetized through advertisements.

14. Whether the Government has issued any notice or engaged in consultations with companies like Google, Meta, or others regarding building independent consent management or audit mechanisms for advertisement profiling in India.

I request that the aforementioned information be furnished to me in English, in digital format through email or through the RTI portal. I am ready to pay any additional fees as prescribed under the RTI Rules, 2012.

Applicant Details:

Name: [REDACTED]

Address: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Yours faithfully,

[REDACTED]



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(335)/2025-RTI

Dated: 28-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 03.07.2025 received through transferred online on the RTI portal from Ministry of Electronics Technology (Meity) vide Reg. No. TRAOI/R/T/25/00097, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

1 to 10.	The information sought vide your above mentioned RTI application is not available with TRAI.
----------	--

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 28-07-2025
11:11:01

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00098 **Date of Receipt :** 03/07/2025

Transferred From : Department of Telecommunications on 03/07/2025 With Reference Number : DOTEL/R/E/25/00637

Remarks : RTI application transferred under section 6 (3) of RTI Act 2005 for providing information, if any directly to the applicant.

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English

Stat

Is Request

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

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

Information Sought : Subject: RTI Request regarding Jio Recharge Policy and Compliance with TRAI Minimum Recharge Rule

I am filing this RTI under Section 6(1) of the RTI Act 2005 to seek information regarding the enforcement and compliance of minimum recharge and SIM validity extension policies by telecom operators particularly Reliance Jio.

1. As per TRAI and DoT guidelines is it mandatory for telecom operators like Reliance Jio Airtel to allow top-up recharges e.g. Rs 10 Rs 20 for users to retain the validity of their mobile number under the 30-day validity extension policy

2. Is it legal for Reliance Jio to block low-value top-up recharges Rs 10 Rs 20 Rs 50 for customers who do not have an active prepaid plan

3. Does TRAI or DoT permit telecom operators like Jio to require users to first purchase a full prepaid plan Rs 155 or more before being eligible for

basic top-up recharges

4. Has TRAI or DoT issued any notices penalties or received complaints regarding Reliance Jio blocking or rejecting low-value recharge requests from customers for maintaining SIM validity

5. Are telecom operators like Jio Airtel required to provide clear communication regarding the minimum recharge policy and auto-deduction for validity extension under Rs 20 recharges

I request the information in English under Section 6(1) of the RTI Act 2005. Please provide a detailed response regarding the above points.

Thank you

Sincerely

[REDACTED]

Original RTI Text : Subject: RTI Request regarding Jio Recharge Policy and Compliance with TRAI Minimum Recharge Rule

I am filing this RTI under Section 6(1) of the RTI Act 2005 to seek information regarding the enforcement and compliance of minimum recharge and SIM validity extension policies by telecom operators particularly Reliance Jio.

1. As per TRAI and DoT guidelines is it mandatory for telecom operators like Reliance Jio Airtel to allow top-up recharges e.g. Rs 10 Rs 20 for users to retain the validity of their mobile number under the 30-day validity extension policy

2. Is it legal for Reliance Jio to block low-value top-up recharges Rs 10 Rs 20 Rs 50 for customers who do not have an active prepaid plan

3. Does TRAI or DoT permit telecom operators like Jio to require users to first purchase a full prepaid plan Rs 155 or more before being eligible for basic top-up recharges

4. Has TRAI or DoT issued any notices penalties or received complaints regarding Reliance Jio blocking or rejecting low-value recharge requests from customers for maintaining SIM validity

5. Are telecom operators like Jio Airtel required to provide clear communication regarding the minimum recharge policy and auto-deduction for validity extension under Rs 20 recharges

I request the information in English under Section 6(1) of the RTI Act 2005. Please provide a detailed response regarding the above points.

Thank you

Sincerely



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(336)/2025-RTI

Dated: 28-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 03.07.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00098, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 5.	TRAI has no information to offer on the specific queries raised by you. However, it is informed that as per the existing regulatory provisions, tariff for telecommunication service is under forbearance except for services such as National Roaming, Rural Fixed Line Services, mobile number portability charges, leased circuits and USSD. Subject to compliance with extant regulatory provisions, service providers are free to design and offer tariffs.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 28-07-2025
11:13:35

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00100 **Date of Receipt :** 03/07/2025

Transferred From : Department of Telecommunications on 03/07/2025 With Reference Number : DOTEL/R/E/25/00634

Remarks : RTI is also being transferred u/s 6(3) to TRAI for furnishing reply to points concerned.

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English

Status :

Letter No. : Details not provided

Letter Date : Details not provided

Is Requester Below Poverty Line ? : Yes

Citizenship Status : Indian

Amount Paid : 0)

Mode of Payment : Payment Gateway

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

Request Pertains to :

Information Sought :

1. Please provide the list of official platforms or grievance redressal mechanisms available to the public for filing complaints against mobile network operators (such as Airtel, Jio, BSNL, Vodafone Idea) regarding poor network quality, call drops, or low internet speed.
2. Please provide detailed information on the appeal process available if the consumer is not satisfied with the resolution of their complaint by:
 - a) The concerned mobile operator
 - b) The Department of Telecommunications (if already filed on PG Portal or CPGRAMS)
3. Please inform whether the Government of India or DoT/TRAI has fixed any minimum internet speed standards (download/upload) for

mobile data services (including 4G and 5G). If yes, kindly provide:

- a) The minimum prescribed speed for 4G and 5G
- b) The date of issuance of such standards and the authority that notified them

4. What measures or actions have been taken by the Department of Telecommunications or TRAI in the last 3 years against mobile operators who consistently fail to provide the minimum quality of service or mobile internet speed? Please provide details such as:

- a) Names of operators penalized or warned
- b) Nature of the action taken
- c) Location/region-wise complaints, if available

5. Please provide copies of any official circulars, notifications, or orders issued by the DoT or TRAI in the last 5 years relating to enforcement of mobile data speed standards, network quality, and consumer grievance redressal.

- Original RTI Text :**
1. Please provide the list of official platforms or grievance redressal mechanisms available to the public for filing complaints against mobile network operators (such as Airtel, Jio, BSNL, Vodafone Idea) regarding poor network quality, call drops, or low internet speed.
 2. Please provide detailed information on the appeal process available if the consumer is not satisfied with the resolution of their complaint by:
 - a) The concerned mobile operator
 - b) The Department of Telecommunications (if already filed on PG Portal or CPGRAMS)
 3. Please inform whether the Government of India or DoT/TRAI has fixed any minimum internet speed standards (download/upload) for mobile data services (including 4G and 5G). If yes, kindly provide:
 - a) The minimum prescribed speed for 4G and 5G
 - b) The date of issuance of such standards and the authority that notified them

4. What measures or actions have been taken by the Department of Telecommunications or TRAI in the last 3 years against mobile operators who consistently fail to provide the minimum quality of service or mobile internet speed? Please provide details such as:

- a) Names of operators penalized or warned
- b) Nature of the action taken
- c) Location/region-wise complaints, if available

5. Please provide copies of any official circulars, notifications, or orders issued by the DoT or TRAI in the last 5 years relating to enforcement of mobile data speed standards, network quality, and consumer grievance redressal.

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RTI REQUEST DETAILS

Registration No. : TRAOI/R/X/25/00022 **Date of Receipt :** 08/07/2025

Transferred From : Department of Telecommunications on 08/07/2025 With Reference Number : DOTEL/R/E/25/00634/1

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English

Sta

Is Requester Below Poverty Line ? : Yes **Citizenship Status** Indian

Amount Paid : 0) **Mode of Payment** Payment Gateway

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

Information Sought : CPIO, TRAI is requested to provide information to the RTI applicant directly except for Point 2 (b) of the RTI request, in terms of Section 6 (3) of the RTI Act, 2005.

Original RTI Text :

1. Please provide the list of official platforms or grievance redressal mechanisms available to the public for filing complaints against mobile network operators (such as Airtel, Jio, BSNL, Vodafone Idea) regarding poor network quality, call drops, or low internet speed.
2. Please provide detailed information on the appeal process available if the consumer is not satisfied with the resolution of their complaint by:
 - a) The concerned mobile operator
 - b) The Department of Telecommunications (if already filed on PG Portal or CPGRAMS)

3. Please inform whether the Government of India or DoT/TRAI has fixed any minimum internet speed standards (download/upload) for mobile data services (including 4G and 5G). If yes, kindly provide:

a) The minimum prescribed speed for 4G and 5G

b) The date of issuance of such standards and the authority that notified them

4. What measures or actions have been taken by the Department of Telecommunications or TRAI in the last 3 years against mobile operators who consistently fail to provide the minimum quality of service or mobile internet speed? Please provide details such as:

a) Names of operators penalized or warned

b) Nature of the action taken

c) Location/region-wise complaints, if available

5. Please provide copies of any official circulars, notifications, or orders issued by the DoT or TRAI in the last 5 years relating to enforcement of mobile data speed standards, network quality, and consumer grievance redressal.

Print

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(337)/2025-RTI

Dated: 28-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your two (02) similar RTI applications received through transferred online on the RTI portal from DoT vide Reg. Nos. TRAOI/R/T/25/00100, dated 03.07.2025 and Reg. No. TRAOI/R/X/25/00022, dated 08.07.2025, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 & 2 (a), (b).	<p>The TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI.</p> <p>In order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p>
3 (a), (b).	<p>TRAI has not prescribed any minimum internet speed for 4G/5G.</p> <p>However, kindly refer the following relevant regulations- "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline And Wireless) Service Regulations, 2024 (06 of 2024)" dated 2.8.2024 which are available on TRAI's website :- www.trai.gov.in at url: https://traigov.in/sites/default/files/2024-10/Regulation_02082024.pdf</p>

	Further, TRAI MySpeed App/ Portal facilitates users to explore the Mobile Data experience of customers across India. Users can submit data by downloading the app and testing their data speeds. TRAI MySpeed Portal provides Crowdsourced data, technology wise, Licensed Service Area (Circle) wise and operator wise. For more details the portal may be accessed through the following link:- https://myspeed.trai.gov.in
4. & 5.	TRAI monitors the performance of service providers against the prescribed benchmark for various Quality of Service parameters on Licensed Service Area (LSA) basis. Wherever the Quality-of-Service benchmarks are not met, the explanation of the service provider concerned is called for and after considering the response of the service provider financial disincentive are imposed on service provider for non-complied QoS parameters. Performance of service providers against various QoS parameters is published on TRAI website and same may be accessed through following links: https://traigov.in/release-publication/qos-reports/pmr-reports

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully signed by
SUSHIL KUMAR DUTTA
Date: 28-07-2025
12:01:07

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00108

Date of Receipt : 09/07/2025

Transferred From : Department of Telecommunications on 09/07/2025 With Reference Number :
DOTEL/R/E/25/00648

Remarks : The RTI Application is marked to concerned CPIO(s) of DoT and also being transferred under Section 6 (3) to TRAI to furnish available information if any to applicant on points concerning them.

Type of Receipt : Electronically Transferred from Other
Public Authority

Language of Request : English

Status

Is R

Poverty Line ? :

Status

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

Mode of Payment : Payment Gateway

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

Request Pertains to :

Information Sought : Please provide the following technical parameters regarding the mobile network service quality provided by AIRTEL, JIO, VI and BSNL in Village Kandwa, Post Bakiya, Tehsil Rampur Baghelan, District Satna, Madhya Pradesh, Pincode 485111:

1. Kindly provide average values recorded for the following parameters over the past 6 months in this area:

- a) RSRP (Reference Signal Received Power)
- b) SINR (Signal to Interference plus Noise Ratio)
- c) RSRQ (Reference Signal Received Quality)
- d) Download and Upload Speed (Mbps) during normal hours and peak hours (8 PM to 11 PM)
- e) Ping (Latency): Minimum, Maximum and Average
- f) Jitter (in milliseconds)
- g) Packet Loss Percentage
- h) Call Drop Rate (%)

2. Please mention whether VoLTE and VoWiFi services are available in this area.

If yes, provide the service quality reports.

3. What is the direction and distance of the nearest mobile tower from Parauha Tola of Village Kandwa?

4. What is the maximum user capacity of the nearest mobile tower?

5. Has the telecom operator conducted any drive test or field test in this area? If yes, please provide the complete report(s).

6. Has TRAI or DoT conducted any network quality assessment, field measurement, or survey in this area in the last 12 months? If yes, please provide a copy of the report. Also mention the exact dates and methodology of testing wherever applicable.

Please provide the following technical parameters regarding the mobile network service quality provided by AIRTEL, JIO, VI and BSNL in Village Kandwa, [REDACTED]

1. Kindly provide average values recorded for the following parameters over the past 6 months in this area:

a) RSRP (Reference Signal Received Power)

b) SINR (Signal to Interference plus Noise Ratio)

c) RSRQ (Reference Signal Received Quality)

d) Download and Upload Speed (Mbps) during normal hours and peak hours (8 PM to 11 PM)

e) Ping (Latency): Minimum, Maximum and Average

f) Jitter (in milliseconds)

g) Packet Loss Percentage

h) Call Drop Rate (%)

Original RTI Text :

2. Please mention whether VoLTE and VoWiFi services are available in this area. If yes, provide the service quality reports.

3. What is the direction and distance of the nearest mobile tower from Parauha Tola of Village Kandwa?

4. What is the maximum user capacity of the nearest mobile tower?

5. Has the telecom operator conducted any drive test or field test in this area? If yes, please provide the complete report(s).

6. Has TRAI or DoT conducted any network quality assessment, field measurement, or survey in this area in the last 12 months? If yes, please provide a copy of the report. Also mention the exact dates and methodology of testing wherever applicable.

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RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00115 **Date of Receipt :** 11/07/2025

Transferred From : Department of Telecommunications on 11/07/2025 With Reference Number : DOTEL/R/E/25/00648/1

Remarks : CPIO, TRAI is requested to provide information to the RTI applicant directly, in terms of Section 6(3) of the RTI Act, 2005.

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English

Stat

Is Requester Below Poverty Line ? : No **Citizenship Status** Indian

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

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

Information Sought : Please provide the following technical parameters regarding the mobile network service quality provided by AIRTEL, JIO, VI and BSNL in [REDACTED], Pincode 485111:

1. Kindly provide average values recorded for the following parameters over the past 6 months in this area:
 - a) RSRP (Reference Signal Received Power)
 - b) SINR (Signal to Interference plus Noise Ratio)
 - c) RSRQ (Reference Signal Received Quality)
 - d) Download and Upload Speed (Mbps) during normal hours and peak hours (8 PM to 11 PM)
 - e) Ping (Latency): Minimum, Maximum and Average
 - f) Jitter (in milliseconds)
 - g) Packet Loss Percentage
 - h) Call Drop Rate (%)

2. Please mention whether VoLTE and VoWiFi services are available in this

area. If yes, provide the service quality reports.

3. What is the direction and distance of the nearest mobile tower from Parauha Tola of Village Kandwa?

4. What is the maximum user capacity of the nearest mobile tower?

5. Has the telecom operator conducted any drive test or field test in this area? If yes, please provide the complete report(s).

6. Has TRAI or DoT conducted any network quality assessment, field measurement, or survey in this area in the last 12 months? If yes, please provide a copy of the report. Also mention the exact dates and methodology of testing wherever applicable.

Please provide the following technical parameters regarding the mobile network service quality provided by AIRTEL, JIO, VI and BSNL in [REDACTED]

[REDACTED], Pincode 485111:

1. Kindly provide average values recorded for the following parameters over the past 6 months in this area:

- a) RSRP (Reference Signal Received Power)
- b) SINR (Signal to Interference plus Noise Ratio)
- c) RSRQ (Reference Signal Received Quality)
- d) Download and Upload Speed (Mbps) during normal hours and peak hours (8 PM to 11 PM)
- e) Ping (Latency): Minimum, Maximum and Average
- f) Jitter (in milliseconds)
- g) Packet Loss Percentage
- h) Call Drop Rate (%)

Original RTI Text :

2. Please mention whether VoLTE and VoWiFi services are available in this area. If yes, provide the service quality reports.

3. What is the direction and distance of the nearest mobile tower from Parauha Tola of Village Kandwa?

4. What is the maximum user capacity of the nearest mobile tower?

5. Has the telecom operator conducted any drive test or field test in this area? If yes, please provide the complete report(s).

6. Has TRAI or DoT conducted any network quality assessment, field measurement, or survey in this area in the last 12 months? If yes, please provide a copy of the report. Also mention the exact dates and methodology of testing wherever applicable.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(342)/2025-RTI

Dated: 30-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your two (02) similar RTI applications received through transferred online on the RTI portal from DoT vide Reg. Nos. TRAOI/R/T/25/00108, dated 09.07.2025 and Reg. No. TRAOI/R/T/25/00115 dated 11.07.2025, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 (a) (h).	<p>Kindly refer TRAI's regulation "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline And Wireless) Service Regulations, 2024 (06 of 2024)" dated 2.8.2024 for benchmark of various QoS parameters prescribed for access service (wireless). Performance of service providers against QoS parameters is being published on TRAI website (https://www.trai.gov.in/release-publication/qos-reports/pmr-reports).</p> <p>Further, TRAI has mandated all the service providers for publishing the geospatial coverage map at their websites. The subscribers can visit TRAI website (http://www.trai.gov.in/consumer-info/mobile-coverage-map/service-providers) for accessing geospatial coverage map as published by telecom service providers.</p> <p>Also refer the Direction dated 22.11.2024 regarding publication of service wise geospatial coverage map, which is available on TRAI's website: https://www.trai.gov.in/sites/default/files/2024-11/Direction_22112024.pdf</p>
2 to 4.	The information sought is not available with TRAI.
5 & 6.	Assessment of quality of service is undertaken by TRAI, by conducting drive test on selected routes either through its own officers or by engaging independent agencies. The results of audit and assessment of quality of service and drive tests are published on TRAI website www.trai.gov.in at url: https://www.trai.gov.in/release-publication/qos-reports/idt-reports

Contd. on next page 02.

::2::

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours Digitally signed by
SUSHIL KUMAR DUTTA
Date: 30-07-2025
14:55:52

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRA01/R/T/25/00109

Date of Receipt : 10/07/2025

Transferred From : Department of Telecommunications on 10/07/2025 With Reference Number :
DOTEL/R/E/25/00656

Remarks : The RTI Application is marked to concerned CPIO(s) of DoT and also being transferred under Section 6 (3) for furnishing available information if any to applicant on points concerned.

Type

Is Requester Below Poverty Line ? :

No

Citizenship Status

Indian

Amount Paid :

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

Mode of Payment

Payment Gateway

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

No(Normal)

Request Pertains to :

Information Sought :

Respected Sir/Madam,
I am a resident of [REDACTED] located at geographical coordinates Latitude 22.104249 and Longitude [REDACTED]. I wish to submit the following request under Section 6(1) of the Right to Information Act 2005.

There has been a persistent issue of call drops, low signal strength, and poor internet connectivity in my locality due to inadequate mobile network coverage. Despite submitting more than fifteen formal complaints through the CPGRAMS portal against multiple telecom service providers, namely Reliance Jio and Bharti Airtel, the issue remains unresolved.

In this context, I kindly seek the following information:

1. Present status of mobile network strength at the said location for all major telecom service providers (BSNL, Jio, Airtel, and Vi), including signal strength

(in dBm), call drop rate, call setup success rate, average data speed and latency, and the date and method of such assessment.

2. Minimum service quality standards prescribed by TRAI or DoT for mobile signal strength, call quality, and mobile data performance in rural or semi-urban areas.

3. Details of government initiatives under schemes such as the 4G Saturation Project, Digital Bharat Nidhi (formerly USOF), BharatNet Project, National Broadband Mission (NBM 2.0), and BSNL 4G rollout. Specifically,

- a. Sanctioned projects for tower installation or network expansion in or near the mentioned location
- b. Target timelines, implementing agencies, and scope of work
- c. Financial allocations or tenders issued for the same
- d. Status of implementation and monitoring systems

4. Copies of any internal assessments, inspection or audit reports, or field surveys conducted by DoT or TRAI with respect to mobile coverage and quality of service in the area.

Kindly provide the above information within the stipulated time period as per the RTI Act 2005.

Thanking you.

Original RTI Text :

Respected Sir/Madam,

I am a resident [REDACTED]

[REDACTED] located at geographical coordinates Latitude 22.104249 and Longitude 87.5 [REDACTED] 82. I wish to submit the following request under Section 6(1) of the Right to Information Act 2005.

There has been a persistent issue of call drops, low signal strength, and poor internet connectivity in my locality due to inadequate mobile network coverage. Despite submitting more than fifteen formal complaints through the CPGRAMS portal against multiple telecom service providers, namely Reliance Jio and Bharti Airtel, the issue remains unresolved.

In this context, I kindly seek the following information:

1. Present status of mobile network strength at the said location for all major telecom service providers (BSNL, Jio, Airtel, and Vi), including signal strength (in dBm), call drop rate, call setup success rate, average data speed and latency, and the date and method of such assessment.

2. Minimum service quality standards prescribed by TRAI or DoT for mobile signal strength, call quality, and mobile data performance in rural or semi-urban areas.

3. Details of government initiatives under schemes such as the 4G Saturation Project, Digital Bharat Nidhi (formerly USOF), BharatNet Project, National Broadband Mission (NBM 2.0), and BSNL 4G rollout. Specifically,

- a. Sanctioned projects for tower installation or network expansion in or near the mentioned location
- b. Target timelines, implementing agencies, and scope of work

- c. Financial allocations or tenders issued for the same
- d. Status of implementation and monitoring systems

4. Copies of any internal assessments, inspection or audit reports, or field surveys conducted by DoT or TRAI with respect to mobile coverage and quality of service in the area.

Kindly provide the above information within the stipulated time period as per the RTI Act 2005.

Thanking you.

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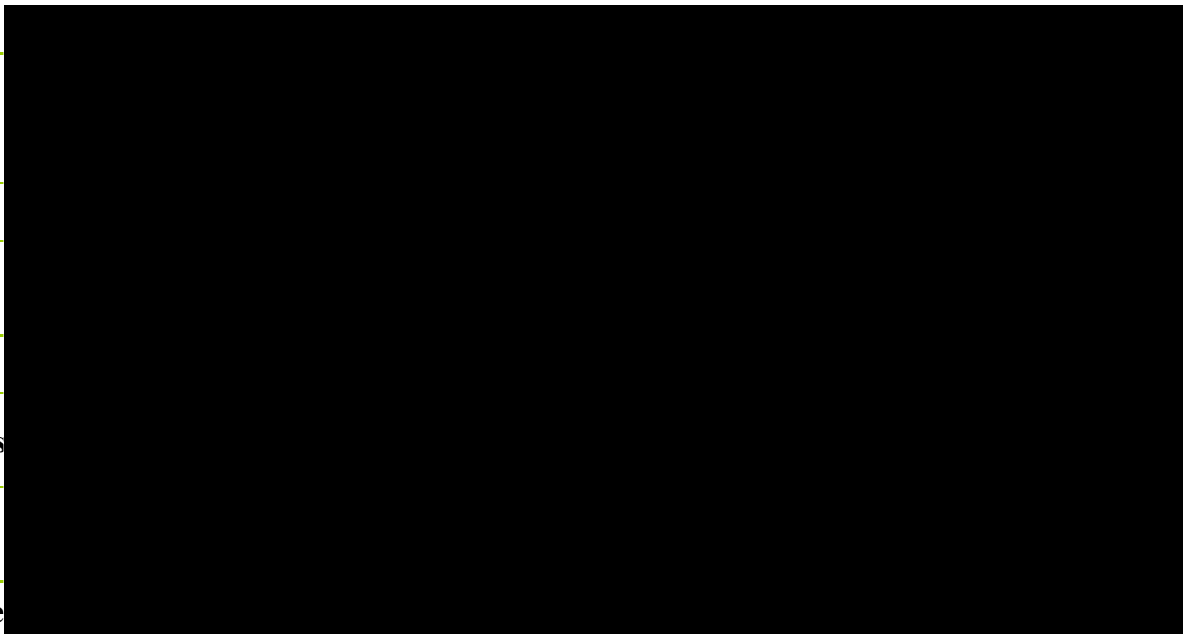
RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00114 **Date of Receipt :** 11/07/2025

Transferred From : Department of Telecommunications on 11/07/2025 With Reference Number :
DOTEL/R/E/25/00656/2

Remarks : CPIO, TRAI is requested to provide information to the RTI applicant directly, in terms of Section 6(3) of the RTI Act, 2005.

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English



Status

Is Requeste

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

Mode of Payment Payment Gateway

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

Request Pertains to :

Information Sought : Respected Sir/Madam,
I am a resident [redacted]
[redacted] 2. I wish to submit the following request under Section 6(1) of the Right to Information Act 2005.

There has been a persistent issue of call drops, low signal strength, and poor internet connectivity in my locality due to inadequate mobile network coverage. Despite submitting more than fifteen formal complaints through the CPGRAMS portal against multiple telecom service providers, namely Reliance Jio and Bharti Airtel, the issue remains unresolved.

In this context, I kindly seek the following information:

1. Present status of mobile network strength at the said location for all major telecom service providers (BSNL, Jio, Airtel, and Vi), including signal

strength (in dBm), call drop rate, call setup success rate, average data speed and latency, and the date and method of such assessment.

2. Minimum service quality standards prescribed by TRAI or DoT for mobile signal strength, call quality, and mobile data performance in rural or semi-urban areas.

3. Details of government initiatives under schemes such as the 4G Saturation Project, Digital Bharat Nidhi (formerly USOF), BharatNet Project, National Broadband Mission (NBM 2.0), and BSNL 4G rollout. Specifically,

- a. Sanctioned projects for tower installation or network expansion in or near the mentioned location
- b. Target timelines, implementing agencies, and scope of work
- c. Financial allocations or tenders issued for the same
- d. Status of implementation and monitoring systems

4. Copies of any internal assessments, inspection or audit reports, or field surveys conducted by DoT or TRAI with respect to mobile coverage and quality of service in the area.

Kindly provide the above information within the stipulated time period as per the RTI Act 2005.

Thanking you.

Original RTI Text :

Respected Sir/Madam,

I am a resident of [REDACTED]

[REDACTED]. I wish to submit the following request under Section 6(1) of the Right to Information Act 2005.

There has been a persistent issue of call drops, low signal strength, and poor internet connectivity in my locality due to inadequate mobile network coverage. Despite submitting more than fifteen formal complaints through the CPGRAMS portal against multiple telecom service providers, namely Reliance Jio and Bharti Airtel, the issue remains unresolved.

In this context, I kindly seek the following information:

1. Present status of mobile network strength at the said location for all major telecom service providers (BSNL, Jio, Airtel, and Vi), including signal strength (in dBm), call drop rate, call setup success rate, average data speed and latency, and the date and method of such assessment.

2. Minimum service quality standards prescribed by TRAI or DoT for mobile signal strength, call quality, and mobile data performance in rural or semi-urban areas.

3. Details of government initiatives under schemes such as the 4G Saturation Project, Digital Bharat Nidhi (formerly USOF), BharatNet Project, National Broadband Mission (NBM 2.0), and BSNL 4G rollout. Specifically,

- a. Sanctioned projects for tower installation or network expansion in or near the mentioned location
- b. Target timelines, implementing agencies, and scope of work

- c. Financial allocations or tenders issued for the same
- d. Status of implementation and monitoring systems

4. Copies of any internal assessments, inspection or audit reports, or field surveys conducted by DoT or TRAI with respect to mobile coverage and quality of service in the area.

Kindly provide the above information within the stipulated time period as per the RTI Act 2005.

Thanking you.

Print

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(348)/2025-RTI

Dated: 31-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your two (02) similar RTI applications received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00109, dated 10.07.2025 and Reg. No. TRAOI/R/T/25/00114, dated 11.07.2025, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 & 2.	<p>Kindly refer TRAI's regulation "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline And Wireless) Service Regulations, 2024 (06 of 2024)" dated 2.8.2024 for benchmark of various QoS parameters prescribed for access service (wireless). Performance of service providers against QoS parameters is being published on TRAI website (https://www.trai.gov.in/release-publication/qos-reports/pmr-reports).</p> <p>Further, TRAI has mandated all the service providers for publishing the geospatial coverage map at their websites. The subscribers can visit TRAI website (https://www.trai.gov.in/consumer-info/mobile-coverage-map/service-providers) for accessing geospatial coverage map as published by telecom service providers.</p> <p>Also refer the Direction on –"Standards of QoS of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 dated 02nd August 2024, regarding publication of service wise geospatial coverage map" dated 22.11.2024 on TRAI's website: https://www.trai.gov.in/sites/default/files/2024-11/Direction_22112024.pdf</p>
3.	The information sought is not available with TRAI.
4.	Assessment of quality of service is undertaken by TRAI, by conducting drive test on selected routes either through its own officers or by engaging independent agencies. The results of audit and assessment of quality of service and drive tests are published on TRAI website www.trai.gov.in at url: https://www.trai.gov.in/release-publication/qos-reports/idt-reports

Contd. on next page 02.

::2::

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 31-07-2025
15:18:18

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00120 **Date of Receipt :** 15/07/2025

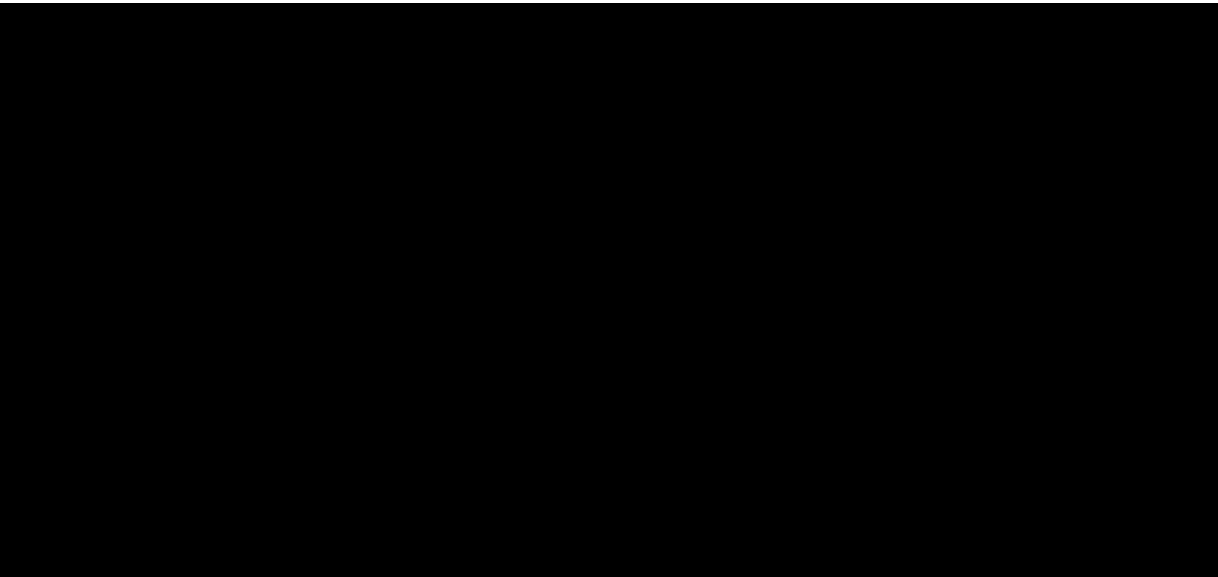
Transferred From : Department of Telecommunications on 15/07/2025 With Reference Number : DOTEL/R/E/25/00687

Remarks : RTI application is transferred to under section 6 (3) of RTI Act 2005 for providing information, if any directly to the applicant.

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English

Status

Is Requeste



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

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

Information Sought :

I have recharge my mobile number (Airtel) [REDACTED] two times in the month of June 2025 on dated 10.06.2025 of Rs.- 199/- and on dated 11.06.2025 of Rs.- 249/- . But my mobile recharge only one time and talk time expire on dated 09.07.2025 and incoming and out going services stopped on dated 09.07.2025.
I request to company why talk time given only for one month while I recharged my mobile number [REDACTED] two times. Please solved my problem or refund my money which ever be applicable.

Original RTI Text :

I have recharge my mobile number (Airtel) [REDACTED] two times in the month of June 2025 on dated 10.06.2025 of Rs.- 199/- and on dated 11.06.2025 of Rs.- 249/- . But my mobile recharge only one time and talk time expire on dated 09.07.2025 and incoming and out going services stopped on dated 09.07.2025.
I request to company why talk time given only for one month while I recharged my mobile number [REDACTED] two times. Please solved my problem or refund my money which ever be applicable.

ACTION HISTORY OF RTI REQUEST No.TRAOI/R/T/25/00120

Applicant Name

[REDACTED]

Text of Application

I have recharge my mobile number (Airtel) [REDACTED] two times in the month of June 2025 on dated 10.06.2025 of Rs.- 199/- and on dated 11.06.2025 of Rs.- 249/- . But my mobile recharge only one time and talk time expire on dated 09.07.2025 and incoming and out going services stopped on dated 09.07.2025. I request to company why talk time given only for one month while I recharged my mobile number 7544010540 two times. Please solved my problem or refund my money which ever be applicable.

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	15/07/2025	Nodal Officer	DOTEL/R/E/25/00687
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	18/07/2025	Nodal Officer	The Information sought by you is not specific and clear. Therefore, the same does not fall under the definition of information as per Section 2(f) of the RTI Act 2005.

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RTI REQUEST DETAILS

Registration No. : TRAOI/R/X/25/00018 **Date of Receipt :** 24/06/2025

Transferred From : Ministry of Information & Broadcasting on 24/06/2025 With Reference Number : MOIAB/R/E/25/00348

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English

Stat

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 :**

Information Sought : This RTI application has been transferred to TRAI under section 6(3) of the RTI Act, 2005

Original RTI Text : Distribution of Satellite TV channels licensed by M.I.B

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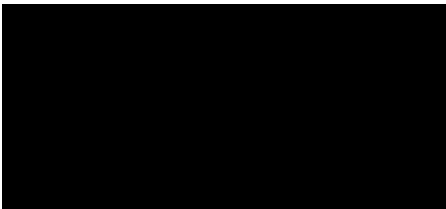
Distribution of Satellite TV channels licensed by M.I.B

Dear Sir,

Subject: Distribution of Licensed pay and FTA channels without license and not following the M.I.B guidelines.

- 1) Distribution of Satellite TV channels licensed by M.I.B is permitted only by Licensed Distribution Platform Operators (Yes/No)
- 2) Distribution of Satellite TV channels licensed by M.I.B in internet cloud is not permitted (Yes/No)
- 3) Broadcaster having downlinking license can distribute the same content in internet. (Yes/No)
- 4) Any action is initiated by M.I.B against distributors of Satellite TV channels without any license or distributing in Internet.
- 5) Is there any defined penal action or recovery action against illegal Distribution of Satellite TV channels licensed by M.I.B.

Regards,





भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(310)/2025-RTI

Dated: 16-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 24.06.2025 received through transferred online on the RTI portal from Ministry of Information and Broadcasting (MIB) vide Reg. No. TRAOI/R/X/25/00018, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 5.	TRAI has not issued any regulation/order/Direction for distribution of satellite TV channel via internet. However, it is informed that Ministry of Information and Broadcasting (MIB) grants permission for private satellite TV channels under the Guidelines for Uplinking and Downlinking of Satellite Television Channels in India, which provide detailed terms and conditions of such permission.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 16-07-2025
14:38:04

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/X/25/00019 **Date of Receipt :** 24/06/2025

Transferred From : Ministry of Information & Broadcasting on 24/06/2025 With Reference Number : MOIAB/R/E/25/00349

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English

Sta

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 :**

Information Sought : This RTI application has been transferred to TRAI under section 6(3) of the RTI Act, 2005

Original RTI Text :

- 1) Distribution of Satellite TV channels licensed by M.I.B is permitted only by Licensed Distribution Platform Operators or anyone. Who is not having the permitted licensed holders also.
- 2) Distribution of Satellite TV channels licensed by M.I.B in internet cloud is not permitted or permitted
- 3) Broadcaster having downlinking license can distribute the same content in the internet.
- 4) Any action is initiated by M.I.B against distributors of Satellite TV channels without any license or distributing in Internet.
- 5) Is there any defined penal or recovery action taken against illegal Distribution of Satellite TV channels licensed by M.I.B.



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(311)/2025-RTI

Dated: 16-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 24.06.2025 received through transferred online on the RTI portal from Ministry of Information and Broadcasting (MIB) vide Reg. No. TRAOI/R/X/25/00019, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 5.	TRAI has not issued any regulation/order/Direction for distribution of satellite TV channel via internet. However, it is informed that Ministry of Information and Broadcasting (MIB) grants permission for private satellite TV channels under the Guidelines for Uplinking and Downlinking of Satellite Television Channels in India, which provide detailed terms and conditions of such permission.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully, signed by
SUSHIL KUMAR DUTTA
Date: 16-07-2025
14:39:58

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029

RTI REQUEST DETAILS

Registration No. : TRAOI/R/X/25/00020 **Date of Receipt :** 01/07/2025

Transferred From : Department of Telecommunications on 01/07/2025 With Reference Number : DOTEL/R/E/25/00518/1

Type of Receipt : Electronically Transferred from Other Public Authority **Language of Request :** English

Status

Is Requester

Line ? :

Status

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

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

Information Sought : 4. Financial and Regulatory Details
a. Disclose the spectrum usage charges imposed on Starlink, including confirmation of whether the Telecom Regulatory Authority of India (TRAI) has set these charges at 4% and the rationale for this decision.

Original RTI Text : 1. Details of Approval Process
a. Provide a detailed account of the process followed by the Government of India to grant permission to Starlink for commencing operations in India, including the dates of application, evaluation, and approval.
b. Furnish copies of all documents, including applications, communications, and approvals, related to Starlink s authorization to operate in India.
c. Specify the reasons for granting permission to a foreign entity like Starlink over indigenous organizations such as ISRO or C-DOT for satellite communication services.
2. Security and Strategic Implications
a. Provide details of the security clearance process undertaken for Starlink, including assessments of potential risks to India s telecom infrastructure and strategic communications.
b. Disclose whether any consultations were held with national security agencies regarding Starlink s access to India s telecom system and the

outcomes of such consultations.

3. Allocation of Satellite Spectrum

- a. Provide details of the Low Earth Orbit (LEO) satellite spots allocated to Starlink, including the number of spots, their permanency, and the criteria used for allocation.
- b. Clarify whether these allocations are reversible and , if not , the reasons for making them permanent.

4. Financial and Regulatory Details

- a. Disclose the spectrum usage charges imposed on Starlink, including confirmation of whether the Telecom Regulatory Authority of India (TRAI) has set these charges at 4% and the rationale for this decision.
- b. Provide details of any upfront fees or other financial obligations imposed on Starlink, and if none , the reasons for waiving such fees.
- c. Furnish copies of any agreements or contracts signed between the Government of India (or its agencies) and Starlink regarding spectrum usage or operational permissions.

5. Role of IN-SPACe

- a. Provide the status and details of permissions granted by the Indian National Space Promotion and Authorization Centre (IN-SPACe) to Starlink for its operations.
- b. Disclose copies of all relevant documents, including applications and approvals, issued by IN-SPACe.

6. Impact on Public Sector Entities

- a. Provide details of any impact assessment conducted on the entry of Starlink and its partnerships with private entities (e.g. Reliance Jio , Bharti Airtel) on the competitiveness of public sector undertakings like BSNL.
- b. Disclose whether any measures were considered to protect BSNL s market position and ensure affordable telecom services for Indian citizens.

7. Transparency and Public Disclosure

- a. Clarify why details of Starlink s approval process and IN-SPACe permissions have not been made public.
- b. Provide copies of any public consultations , stakeholder inputs , or objections received regarding Starlink s entry into India and the government s response to them.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(324)/2025-RTI

Dated: 22-07-2025

To,



Sub.: Supply of information under the provisions of the RTI Act, 2005.

Sir,

Please refer to your RTI application dated 01.07.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/X/25/00020, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 (a), (b), (c) 2 (a), (b) 3 (a), (b), 5 (a), (b), 6 (a), (b) & 7 (a), (b),	The information sought is not available with TRAI and the relevant information may be available with the Department of Telecommunications (DoT).
4 (a), (b), (c)	The information may be available with DoT. However, it is informed that the Recommendations on 'Terms and Conditions for the Assignment of Spectrum for Certain Satellite-Based Commercial Communication Services' dated 09.05.2025 issued by TRAI are available under the following link:- https://traigov.in/sites/default/files/202505/Recommendation-09052025.pdf

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2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 22-07-2025
16:14:24

(S. K. Dutta)
Central Public Information Officer

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029