

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00244	Date of Receipt :	27/04/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Respected Sir, I have sent a written complaint to daca@traai.gov.in and cpgrams-darpg@nic.in on the 24th of April. I have attached a copy of that email herewith for your reference. As I have not received an acknowledgement of the receipt of the email nor any further communication from these two authorities, I was not sure if my complaint has reached them. I would hence like to know if my complaint has reached the right authority. I would also like to know how can I follow up on whether necessary actions have been taken regarding this complaint. I have attached a PDF copy of the email complaint and the attachment herewith for your refence. I hope to receive more information on these points soon. Thanks in advance. Regards,		

Fw: Reg. Inaction from Vodafone wrt Spam/ promotional Calls and SMS

From: [REDACTED]
To: daca@traai.gov.in; cpgrams-darpg@nic.in
Cc: grievanceredressalteam@bajajfinserv.in; helpdesk.cbe@actcorp.in; support@fipolaapp.freshdesk.com; grievance.toi@timesinternet.in; appellate.tamilnadu@vodafoneidea.com
Date: Saturday, 24 April, 2021, 10:14 am IST

Dear Sir/ Madam,

I am a customer of Vodafone Idea network. I have been trying to get them to prevent spam and unsolicited promotional messages/ calls to my number. I even helped them by maintaining a track of all the sources of such calls and SMS (attached herewith). However, I understand that they either are not willing to help me or not able to.

Before I reached out to Vodafone Idea, I made a formal request to some of the sources of these messages and calls directly requesting them to take me off from their list, but in vain. Such blatant disregard for regulations and end-consumer's interests makes me feel that the regulations enforced by valid legislation through a competent authority like TRAI has now become toothless.

I am struggling to understand how and why millions of people who have registered for DNC are putting up with such battering from these businesses who not only lack respect for the laws of the land, but also ignore the plight of the people they torment.

I sincerely request your inputs on the following:

1. Who is a capable authority who can help me stop receiving spam and unsolicited promotional content on my mobile phone?
2. Even if this person or office cannot stop the occurrence of this violation, if they can at least take action on specific sources of such activities and deter them from future violations, it would still be great.
3. How can millions of citizens who endure this torment silently get access to a platform to collectively express their opinion against individuals/ businesses so that it becomes easy for the officials to identify the most culpable of such offenders.

I am hoping that this office and its representatives truly represent the intent of TRAI to protect the interests of the citizens/ consumers of telephonic services in India. Please help me in getting this issue addressed and creating a path for all others who are seeking for a similar solution. Thanks in advance.

PS: I have copied all the parties with whom I have raised this issue with, in this email. I have also attached a copy of the document that lists a few examples of such violations at the end of this email. I have stopped updating this sheet since the 5th of April, 2021, as I did not see any benefit in it. If you would like to see an updated sheet, please do not hesitate to let me know.

Regards,
[REDACTED]

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

From: "appellate.tamilnadu@vodafoneidea.com" <appellate.tamilnadu@vodafoneidea.com>
To: [REDACTED]
Sent: Monday, 5 April, 2021, 07:43:50 pm IST
Subject: Re: Reg. Inaction from Vodafone wrt Spam/ promotional Calls and SMS



Greetings from Vi

Regret for any inconvenience caused to you.

As per telephonic conversation on 05-Apr-2021, I am summarizing your query on DND service.

I would like to inform you that, you are active in full DND services on your Vi account.

Though we inform other operators with whom these tele marketers operate, we have no control on how they handle the issue. Please note for more information on DND, you can visit the NCCPR website at <http://www.nccprai.gov.in/nccprestry>

- If the messages and calls continues from the same number, call 1909 (toll free) or register your concern at www.MyVi.in with the mentioned details:
- Number/sender ID of caller
- Date and time of call
- Details of call
- The concern needs to be reported within 3 days of promotional call or SMS receipt

To manage your Vi account, visit our website www.MyVi.in or <https://bit.ly/GetVApp4>

Thank you,
Vi Appellate.

Maheswari

Website: www.MyVi.in

Download the Vi App: <https://bit.ly/GetVApp2>

WhatsApp chat with us click <https://wa.me/message/2ONATA3W73EIP1>

update to the new Vi App

download now



On 03-04-2021 22:33; From: aruner82@yahoo.com; To: appellate.tamilnadu@vodafoneidea.com; ; ?CC: grievanceredressalteam@bajajfinserv.in; Helpdesk.cbe@actcorp.in; support@fipolaapp.freshdesk.com; grievance.toi@timesinternet.in; ; Subject: Reg. Inaction from Vodafone wrt Spam/ promotional Calls and SMS;

Dear Ms. Bindu Gopal/ Appellate Authority - Vodafone Idea (Tamil Nadu),

I have contacted your helpline 1909 thrice (19 Mar - 10:54 PM, 21 Mar - 10:10 AM, 28 Mar - 1:48 PM) with reference to the frustrating spam/ promotional calls and sms I keep getting on my mobile phone. Each time, I have been advised that my DND settings are appropriate and that no further spam or promotional calls will disturb me within 48 hours of each time I initiated a help request. Moreover, I get a confirmation SMS from Vodafone saying that the concern regarding DND has been resolved. (SP 31 - 1111506315003 - 1111506311007)

However, I have been continuously getting spam/ promotional calls on my mobile phone. Please note that I have copied some of the helpline email IDs of the businesses that used to send me these spam/ promotional messages in this email. I have written to many such sources of "annoying promotional and spam content", requesting to be taken off the list but in vain.

If Vodafoneidea is failing to stop such spam/ promotional content in the form of calls or sms to my mobile number, I will have no other option but to pursue this with the TRAI Ombudsman, consumer forum or seek judicial remedy whichever is feasible. I expect to hear back from you within 2 working days to confirm action regarding this. I am also interested in knowing what initiatives you are going to take to discipline such sources of spam/ promotional calls in future.

I can send a sample list of such calls and sms I have received over the past couple of weeks herewith for your reference if required. Please let me know if it helps. If I do not hear back from you or your business in the next 2 working days, I shall assume that you are OK with me pursuing the recourses I have suggested in the earlier paragraph. I still believe that Vodafoneidea will do its bit to help me with this and shall await your response.

Thanks & Regards,

[REDACTED]

This E-Mail (including any attachments) may contain Confidential and/or legally privileged Information and is meant for the intended recipient(s) only. If you have received this e-mail in error and are not the intended recipient/s, kindly delete this e-mail immediately from your system. You are also hereby notified that any use, any form of reproduction, dissemination, copying, disclosure, modification, distribution and/or publication of this e-mail, its contents or its attachment/s other than by its intended recipient/s is strictly prohibited and may be construed unlawful. Internet Communications cannot be guaranteed to be secure or error-free as information could be delayed, intercepted, corrupted, lost, or may contain viruses. Vodafone Idea Limited does not accept any liability for any errors, omissions, viruses or computer shutdown (s) or any kind of disruption/denial of services if any experienced by any recipient as a result of this e-mail.



Vodafone DND Issue.xlsx
10.4kB



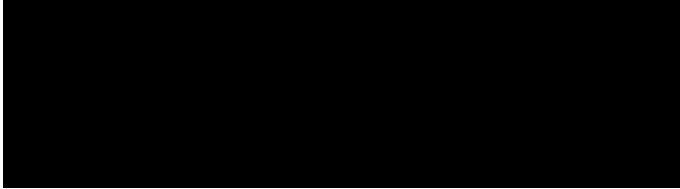
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(151)/2021-RTI

Dated: 26 July, 2021

To,

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

Sir,

Please refer to your RTI application dated 27/04/2021 filed online on the RTI Portal vide Registration No. TRAOI/R/E/21/00244 for providing information under the provisions of the RTI Act, 2005 regarding your complaints for spam/promotional calls and SMS related matters. In this context, the following is furnished:

S.No.	Reply
1 to 3	TRAI is not involved in complaint handling against Unsolicited Commercial Communication (UCC) complaints. To curb the Unsolicited Commercial Communication (UCC), TRAI has issued regulations i.e., Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018. According to the provisions of TCCCPR, 2018, Telecom Service providers are responsible to take action on UCC complaints. The copy of TCCCPR, 2018 is available on public domain at URL https://traigov.in/sites/default/files/RegulationUcc19072018.pdf. Further, if a subscriber desires not to receive commercial communication, he can register himself for not receiving commercial communication by sending SMS at 1909 or through TRAI DND App. Even after opting for not receiving any promotional call/messages, if subscriber receives Unsolicited Commercial Communication (UCC), he can make complaint to his telecom service provider by sending SMS or making voice call at 1909 or through TRAI DND App as per the provision laid down in the TCCCPR, 2018. In case the applicant is not satisfied with the resolution of his complaint he may file an appeal with the Appellate Authority of the service provider.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Dr. M.P. Tangirala, Pr. Advisor (F&EA), Telecom

Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully,

Signed by Sushil Kumar

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Date: 28-07-2021 14:57:55

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,

(पुराना मिंटो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002

फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00261	Date of Receipt :	02/05/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Since past several days, i have been trying to get tariffs prescribed by TRAI for various services such as broadband and FTTH. I have searched TRAI website as well as google. however, i failed to locate the same. 1. Kindly provide me copy of latest tariff applicable for FTTH prescribed by TRAI. 2. Kindly provide me copy of latest tariff applicable for broadband prescribed by TRAI. 3. kindly provide the details/order regarding minimum bandwidth for FTTH prescribed by TRAI		



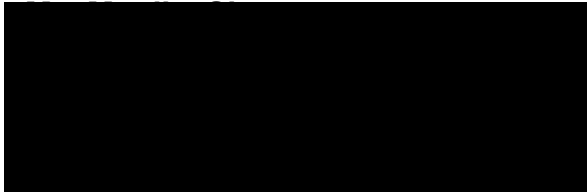
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(159)/2021-RTI

Dated: 27 July, 2021

To,

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

Sir,

Please refer to your RTI application dated 02/05/2021 filed online on the RTI Portal vide Registration No. TRA0I/R/E/21/00261 for providing information under the provisions of the RTI Act, 2005 regarding FTTH and Broadband related matters. In this context, the following is furnished:

S.No.	Reply
1 & 2	TRAI has not prescribed the tariff for various services such as broadband and FTTH. However, as per the present tariff framework in the country, the tariff is under forbearance. The telecom service providers (TSPs) have the flexibility to offer different tariff plans and schemes with multiple combinations of fixed charge, period of validity, download/upload speeds and usage charges.
3	As per Quality of Service of Broadband Service (Second Amendment) Regulations, 2014, 'Broadband' is a data connection that is able to support interactive services including internet access and has the capacity of the minimum download speed of 512 kbps to an individual subscriber from the point of presence (PoP) of the service provider intending to provide Broadband service. For more details, the regulations may be accessed from the following link:- https://traigov.in/sites/default/files/20140625041117962118scan0004_0.pdf

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

Yours faithfully,

Signed by Sushil Kumar
Dutta
(S.K. Dutta)
Date: 28-07-2021 15:03:28

Central Public Information Officer
Tele: 011-23664503

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंग्टो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002
फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00267	Date of Receipt :	05/05/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	My TSP, VodafoneIdea provided me with prepaid mobile no. [REDACTED] Since last 3 months FULL DND is activated still getting marketing voice calls everyday, i filled and registered the dnd complaint on VI portal for each and every caller. Most of the complaints are (not processed) as shown on VI app complaont status and closed on its own. I complained at VI applette authority and gaveup, they dont provide any appropriate answer, why registered complains not processed. 1. I am not satisfied with the answer they provide. 2. Please provide me detail info for all the dnd complaints i filled. And why complaints were not processed. 3. I wrote to CEO VI in this regard, no answer till date, kindly provide when was my complaint forwarded to CEO, and what course of action was taken to resolve.		



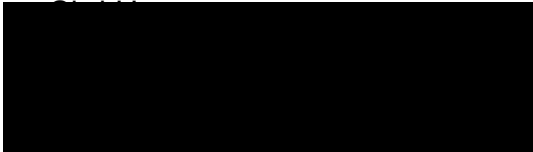
TELECOM REGULATORY AUTHORITY OF INDIA

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

F.No. RT-2/7/(160)/2021-RTI

Dated: 02 July, 2021

To



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

Sir,

Please refer to your RTI application dated 05/05/2021 filed online in the RTI portal vide registration No. TRA0I/R/E/21/00267 for providing information under the provisions of the Right to Information Act, 2005 regarding DND related matter. In this context, the following is furnished:

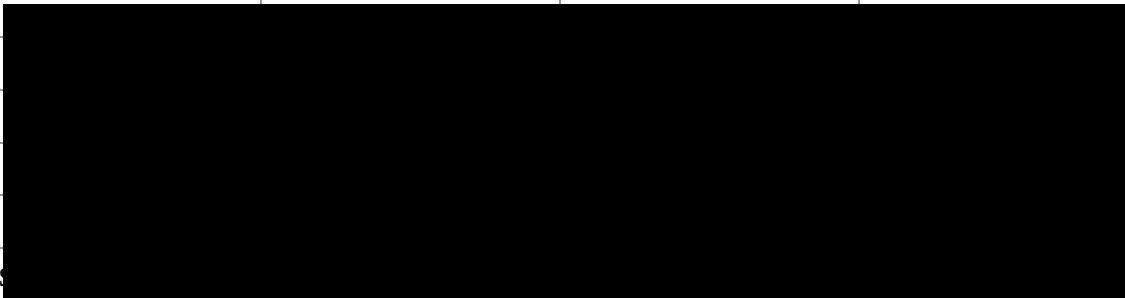
S.No.	Reply
1	TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. It is also informed that TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint center of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint center, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00287	Date of Receipt :	16/05/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	CPIO, TRAI,Rajasthan Sub-Details of exemption given to Jio Fibre from compliance of TELECOM CONSUMERS COMPLAINT REDRESSAL REGULATIONS, 2012 amended till date Ref- No appellate authority displayed on the website of jio fibre (1) exemption given by TRAI to jio fibre from compliance of para-10 to 12 pertaining to appellate authority , secretariate of AA (2)Number of complaints referred to jio fibre by TRAI in the last one and half years as per para-16 of regulations (3) url of citizen charter of jio fibre verified by TRAI officials with name,designation of TRAI officials as per para-17 (4) copy of inspection reports by TRAI officials in the last one and half years as per para 18(2)(a,b) (5) official email address pertaining to appeals of grievances verified by TRAI in compliance to 3(5), 7(3)(b)(i), 9(2) of regulations amendments		



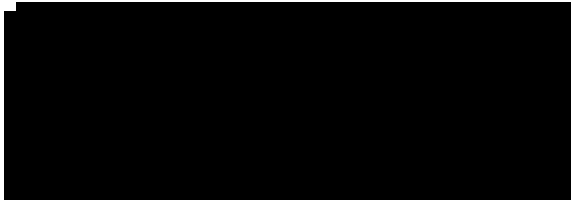
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(172)/2021-RTI

Dated: 09 July, 2021

To

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

Sir,

Please refer to your RTI application dated 16.05.2021 filed online on the RTI Portal vide registration No. TRA0I/R/E/21/00287 for providing information under the provisions of the Right to Information Act, 2005 regarding JIO Fibre related matters. In this context, the following is furnished:

S.No.	Reply
1 & 5	The details of call center and appellate authority is available at http://tccms.gov.in/under Service Provider as Reliance Jio Infocomm Ltd.
2	TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. However, the complaints received in TRAI were forwarded to the concerned Telecom Service Providers. Accordingly, the complaint received against M/s. Reliance Jio Infocomm Ltd were forwarded to them for taking appropriate action.
3	Link for Telecom Consumer Charter: https://www.jio.com/en-in/regulatory
4	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 Dr. M. P. Tangirala, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully,

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

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002
फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00291	Date of Receipt :	17/05/2021
Type of Receipt :	Online Receipt	Language of Request :	English
St			
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 :	Sub-Details of permission given to Jio Fibre by TRAI to use entirely fake toll number for Appellate Authority for consumer grievances but directed on customer care cell making consumer entirely helpless in getting registered appeals against useless fault repair service keeping unattended for several days Ref- 1 ██████████ socalled for appellate authority but actually redirected to customer care no. ██████████ illegally creating great harassment in this peak covid (1) name and designation of officials of TRAI regulating JIO Fibre service, if any (2) copy of permission given by TRAI to block appellate authority number from the consumers seeking for filing appeals against poor fault repair service (3) Minimum qualification designated for customer care for Jio fiber to attend harassed consumer grievances in view of nobody givining correct appellate authority number of Jio Fiber Encl-copy of my email sent to jio fiber, TRAI attached in view of not resuming my closed jio fiber in their assured time period and giving another extended date for resuming my connection		



Jio fibre not working since yesterday and nobody attending phone at Bikaner service centre , please rectify the defects earliest and

JioFiberCare <jiofibercare@jio.com>

Sun, May 16, 2021 at 12:49 PM

I understand that you are unable to use internet on your JioFiber connection.

I apologize for the inconvenience.

Your service repair visit date and time is 17th May, 2021 at 7:45 PM.

Hence, the engineer will visit your premises as per the schedule confirmed.

With regard to contacting our voice support services, you can call us on our toll-free JioFiber helpline number [REDACTED] from any other number.

If you still face the issue, you can always write back to us.

Thank you for your patience and understanding.

We will definitely try our best to meet your expectations.

You can now also get support to your service-related queries through WhatsApp. You can initiate the conversation by sending "Hello" on WhatsApp to [REDACTED]

For any queries or support, please feel free to call us on our toll-free JioFiber helpline number [REDACTED] or write to us at jiofibercare@jio.com

We are happy to inform you that Jio is honoured to be a part of inaugural TIME 100 Most Influential Companies List.

Thank you for your love & support.



ShantanuGharat

Team Jio



on 70007 70007 or [click here](#) to WhatsApp Now

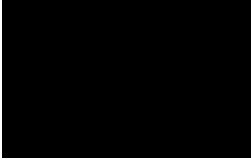
Your Feedback will help me improve to serve you better. Post this communication, you will get an email with survey link, where you need to click and submit rating on a scale of 1 – 5 where 5 is the highest and 1 is the lowest.

On 5/15/2021 1:28 PM, [REDACTED] wrote:

Dear Sir,

In view of nobody attending phone at Bikaner service centre for my non functioning jio fibre, please take initiative to get the fault rectified earliest .

with regards





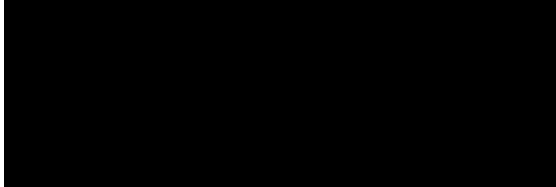
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(175)/2021-RTI

Dated: 09 July, 2021

To

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

Sir,

Please refer to your RTI application dated 17.05.2021 filed online on the RTI Portal vide registration No. TRA0I/R/E/21/00291 for providing information under the provisions of the Right to Information Act, 2005 regarding details of officials of TRAI regulating JIO Fibre services related matters. In this context, the following is furnished:

S.No.	Reply
1	The Authority has various Divisions to monitor different aspects, like number of connections, quality of service, tariff etc. of Broadband service of which Fibre is also a part. The organizational structure of TRAI is available on TRAI's website www.trai.gov.in .
2 & 3	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 Dr. M.P. Tangirala, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully,

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

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंगो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002
फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00298	Date of Receipt :	19/05/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	1. Whether Space Exploration Technologies, Corp. (SpaceX), Starlink Services, LLC or any of their affiliates have made any representation (written or oral) to the Telecom Regulatory Authority of India, whether or not as part of any submissions to consultation papers. If yes, please provide copies of the same. 2. Whether the Telecom Regulatory Authority of India has had any communication (written or oral) with Space Exploration Technologies, Corp. (SpaceX), Starlink Services, LLC or any of their affiliates. If so, please provide copies or minutes, as applicable, of the same. 3. Please provide a complete copy of the letter submitted by the Broadband India Forum in 2021 to Indian government agencies regarding internet services proposed to be offered by Space Exploration Technologies, Corp. (SpaceX), Starlink Services, LLC or any of their affiliates. 4. Please state whether the said letter by Broadband India Forum has been received or responded to by the Telecom Regulatory Authority of India. 5. Please provide complete copies of any other letter submitted by any third parties to the Telecom Regulatory Authority of India regarding internet services proposed to be offered by Space Exploration Technologies, Corp. (SpaceX), Starlink Services, LLC or any of their affiliates.		



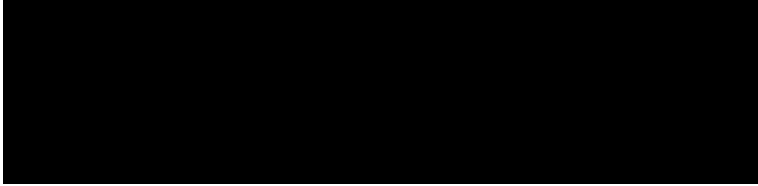
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(179)/2021-RTI
2021

Dated: 11 July,

To



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

Sir,

Please refer to your application dated 19/05/2021 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/21/00298 for providing information under the provisions of the Right to Information Act, 2005 regarding Space Exploration Technologies, Corp. (SpaceX), Starlink Services related matters. In this context, the following is furnished :

S.No.	Reply
1	The information sought is not available in TRAI. However, the comments received from the entities on consultations papers issued from TRAI are available on TRAI website.
2 & 5	The information sought is not available in TRAI.
3 & 4	An email/letter dated 5th March, 2021 was received from Broadband India Forum complaining about Starlink launching and pre-selling their Beta service in India (copy attached). The said letter was forwarded to Department of Telecom on 18 th March, 2021 for further necessary action (copy attached).

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

Encl.: As above.

Yours faithfully,

(S.K. Dutta)
Central Public Information Officer

Tele: 011-23664503

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंगो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002
फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

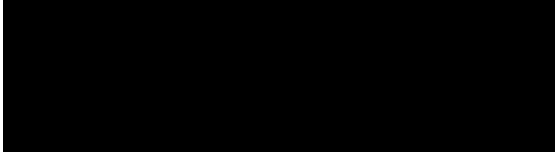
RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00306	Date of Receipt :	21/05/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	My network provide airtel is not providing network i cant not use internet and calling. I want my call drop details and Strictly accion of internet not working we are paid already for service ..and airtel not provide service proprely 10 days in months		



F.No. RT-2/7/(185)/2021-RTI

Dated: 05 July, 2021

To



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

Sir,

Please refer to your RTI application dated 21/05/2021 filed online on the RTI Portal vide registration No. TRAOI/R/E/21/00306 for providing information under the provisions of the Right to Information Act, 2005 regarding Call drop and data speed related matters. In this context, the following is furnished:

S.No.	Reply
1	TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service providers for appropriate action. It is also for information that TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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

Yours faithfully,

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00308	Date of Receipt :	23/05/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Need the following Information from TRAI to substantiate the issue raised by Airtel to reactivate one Postpaid No. 1) Is there any notification that a no once deactivated will not be given to the user. He may take a new no. 2) Do we have to pay to get our old no activated (No is XXXXXXXXXX) 3) Is there a notification from Trai that the companies can charge premium price for activating such nos even if the same is deactivated and a request is made to reactivate the same. 4) If affirmative then TRAI is not looking at protecting the rights of consumers. 5) If there is any service issue from the telecom operators is there a notification to protect and compensate the consumers . would appreciate an advice on the above points		



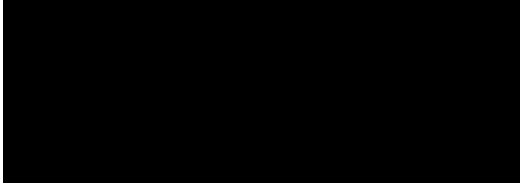
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(187)/2021-RTI

Dated: 07 July, 2021

To



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

Sir,

Please refer to your RTI application dated 23.05.2021 filed online on the RTI Portal vide registration No. TRA0I/R/E/21/00308 for providing information under the provisions of the Right to Information Act, 2005 regarding deactivation of mobile number related matters. In this context, the following is furnished:

S.No.	Reply
1 to 5	"You have raised the issue in the form of queries which require interpretation on a subject matter. The interpretation is not covered under the Right to Information Act, 2005. However, for more clarity on the issue regarding deactivation of Cellular Mobile Telephone Connection due to Non-Usage, You May Access "Telecom Consumers Protection (Sixth Amendment) Regulations, 2013 (2 Of 2013) on TRAI website at the following link:- https://www.trai.gov.in/sites/default/files/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 Kaushal Kishore, Advisor (F&EA)-1, Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully,

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,

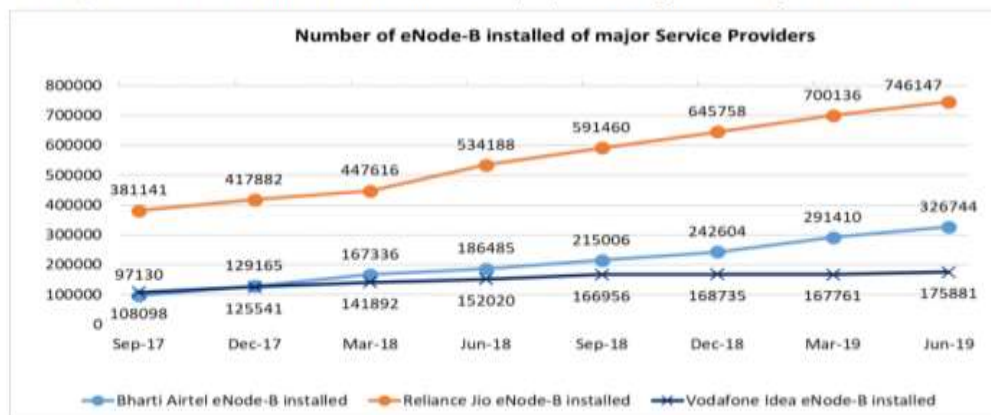
(पुराना मिंगो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002

फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00314	Date of Receipt :	26/05/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Kindly provide the player wise details of total 4G base Tranceiver stations installed over the last 8 Quarters or till whatever the latest data is available. This is only for educational research purposes The last available details from one of the TRAi consultation papers is attached herewith.		

Figure- 2

2.15. As stated in para 2.13 above, presently, 4G wireless access services in the country are primarily being provided by three largest TSPs only. While it is a fact that at aggregate level, the TSPs are adopting packet-based technologies in the network and footprint of 4G networks is increasing, it is also a fact that not all operators are expanding their 4G Radio Access Networks (RANs) at same pace. A graph depicting the operator wise number of eNode-Bs deployment is given in Figure-3 below.



Source: As reported by TSPs to TRAI

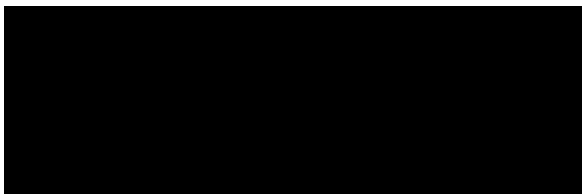


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal, Nehru Marg,
(Old Minto Road), New Delhi-110 002

F.No. RT-2/7/(191)/2021-RTI

Dated: 02 July, 2021

To,



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

Sir,

Please refer to your RTI application dated 26/05/2021 filed online in the RTI portal vide registration No. TRA0I/R/E/21/00314 for providing information under the provisions of the Right to Information Act, 2005 regarding player wise details of total 4G based Tranceiver stations related matter. In this context, the following is furnished:

S.No.	Reply
1	The details of BTS of 4G services, Telecom Service Provider-wise for 8 quarters (4 quarters of 2019 and 4 quarters of 2020) is enclosed herewith for your information, please.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00316	Date of Receipt :	27/05/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Respected Sir, With due respect I need information that when any citizen of India is using a mobile with internet connection of data pack purchased from the mobile network operator company and while opening or running any App, it is seen that all of a sudden few advertisement flash on the mobile screen. I need information under RTI Act that for running any application (app) advertisement flash and keep running for few seconds so as internet (data pack) is active, so data is used and it is paid by the consumer. Under which rules and regulation does the operator or the app owner has the right to use data of the consumer for their own benefits while they (network operator or application owner) must be taking money to run advertisement of different companies. Why do the consumer has to suffer loss of his purchased data if is not interested in that advertisement as few advertisement run for few seconds and consumer is helpless for few seconds and cannot close that advertisement also. Kindly provide me the information.		

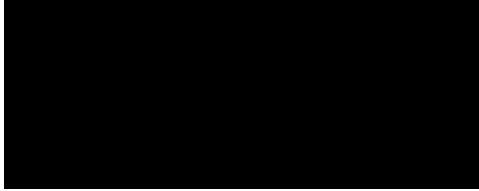
**TELECOM REGULATORY AUTHORITY OF INDIA**

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

F.No. RT-2/7/(192)/2021-RTI

Dated: 05 July, 2021

To

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

Sir,

Please refer to your RTI application dated 27/05/2021 filed online in the RTI portal vide registration No. TRAOI/R/E/21/00316 and further your RTI application filed on the RTI portal of MIB vide registration No. DOTEL/R/T/21/00531 which was transferred online to TRAI vide registration No. TRAOI/R/T/21/00040 for providing information under the provisions of the Right to Information Act, 2005 regarding Advertisement in mobile Apps related matter. In this context, the following is furnished:

S.No.	Reply
1	The information sought by you is not available in TRAI.

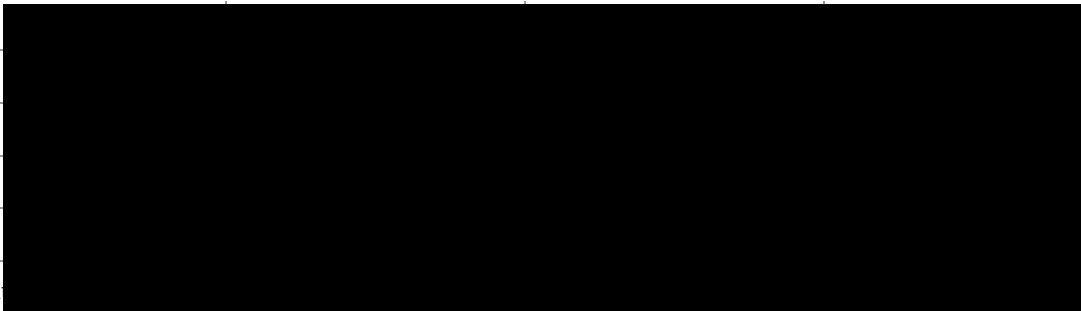
2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri Kaushal Kishore, Advisor (F&EA)-1, Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00324	Date of Receipt :	31/05/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
Sta			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	1) Information regarding provision of compensation payable by network service providers for network issues. 2) Information regarding amount of compensation payable by network service providers for issuing recharge packages of 4G network but unable to provide 4G speed. 3)Information regarding channel of applying for compensation if network provider fails to provide services as per recharge package given to customer. 4)Information regarding time period for resolving the complaints regarding network issues by network providers and compensation thereof.		



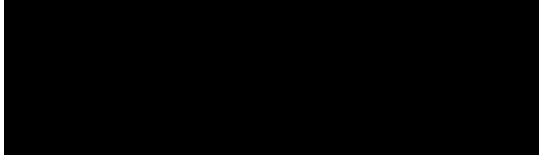
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(199)/2021-RTI

Dated: 07 July, 2021

To



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

Sir,

Please refer to your RTI application dated 31.05.2021 filed online on the RTI Portal vide registration No. TRAOI/R/E/21/00324 for providing information under the provisions of the Right to Information Act, 2005 regarding provision of compensation payable by network service providers for network issues related matters. In this context, the following is furnished:

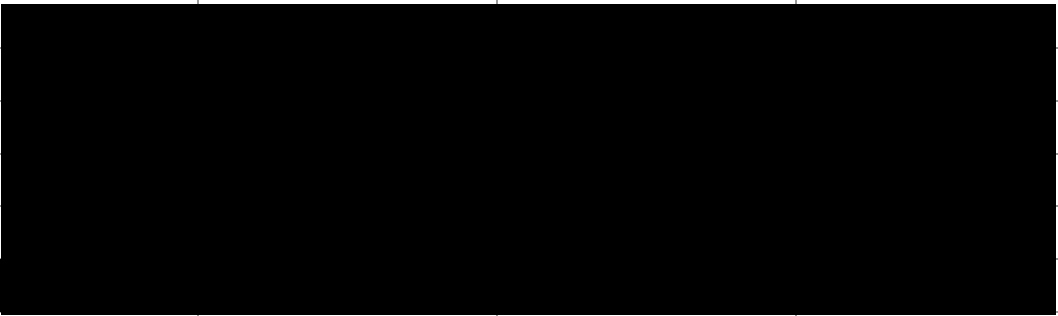
S.No.	Reply
1	There is no provision for compensation by network service providers for network issues.
2 & 3	Information is not available in TRAI
4	As per clause 8 of Telecom Consumers Redressal Regulations, 2012, the service provider shall ensure redressal of the complaints and service requests at the complaint centre, in accordance with the time frame as specified under the Quality of Service regulations issued by the Authority. Where a time limit has not been specified under the Quality of service regulations issued by the Authority, the complaints and requests shall be addressed within a time period not exceeding three days. I/3188/2021RT-2/7/(199)/2021-RTI15994/2021/RTI3/8 For more details the applicant may access the following link: https://www.trai.gov.in/sites/default/files/TCCR_Regulations_05Jan2012.pdf

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

Yours faithfully,

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00340	Date of Receipt :	09/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Sir, Kindly provide following information: 1.Is FFTH subscriber(Connection Provided by franchises) eligible for rent rebate for faulty period? 2.Provide clear Guidelines/Ruling regarding FTTH rent rebate(Imposed to all FTTH providers)		



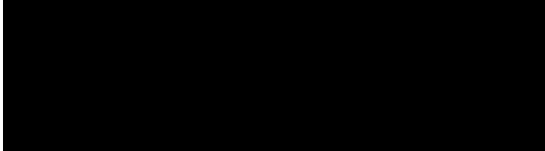
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(206)/2021-RTI

Dated: 26 July, 2021

To,

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

Sir,

Please refer to your RTI application dated 09/06/2021 filed online on the RTI Portal vide Registration No. TRAOI/R/E/21/00340 for providing information under the provisions of the RTI Act, 2005 regarding FFTH related matters. In this context, the following is furnished:

S.No	Reply
1 & 2	As per regulation 3 of the Quality of Service of Broadband Service Regulations 2006' (11 of 2006), the Fault Repair / Restoration Time related parameter is as under: - By next working day: > 90% and within 3 working days: 99% Rebate: (a) Faults Pending for > 3 working days and < 7 working days: rebate equivalent to 7 days of minimum monthly charge or equivalent usage allowance; (b) Faults Pending for > 7 working days and < 15 working days: rebate equivalent to 15 days of minimum monthly charge or equivalent usage allowance; (c) Faults Pending for > 15 working days: rebate equivalent to one month of minimum monthly charge or equivalent usage allowance. For more details, the regulations may be accessed at the following link:- https://tra.gov.in/sites/default/files/201211090321243727349Regulation6oct06.pdf.

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

Yours faithfully,

Signed by Sushil Kumar

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

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

फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00344	Date of Receipt :	12/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Good Morning Sir I Am [REDACTED] We are Facing too much Network Related Problems in this Area. No any Mobile Tower Available in this area, Nearest Tower from our Village is 4 Km away. We Cannot Attend Video Classes and Cannot Do Work from Home due to Network Issues. When we have to run the internet, we have to go away from home, we have to go to the fields, we have to go to the garden, we are not able to use the internet sitting at home, some people whose house is a little outside the village, those people too. Can use internet outside home. I Requested to all the Company like Airtel, Jio, VI To Install a Tower in Our Village, but they Disappointed us. I Also Complaint before this, which i already attched pdf file below. We Cannot Attend Any Classes in this Digital World. Please Help us as Soon as Possible. Behalf of all Villagers. Please Help us as Soon as Possible		

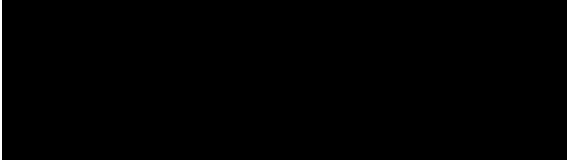


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal, Nehru Marg,
(Old Minto Road), New Delhi-110 002

F.No. RT-2/7/(205)/2021-RTI

Dated: 2nd July, 2021

To,

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

Sir,

Please refer to your RTI application dated 12/06/2021 filed online on the portal of RTI vide Registration No. TRA0I/R/E/21/00344 for providing information under the provisions of the RTI Act, 2005 regarding mobile network related matter. In this context, the following is furnished:

S.No.	Reply
1	You have not sought any specific information under RTI Act, 2005 rather your application is in the nature of a request/complaint regarding network related issues. TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service providers for appropriate action. It is also for information that TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he/she is free to take legal recourse.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00348	Date of Receipt :	14/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	I am using jio network for the past 4years.If we do a recharge at 3 pm today it will ends on plan expiry date 3 pm.In between the other days in the daily plan is activated in 12.03 am and it will be ended in 12.02 am in the next day.But in the plan end date it will ended in 3 pm(when the time of we done our recharge plan).We can not use it till the end of the day i.e 12.02 am (daily plan end time).So obviously we should do a recharge for the balance time of the day that is for 3pm to 12.02 am.This is totally unfair.I have done a recharge for 28 days means I have the right to enjoy its benefits until the day ends 11.59pm of the day ,isnot it?Already all the telecommunications applying 28days for denoting a month plan instead of 30days.By this we consumers are forced to do a 1extra month recharge in a year.And this above method of reducing the day end time of a recharge plan reducing it from 28days plan to 27day.Is it legal?TRAi allowing this?		



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(208)/2021-RTI

Dated: 05 July, 2021

To

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

Sir,

Please refer to your RTI application dated 14/06/2021 filed online in the RTI portal vide registration No. TRAOI/R/E/21/00348 for providing information under the provisions of the Right to Information Act, 2005 regarding complaints of Jio network for validity period of mobile recharge plans related matter. In this context, the following is furnished:

S.No.	Reply
1	The information sought is not available in TRAI. Further, it is informed that TRAI Act 1997 does not envisage, handling of individual consumer complaints by TRAI.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,

(पुराना मिंगो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002

फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00350	Date of Receipt :	15/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
S			
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 :	respected sir, i am sending our rti pls find enclosed. tks rgd 		

सूचना के अधिकार 2005 के अंतर्गत सूचना उपलब्ध कराने के संबंध में!

सेवा में,

केंद्रीय लोक सूचना अधिकारी महोदय,

भारतीय दूरसंचार नियामक प्राधिकरण

विषय:- निम्न बिंदुओं पर सूचना उपलब्ध कराने के संबंध में!

महोदय,

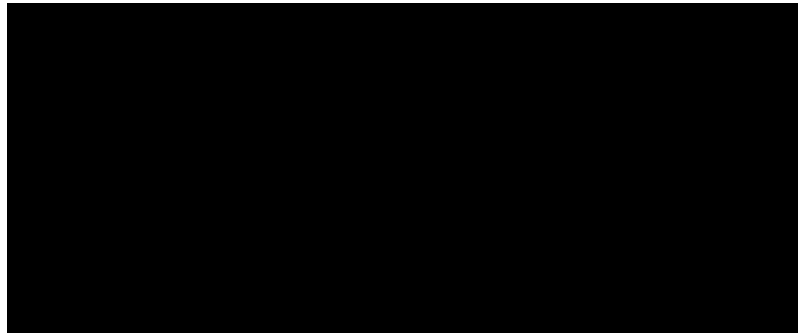
हमारी संस्था (एन. जी. ओ) श्री गंगा जी फाउंडेशन समाज और देश हित के साथ-साथ बच्चों के मानसिक एवं शारीरिक विकास के लिए कार्य करती हैं ऐसे में आज बच्चों का मानसिक विकास बहुत हद तक सोशल मीडिया अथवा टीवी प्रसारण पर निर्भर रहता है अपने उसी दायित्व को पूरा करने के लिए भारतीय दूरसंचार नियामक प्राधिकरण से निम्न बिंदुओं पर सूचना के लिए आग्रह किया जा रहा है जो इस प्रकार से हैं:-

1. टीवी चैनल पर दिखाए जाने वाला कार्टून कार्यक्रम अगर बच्चों के मानसिक एवं चारित्रिक विकास पर बुरा असर डाल रहा हो तो क्या भारतीय दूरसंचार नियामक प्राधिकरण द्वारा ऐसे कार्यक्रम को रोकने के लिए या प्रसारण ना करने पर कुछ नियम बनाए हैं कृपया इस संबंध में जानकारी उपलब्ध कराने की कृपा करें!
2. बच्चों के चारित्रिक एवं मानसिक विकास में बाधक टी.वी प्रोग्राम किसी चैनल के माध्यम से प्रसारण करता है तो उस चैनल की शिकायत कहां की जा सकती है कृपया इस संबंध में जानकारी उपलब्ध कराने की कृपा करें!

धन्यवाद!

दिनांक 15.06.2021

प्रार्थी



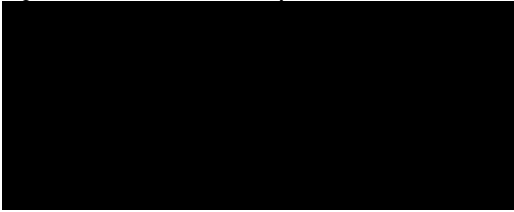
भारतीय दूरसंचार वनियामक प्रा धकरण

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

फाइल संख्या: आरटी-2/7/(209)/2021-आरटीआई

दिनांक: 01 जुलाई, 2021

सेवा में,



वषय: सूचना का अ धकार अ धनियम, 2005 के प्रावधानों के तहत सूचना हेतु अनुरोध।

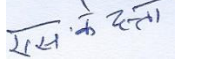
महोदय जी,

कृपया टीवी चैनलों के प्रसारण संबंधी मामले के बारे में सूचना का अ धकार अ धनियम, 2005 के प्रावधानों के तहत सूचना के लए पंजीकरण संख्या टीआरएओआई/आर/ई/21/00350 के तहत आरटीआई पोर्टल में ऑनलाइन प्रस्तुत दिनांक 15/06/2021 के अपने आरटीआई आवेदन का अवलोकन करें। इस संबंध में निम्न ल खत सूचना प्रस्तुत की जा रही है:

मद संख्या	उत्तर
1	आपके द्वारा मांगी गई सूचना ट्राई में उपलब्ध नहीं है। बहरहाल, आपके द्वारा मांगी गई सूचना सूचना एवं प्रसारण मंत्रालय में उपलब्ध हो सकती है। अतः सीधे आपको सूचना देने के लए आपका आवेदन 01 जुलाई 2021 को सूचना एवं प्रसारण मंत्रालय को ऑनलाइन हस्तांतरित किया गया है।

2. “सूचना का अधिकार अधिनियम, 2005” की धारा 19(1) के तहत भादू वप्रा में अपीलीय प्राधिकारी श्री कौशल कशोर, सलाहकार (एफएंडईए)-1, भारतीय दूरसंचार विनियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहलाल नेहरू मार्ग, पुराना मंटो रोड, नई दिल्ली-110002, टेली.: 011-232321856, फैक्स: 011-23235249 हैं।

भवदीय



(एस. के. दत्ता)

केन्द्रीय जन सूचना अधिकारी

टेली.: 011-23664503

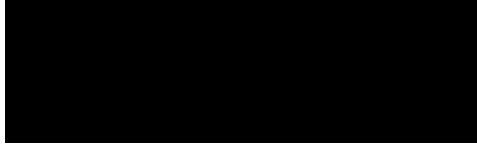
RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00352	Date of Receipt :	15/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
State :			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	My request is regarding Mobile Number Portability : If a mobile number has been ported several times from one to another service provider and now the latest provider has some issue and it needs to report the number, which service provider will it be? The previous service provider or the original service provider of the number? and why? If a number is reported by the current network operator to its original network what are options available to the customer for recovery of that number/connection?		



F.No. RT-2/7/(210)/2021-RTI

Dated: 05 July, 2021

To

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

Sir,

Please refer to your RTI application dated 15/06/2021 filed online in the RTI portal vide registration No. TRAOI/R/E/21/00352 for providing information under the provisions of the Right to Information Act, 2005 regarding mobile number portability related matter. In this context, the following is furnished:

S.No.	Reply
1	Sub-Regulation (5) of Regulation (14)- Rights and obligations of Donor Operator of the Telecommunication Mobile Number Portability Regulations, 2009 provides— (5) In case, after porting of a mobile number to the Recipient Operator's network, there is disconnection of the mobile number for any reason other than the reason specified in sub-regulation (4), the Recipient Operator shall, after ninety days of such disconnection, inform the Mobile Number Portability Service provider about such disconnection with a request for reversal of such mobile number to the Number Range Holder. The MNP Regulations are available at TRAI website https://traigov.in/release-publication/regulations/amendments-page/90024
2	The information sought in Para 2 is not available in TRAI. However, it may be available at DoT. Hence, your above RTI application has been transferred online to DoT on 05/07/2021 for providing the desired information directly to you.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंगो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002
फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00353	Date of Receipt :	16/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	What are the minimum data rate (DL/UL) should be provided by Telecom Companies with 4G network?		



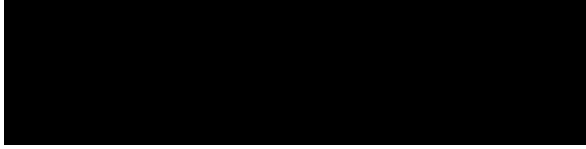
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(216)/2021-RTI

Dated: 09 July, 2021

To



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

Sir,

Please refer to your RTI application dated 16.06.2021 filed online on the RTI Portal vide registration No. TRAOI/R/E/21/00353 for providing information under the provisions of the Right to Information Act, 2005 regarding 4G internet speed related matters. In this context, the following is furnished:

S.No.	Reply
1	TRAI has not laid down any benchmark minimum/maximum (DL/UL) speed of 4G mobile internet connection. The speed of mobile internet is dependent on several factors such as closeness to the cell serving the customer, the number of users being served by the cell, the traffic handled by the cell, the user equipment/mobile handset used by the customer etc. As such, the mobile users may experience different speeds at different locations and time of usages. However, the information sought by you may be available with DoT. Hence, your RTI application has already been transferred online to DoT on 19.06.2021 for providing the information directly to you.

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

Yours faithfully,

(S.K. Dutta)

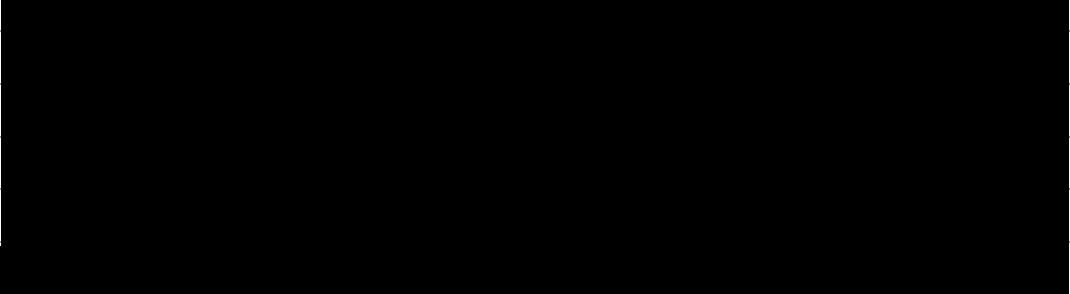
Central Public Information Officer

Tele: 011-23664503

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,

(पुराना मिंगो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002

फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00354	Date of Receipt :	16/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	I have taken Jio Fibre internet services. The said plan should cover 150 mbps speed with wide range. Although, actual speed they are providing is very fluctating between range of 120 mbps to 50 mbps for 5G and 4mbps to 31 mbps for 4G. I complained and wasted my 7 days with no solution. They asking to return/cancelled the subscription with loss of security deposit and also I have lost my 7 days of leave due to internet outage and my child education is also being affected. Everyone is doing WFH facility and I have opted for best services for Jio. Which I am getting and no solution is being provided. Also, there customer care protocol is too pathetic that it require 1-2 hrs to raise a ticket. Which they called trouble shoot and when i checked with executive his qualificaion. He is not IT background....how that is being run with no one noticing to it....please help		



Jio Fraud and Non customer centric approach

1 message

Wed, 16 Jun 2021 at 14:48

To: appellate.wb@jio.com
Bcc: helptrionline-dopt@nic.in

Dear Sir/Madam,

I have taken Jio Fibre as I feel cheated and lost almost 55k due to this in a month. The reason are as below :

- 1) I am using Rs. 999 plan and internet speed is very much fluctuating from 31 Mbps to 4 Mbps for 4G. I am getting 40-50 mbps with 5G out of 150 Mbps.
- 2) The router given is not cable to cover enough range. Ideally all family members have to adjust in on sofa near to router to use the internet facility.
- 3) Customer care executive are useless and unprofessional. The reason to quote this is attached recording. Ticket closed without my confirmation or consent with no option to escalate.
- 4) I raised concern for internet speed and disconnection on 10th June 2021. It has been 7 days with no solution.
- 5) I have compensated 7 working days leave from office due to this reason, which is monetary loss of approx 50 k for myself and other members who are working from home.
- 6) I have wasted 3 hrs discussion with unprofessional call center executive out of my working hours twice 10th June and 17th June. Which is again monetary loss of approx. 5k to me.

Eventually, I am loosing money and time both due to your customer handling protocol. I assume you guys are empathetic enough to understand school and work are being done from home due to COVID 19.

This is the way you are doing fraud and cheat with people. Please explain why??

Also, let me know if Jio going to compensate this money and time that has been wasted using your network. Which is still unresolved.

Mukhesh Amabani earns in second...I hope he should be able to understand this and valued other time as well...

Regards

[Redacted Signature]

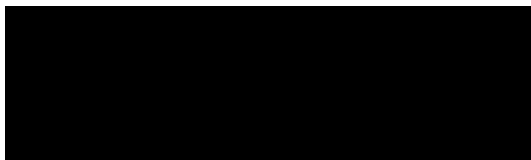


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal, Nehru Marg,
(Old Minto Road), New Delhi-110 002

F.No. RT-2/7/(211)/2021-RTI

Dated: 01 July, 2021

To

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

Sir,

Please refer to your RTI application dated 16/06/2021 filed online in the RTI portal vide registration No. TRA0I/R/E/21/00354 for providing information under the provisions of the RTI Act, 2005 regarding complaint against Jio Fibre internet services provider related matter. In this context, the following is furnished:

S.No.	Reply
1	TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service providers for appropriate action. It is also informed that TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00355	Date of Receipt :	16/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	I have a Jio connection and every now and then the internet speed goes down. They keep saying that many people are using the services that is why the internet speed is slow. Please help me with the following: 1. Is there a law that restricts the number of sim being issued based on their infrastructure? 2. I f I keep facing the same issue is there a way that I can use to file a complaint to a government authority that can help me? 3. What are the redressal mechanism if I continue to face the same issue? 4. Is there a facility where I can claim refund from the operator if there is a lapse in service provided? Right now Jio tells me that they cannot refund me the money as there is no system in place.		



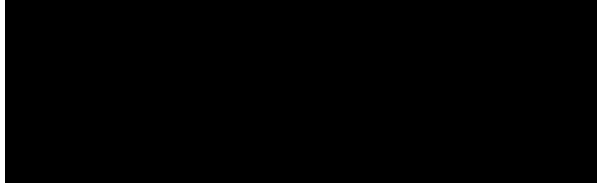
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(212)/2021-RTI

Dated: 05 July, 2021

To

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

Sir,

Please refer to your RTI application dated 16/06/2021 filed online in the RTI portal vide registration No. TRAOI/R/E/21/00355 for providing information under the provisions of the Right to Information Act, 2005 regarding mobile network related matter. In this context, the following is furnished:

S.No.	Reply
1 & 4	The information sought vide RTI application is not available in TRAI.
2 & 3	TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service providers for appropriate action. It is also for information that TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with their solution, he is free to take legal recourse

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

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

फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00358	Date of Receipt :	17/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
St			
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 :	GST rate charged by telecom provider from customer in Punjab i.e. NetPlus Broadband. Prevalent rate of GST fixed by the regulatory authority/government at the time of filing this application.		



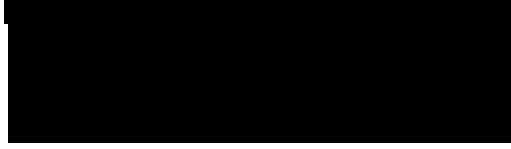
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(214)/2021-RTI

Dated: 05 July, 2021

To



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

Sir,

Please refer to your RTI application dated 17/06/2021 filed online through RTI portal vide registration No. TRAOI/R/E/21/00358 for providing information under the provisions of the Right to Information Act, 2005 regarding fixed GST rate charges by the telecom company in Punjab related matter. In this context, it is informed that the information sought by you is not available in TRAI

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंगो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002
फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00359	Date of Receipt :	18/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Broadband service providers like Atria Convergence technologies Pvt LTD installs junction boxes in the premises of subscriber if needed and draw power from the subscriber domestic connection. They provide a discount in lieu of the power consumed on a monthly basis to the subscriber on the broadband charges. 1. What is the policy that regulates this power discount? 2. Should this power discount related details be updated on their websites and mobile applications? 3. What is the Turn Around Time for grievance redressal in such cases of refunds or reimbursements? 4. What is the interest rate in case such refund is delayed beyond the TAT?		



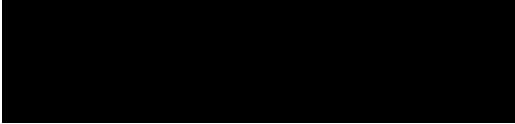
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(217)/2021-RTI

Dated: 14 July, 2021

To,

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

Sir,

Please refer to your RTI application dated 18.06.2021 filed online on the RTI Portal vide registration No. TRA0I/R/E/21/00359 for providing information under the provisions of the Right to Information Act, 2005 regarding Broadband service providers related matters. In this context, the following is furnished:

S.No.	Reply
1,2&4	Information is not available in TRAI
3	TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. It is also for information that TRAI has mandated all Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint Centre of their Service Providers (SPs). In case complaint is not redressed satisfactorily by the service provider at the complaint Centre, an appeal can be registered with Appellate Authority of the SPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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

Yours faithfully,

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

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
 (पुराना मिंटो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002
 फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

Signed by Sushil Kumar

Dutta

Date: 15-07-2021 11:40:14

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00361	Date of Receipt :	18/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	1.- Please Clarify the details of the Service Area of Class - A, Class - B & Class - C ISPs. 2.- Is there any Guidelines for providing Internet service in the area other than the permitted area by DoT. 3.- Which Category License is given to M/S Opticom Networks Pvt. Ltd.(Director - Abhishek Dutta), Midnapur, Kharagpur, West Bengal. 4.- Is there any provision for punishment to those ISPs who are providing Internet service in the area other than the permitted area by DoT. 5.- What is the Cost for obtaining Class - A, Class - B & Class - C ISP License. 6.- Please share the copy of the receipt of the payment received from M/S Opticom Networks Pvt. Ltd. for providing ISP License.		



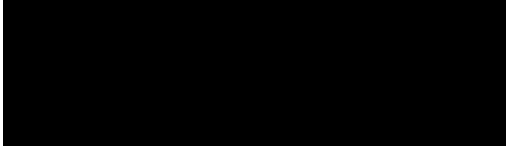
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(228)/2021-RTI

Dated: 26 July, 2021

To,

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

Sir,

Please refer to your RTI application dated 18/06/2021 filed online on the RTI Portal vide registration No. TRA0I/R/E/21/00361 for providing information under the provisions of the RTI Act, 2005 regarding Internet Service Providers related matters. In this context, the following is furnished:

S.No.	Reply
1	The License/Authorization for Internet Service are granted under Unified License for three different Categories namely Category 'A', Category 'B' and Category 'C'. The Service Area for Category 'A' authorization shall be the National Area. The Service Area for Category 'B' authorization shall be the Telecom Circle/Metro area as defined in Annexure-V of the Unified License. The Service Area for Category 'C' authorization shall be the Secondary Switching Area (SSA) as defined in Annexure-VII of the Unified License. The Unified License is available under the following link: https://dot.gov.in/sites/default/files/Unified%20Licence_0.pdf
3	M/S Opticom Networks Pvt. Ltd. has been granted Type 'C' category License for Midnapur SSA, West Bengal.
5	Details of Minimum Equity, Minimum Net worth, Entry Fee, PBG, FBG and Application Processing Fee for various service authorizations is available in Annexure-II of the Unified License. The Unified License is available under the following link: https://dot.gov.in/sites/default/files/Unified%20Licence_0.pdf
2,4 & 6	The information sought by you is not available in TRAI. However, the desired information may be available with DoT. Hence, in terms of Section 6 (3) (ii) of the RTI Act, 2005, your RTI application was transferred online to DoT on 26/07/2021 for providing the information directly to you

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

23235249.

Yours faithfully,

Signed by Sushil Kumar

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,

(पुराना मिनटो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002

फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00364	Date of Receipt :	19/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
State :			
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 :	To The CPIO Telecom Regulatory Authority of India New Delhi Respected Sir/Madam , I am a resident of [REDACTED] This house purchased by my mother [REDACTED] in the month of January , 2021. I have been residing here for the last two months. I have using mobile number [REDACTED] registered with Airtel operator. My mobile number [REDACTED] have been under surveillance or tapped. My communications , my messages , my internet searching , my shopping informations with amazon india and flipkart have been leaking. I request you kindly provide me with the details related to my phone surveillance or tapping and reason for the same . And also on whom instruction my mobile surveillance or tapping have been taking place. Note: Kindly provide me reply also through soft copy on my email address - [REDACTED]		

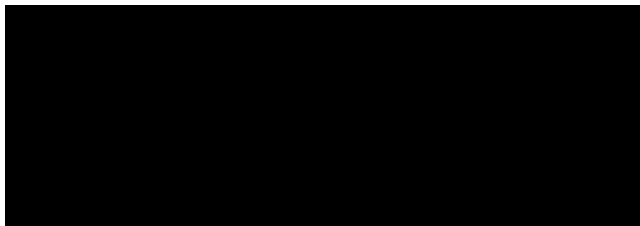


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal, Nehru Marg,
(Old Minto Road), New Delhi-110 002

F.No. RT-2/7/(227)/2021-RTI

Dated: 01 July, 2021

To



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

Sir,

Please refer to your RTI application dated 19/06/2021 filed online in the RTI portal vide registration No. TRAOI/R/E/21/00364 for providing information under the provisions of the RTI Act, 2005 regarding surveillance, tapping or interception of your mobile number related matter. In this context, the following is furnished:

S.No.	Reply
1	The information regarding surveillance, tapping or interception is neither available with TRAI nor it can be sought from the service providers However, the same may be available with the Department of Telecommunication (DoT) or the Ministry of Home affairs. Hence, your above RTI application has already been transferred online on 25/06/2021 to the Department of Telecommunications and Ministry of Home Affairs under Section 6(3) of the RTI Act, 2005 to provide the information directly to you.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00366	Date of Receipt :	20/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Name :	[REDACTED]		
Mobile No. :	[REDACTED]		
Email ID :	[REDACTED]		
Status :	[REDACTED]		
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 :	Respected sir Please provide me following information. 1 Softcopy of all prepaid tariff plans of Reliance jio, Airtel, Vodafone Idea, Bsnl and Mtnl of all telecom circles of india for last two quarters. 2 Softcopy of all postpaid tariff plans of Reliance jio, Airtel, Vodafone Idea, Bsnl and Mtnl of all telecom circles of india for last two quarters. Please send the above information via email to [REDACTED] Thank you Research Scholar		



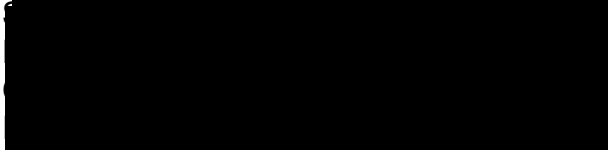
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(226)/2021-RTI

Dated: 12 July, 2021

To,

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

Sir,

Please refer to your RTI application dated 20.06.2021 filed online on the RTI Portal vide registration No. TRAOI/R/E/21/00366 for providing information under the provisions of the Right to Information Act, 2005 regarding prepaid and postpaid tariff plans related matters. In this context, the following is furnished:

S.No.	Reply
1 & 2	The information sought are available in telecom service providers' website as well as in TRAI's tariff portal at the link https://tariff.trai.gov.in/consumerview/index.aspx in public domain.

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

Yours faithfully,

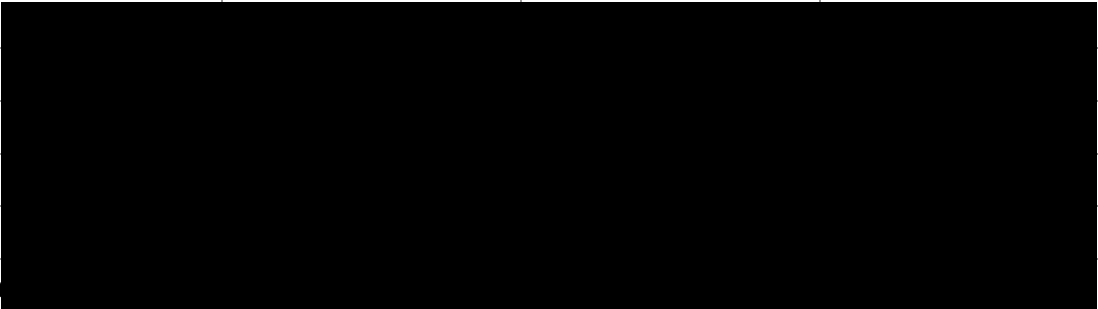
(S.K. Dutta)
Central Public Information Officer
Tele: 011-23664503

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंगो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002
फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

Signed by Sushil Kumar

Dutta

Date: 12-07-2021 16:51:01

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00367	Date of Receipt :	21/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
State :			
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 :	Please find the attached RTI Application		

Please provide following information:

1. How teledensity of Delhi is calculated? Please provide the methodology of calculation. As per subscription reports you add subscriber from Ghaziabad, Noida in UP (W) and Gurgaon and Faridabad in Haryana in Delhi but your reports don't describe whether population of those other districts or regions is added in population of Delhi while calculating teledensity of Delhi or not and population of those districts are subtracted in other states while calculating teledensity or not?
2. Please provide the state wise population projection table used by TRAI while calculating tele density
3. How teledensity of Bihar which was 58.92% in December 2019 got reduced to 53.07% in January 2020 with loss of just -100076 subscribers out of total 84321786 subscribers in December 2019? It is beyond comprehension please elaborate on the reason of decrease in teledensity



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

F.No. RT-2/7/(222)/2021-RTI

Dated: 02 July, 2021

To



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

Sir,

Please refer to your RTI application dated 21/06/2021 filed online in the RTI portal vide registration No. TRA0I/R/E/21/00367 for providing information under the provisions of the Right to Information Act, 2005 regarding calculation of Tele density related matter. In this context, the following is furnished:

S.No.	Reply
1 & 3	The information sought in your above cited RTI application is a query which does not come under section 2 (f) of RTI Act 2005. Hence, TRAI has no comments on the same.
2	To calculate the tele-density, TRAI uses the projection of population from the 'Report of the Technical Group on Population Projections for India and States 2011 – 2036', Ministry of Health & Family Welfare. The same is available on the public domain under the following link: https://main.mohfw.gov.in/sites/default/files/Population%20Projection%20Report%202011-2036%20-%20upload_compressed_0.pdf

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00369	Date of Receipt :	22/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Who is owner OF DTH cpe being used for the last 10 years? Would you elaborate the equipment OF DTH service?		

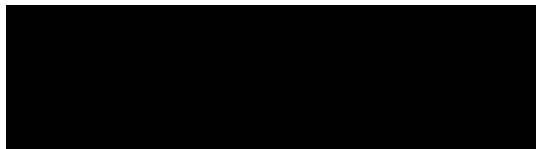
TELECOM REGULATORY AUTHORITY OF INDIA

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

F.No. RT-2/7/(220)/2021-RTI

Dated: 02 July, 2021

To

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

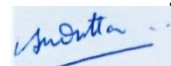
Sir,

Please refer to your RTI application dated 22/06/2021 filed online in the RTI portal vide registration No. TRA0I/R/E/21/00369 for providing information under the provisions of the Right to Information Act, 2005 regarding DTH related matter. In this context, the following is furnished:

S.N o.	Reply
1	In this regard, Regulation 24 Supply and installation of the customer premises equipment of "The Telecommunication (Broadcasting and cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017", dated 03rd March 2017 may be referred to know about the regulations on various types of CPE Schemes and the ownership of the CPE, a distributor can offer to its customers, which is available on TRAI website at the following link: https://www.trai.gov.in/sites/default/files/QOS_Regulation_03_03_2017.pdf
2	In this regard, "customer premises equipment" or "CPE" means the components and accessories installed at the premises of the subscriber to enable the reception of broadcasting services related to television provided through addressable systems and includes cable wire, set top box, remote control for set top box, dish antenna, low noise block converter or any other equipment which may be necessary to receive broadcasting services related to television.

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

Yours faithfully



(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00371	Date of Receipt :	23/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
S			
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 :	Enclosing Mail Dated: 03.04.2021 Undersigned action taken report on matter escalated to the telephone regulatory authority@Airtel		



I/3414/2021

TELECOM REGULATORY AUTHORITY OF INDIA

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

F.No. RT-2/7/(223)/2021-RTI

Dated: 02 July, 2021

To



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

Sir,

Please refer to your RTI application dated 23/06/2021 filed online in the RTI portal vide registration No. TRA0I/R/E/21/00371 for providing information under the provisions of the Right to Information Act, 2005 regarding action taken report on your email dated 03.04.2021 related matter. In this context, the following is furnished:

S.No.	Reply
1	TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service providers for appropriate action. Accordingly, your complaint dated 3.4.2021 has been forwarded to the concerned service provider i.e. M/s. Bharti Airtel Ltd for taking appropriate action. It is also informed that TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00373	Date of Receipt :	24/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	In my area internet connectivity speed is very low . I am facing this problem from 1 year and 6 months . I am many time registered Complaint for slow internet speed but you are not solve my issue. My Location is mentioned in this link : [REDACTED] maps.app.goo.gl/s5zFHWyifrWrTPep6 1. Jio number: [REDACTED] 2. Alternate num [REDACTED] 3. Handset model-Vivo - vivo Y91i(1820) 4. Websites that you are facing the issue with Microsoft applications, YouTube voot kids ,Google map , sonylive Etc. Specially when watching online video quality is very low and video is not play because of slow speed . And when download any file download very slowly because of slow speed of internet. I am face this problem from 1 year and 6 Months . And you are not resolve this Complaint from your end from 1 year and 6 months . 5. Date and time when you faced the issue is 8:45AM,10:15 AM , 10:30AM , 12:15 AM , 05:05PM , 07:25 PM etc. Daily and last 24 hours and I am facing slow speed problem whole day and internet speed is 23Kb/S . 6. Google location [REDACTED] maps.app.goo.gl/[REDACTED] Address : [REDACTED] [REDACTED] and I am receive reply from your side that Dear [REDACTED] I apologize for the inconvenience caused due to slow internet speed and voice quality issue at your location. This is definitely not the service we want you to experience with Jio as we value our customers more than anything. Thank you for your time over the call. As discussed, you are experiencing internet issue as there are many users using internet at the same time from the site you are connected with. We are aware and our network team is working towards deploying additional spectrum (or capacity or bandwidth) across all locations in next few weeks. Please give me specific date when Network deploying work complete?? And when my Complaint is resolve??? And second complaint for mobile number [REDACTED] jio.My mobile number is		

██████████ and my Request ID : ██████████ 2 .when my Complaint solve please call me for talk about my resolution for my Complaint .my Complaint is for voice quality issue at my location. ██████████
maps.app.g ██████████

On this mobile number problem is that when I am receive call or call to other voice quality of call is very poor and This reply was get on 20th May ,2021. But still today my Complaint is not resolve and I am face this problem. Please improve your service and please improve your call quality. And my device is Jio Phone. This is Complaint for Reliance Jio . Please TRAI do necessary action against Reliance Jio for my Complaint.



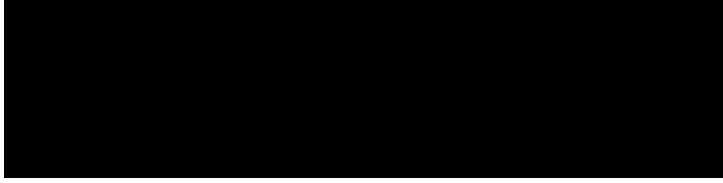
RT-2/7/(224)/2021-RTI
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(224)/2021-RTI

Dated: 20 July, 2021

To,



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

Sir,

Please refer to your RTI application dated 24/06/2021 filed online on the RTI Portal vide registration No. TRAOI/R/E/21/00373 for providing information under the provisions of the RTI Act, 2005 regarding complaint against slow internet speed related matters. In this context, the following is furnished:

S.No.	Reply
1 to 6	You have not sought any specific "information" under RTI Act, 2005. As for as issue raised in your above RTI request is a nature of complaints and TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service providers for appropriate action. It is also informed that TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint Centre of their Telecom Service Providers (TSPs). In case his complaint is not redressed satisfactorily by the TSP, the consumer can appeal to the Appellate Authority of the TSP. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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

Yours faithfully,

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

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

फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00374	Date of Receipt :	24/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	My Complaint is for GTPL Cable TV. My registered mobile number is [REDACTED] and my set top box number is FCBCSQRSL. Every monsoon season and in rainy season and other reason every time my TV is show signal not found and my service provider name is nidhi cable but they are not resolve this problem from many years. Please resolve my Complaint. My address is [REDACTED] [REDACTED] They are not improve their service and I am face this problem from many years . Please take some necessary action TRAI.		



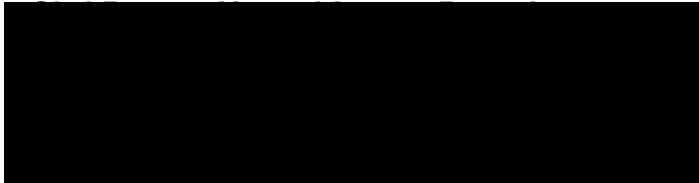
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(219)/2021-RTI

Dated: 26 July, 2021

To,

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

Sir,

Please refer to your RTI application dated 24/06/2021 filed online on the RTI Portal vide registration No. TRA0I/R/E/21/00374 for providing information under the provisions of the RTI Act, 2005 regarding complain against GTPL Cable TV related matters. In this context, the following is furnished:

S.No.	Reply
1	It is for your information that the vide your above cited RTI application, you are not seeking any information but submitting complaint and requesting for resolution of the same, which is not covered under RTI Act 2005. However, your complaint is being uploaded on TRAI's Complaint Management portal for an early resolution by the concerned service provider (i.e., M/s GTPL Hathway Limited).

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

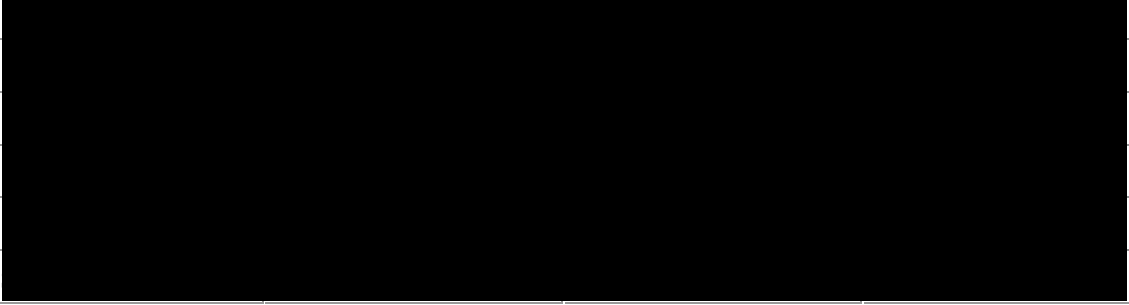
Yours faithfully,

Signed by Sushil Kumar

(S.K. Dutta)

Central Public Information Officer
Date: 27-07-2021 12:12:26
Tele: 011-23664503

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंटो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002
फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00375	Date of Receipt :	24/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Name of the authority other than trai to disclose minimum 3G 4G & 5G mobile INTERNET/DATA SPEED in mbps? How to get the data speed from service providers?		



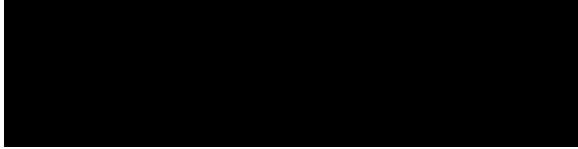
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F. No. RT-2/7/(218)/2021-RTI

Dated: 19 July, 2021

To,

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

Sir,

Please refer to your RTI application dated 24/06/2021 filed online on the RTI Portal vide registration No. TRAOI/R/E/21/00375 for providing information under the provisions of the Right to Information Act, 2005 regarding internet speed related matters. In this context, the following is furnished:

S.No.	Reply
1	The information sought by you is not available in TRAI.
2	Crowd sourced data collected through TRAI My speed Portal can be accessed through the following link: https://analytics.trai.gov

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

Yours faithfully,

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

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंगो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002
फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00378	Date of Receipt :	25/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
[REDACTED]			
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 :	Dear Sir/Madam As per TRAI how many days will take to PORT sim from from VI Network and other network in Metro cities like Bangalore and Rural areas ? Regards, [REDACTED]		



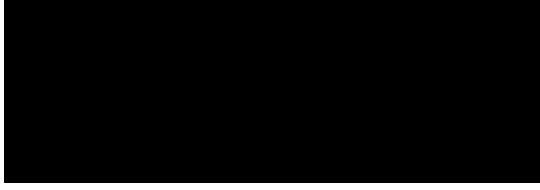
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(232)/2021-RTI

Dated: 07 July, 2021

To



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

Sir,

Please refer to your RTI application dated 25/05/2021 filed online on the RTI Portal vide registration No. TRAOI/R/E/21/00378 for providing information under the provisions of the Right to Information Act, 2005 regarding mobile number portability related matters. In this context, the following is furnished:

S.No.	Reply
1	After submission of Port request form to the telecom service provider, It takes three working days for porting within the same licensed service area (LSA) and five working days for porting from one LSA to another LSA, in all the LSAs, except the LSAs of J&K, North East and Assam, where porting time is 15 days, provided the subscriber fulfills the eligibility for porting. The information is available in the TRAI website in the URL: https://traigov.in/sites/default/files/RegulationsMNPEng13122018.pdf

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

Yours faithfully,

(S.K. Dutta)

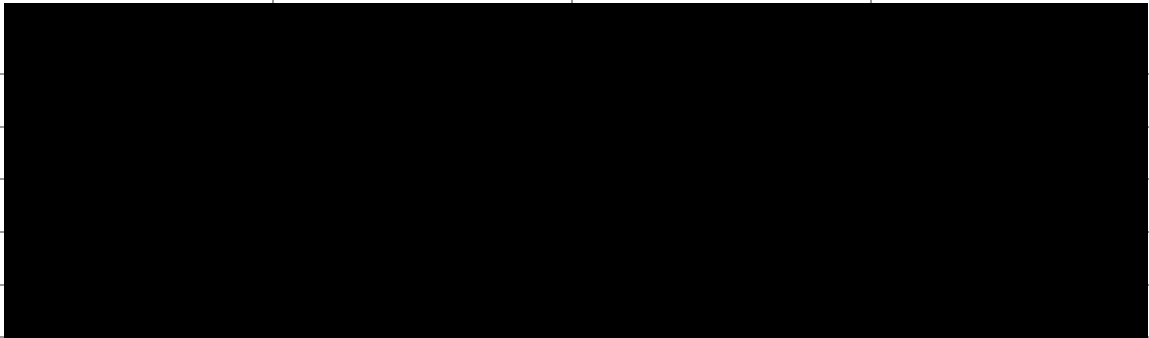
Central Public Information Officer

Tele: 011-23664503

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,

(पुराना मिंगो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002

फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00380	Date of Receipt :	25/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	How many Indian rural area & villages covered with 2G / 3G /4G connections??? ever TRAI ...did audit about the same or not?? ever TRAIdid audit about the telecom companies covered India Rural or village areas about how many villages having signals bar fully or not??? ever TRAI gives orders to telecom sector to covered Indian rural area or villages fully?? ever TRAI audit that how many villages and rural are still not having even 2G network even after 25 years of Indian cellular industries started???		



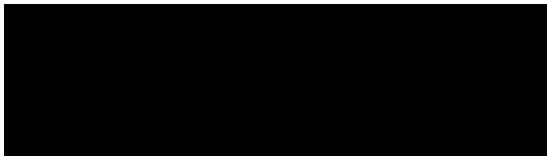
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(234)/2021-RTI

Dated: 29 July, 2021

To,

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

Sir,

Please refer to your RTI application dated 25/06/2021 filed online on the RTI Portal vide Registration No. TRAOI/R/E/21/00380 for providing information under the provisions of the RTI Act, 2005 regarding detail of rural area and villages covered with 2G/3G/4G connection related matters. In this context, the following is furnished:

S.No.	Reply
1	The information sought vide your RTI application is not available in TRAI. Further, It is informed that all Telecom Service Providers are governed by the License Agreement entered into with the DoT. Hence, in terms of section 6 (3) (ii) of the RTI Act, 2005 your ibid RTI application has already been transferred online on 29.07.2021 to DoT to provide the information directly to you.
2 to 5	TRAI has not conducted any such audit or passed any orders in this regard. However, coverage related information may be available with DoT. Hence, in terms of section 6 (3) (ii) of the RTI Act, 2005 your ibid RTI application has already been transferred online on 29.07.2021 to DoT to provide the information directly to you.

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

Yours faithfully,

Signed by Sushil Kumar

Dutta

(S.K. Dutta)

Date: 02-08-2021 11:46:37

Central Public Information Officer

Tele: 011-23664503

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंटो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002
फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00381	Date of Receipt :	26/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Hi Sir/Madam, I am filing this RTI related to my wife([REDACTED] mobile number [REDACTED] (Airtel Service provider) which has been ported to someone else on 25 or 27 May .My wife was expired on 30th April still my wives mobile number was ported to someone else after her death without providing death certificate of my wife.My wifes phone was stolen on the death date of my wife means 30th April.I think who had stolen my wife mobile has all the details of my wife and ported the number and changes ownership to his/her name.Previously when I tried to change ownership of my wifes mobile number then airtels customer care told me that by providing the death certificate of your wife you can change ownership of mobile number.Now when I tried to change the ownership of my wifes mobile number after issuing the death certificate of my wife,the airtel customer care person told me they can not help me regarding this. So I want to ask whether it is legal that any telecom company can port mobile number of dead person to any other person without absence of that person who had died. I am attaching my wifes death certificate and postpaid mobile number bill of my wife and me for supporting my claim. I will suggest that please take action against telecom companies who are doing this illegal fraud because through mobile we have linked our bank accounts ,social media account and any other personal things which can be misused by an other person. Thanks and Regards, [REDACTED]		

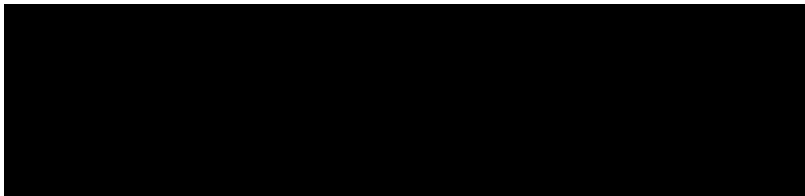
TELECOM REGULATORY AUTHORITY OF INDIA

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

F.No. RT-2/7/(235)/2021-RTI

Dated: 02 July, 2021

To



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

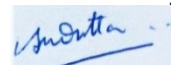
Sir,

Please refer to your RTI application dated 26/06/2021 filed online in the RTI portal vide registration No. TRA0I/R/E/21/00381 for providing information under the provisions of the Right to Information Act, 2005 regarding KYC and change ownership related matter. In this context, the following is furnished:

S.No.	Reply
1	Though Regulatory Framework for Mobile Number Portability are issued by TRAI, it is not directly involved in the porting process. The information sought in your RTI application pertains to KYC of a subscriber and change of ownership of a mobile number, which may be available in DoT. Hence, your above RTI application has already been transferred online to DoT on 02/07/2021 to provide the information directly to you.

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

Yours faithfully



(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00382	Date of Receipt :	28/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Sir, Please provide the details as mentioned in the attached RTI application and do the needful. I will be ever grateful for this . With Regards [Redacted Signature]		

To
The Appellate Authority TRAI
Shri S.K. Mishra
Pr. Advisor (F&EA) Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan,
Jawaharlal Nehru Marg, Old Minto Road,
New Delhi-110 002
Tele - 011- 23221856
Fax - 011-23235249
e-mail-skmishra@trai.gov.in

Date: - 28.06.2021

Sub: Application under Right to Information Act, 2005

Dear Sir,

I, [REDACTED]
[REDACTED] working in - M/S. Cross Section Interactive Pvt. Ltd, having its office at
[REDACTED]

201301 having mobile Number [REDACTED] requests you to provide the Information and Letters/
Documents/ Noting Sheets in respect to following:

Background. Applicant is having a mobile with the SIM card of Airtel having the number [REDACTED] That from the last few days some miscreants are threatening the Applicant and is harassing him time and again from 01.05.2021 to 31.05.2021.

The Applicant therefore feels intimidated and wants to log a complaint with the authorities. The Applicant cannot log a complaint as he is being asked by the authorities to provide the incoming call details from the service provider. Regarding this the Applicant had followed up and requested the service provider- Airtel several times over calls and Emails on 23.06.2021 and 24.06.2021 but no positive response came from the Service Provider – Airtel and therefore the complaints cannot be lodged. The Applicant is asking for the call details of his own persona mobile number which he uses regularly and not of someone else's.

Information/ Documents sought under RTI: In this regard, the Applicant hereby seek following information under the RTI Act, 2005: -

- i. What actions and notices were issued to the Service Provider for giving the incoming call details of the Applicant?
- ii. Copy of the order to provide the incoming call details of the Applicant by the Service Provider along with the incoming call details.

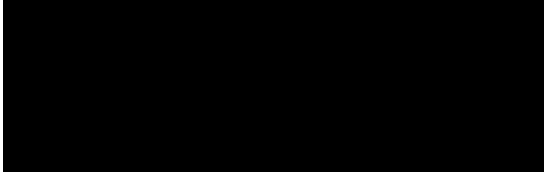
That the fee for information amounting to Rs. 10 /- has been paid.

I state that the information sought hereby under Right to Information Act 2005 does not fall within the restrictions/exceptions contained u/s 8 and 9 or barred u/s 11 of the Right to Information, 2005 Act, to the best of my knowledge and that the same pertains to your office.

The information hereby sought is required to be furnished to me within 30 days as prescribed u/s 6 (1) of the Right to Information Act, 2005.

I state that I am a citizen of India and eligible to seek information under the Right to Information Act, 2005.

Thanking You
Yours faithfully,



Attached Emails -



Sent: Thursday, June 24, 2021 10:52 AM
To: Arvind Tiwari <arvindtiwari@synapseco.com>
Subject: Fwd: Call details required

Regards



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

From: appellate del <appellate.del@in.airtel.com>
Date: Thu, 24 Jun, 2021, 10:40 AM
Subject: Re: Call details required



Dear Customer,

Warm Greetings from Airtel!

This is in reference to your email regarding call details issue faced for your Airtel mobile number [REDACTED]

Our team is working on your request on priority and will provide updated status to you within 24-48 Hrs.

Hope it helps

Thanks for reaching out to us. Delighted to assist you.

Warm Regards,

Airtel - The network with India's Best Video Experience.

On Thu, 24 Jun 2021 at 08:35 AM <appellate.del@in.airtel.com> wrote:

Dear Customer,

Warm Greetings from Airtel!

Our team is working on your request on priority and will provide updated status to you within 24-48 Hrs.

Hope it helps

Thanks for reaching out to us. Delighted to assist you.

Warm Regards,

Airtel - The network with India's Best Video Experience.

On Wed, 23 Jun 2021 at 05:31 PM [REDACTED] wrote:

**** External Email. Treat hyperlinks and attachments in this email with caution. ****

Pls find attachment.

Regards
[REDACTED]

On Wed, 23 Jun, 2021, 5:06 PM appellate del, <appellate.del@in.airtel.com> wrote:

Hello [REDACTED]

Greetings from Airtel!

This is in reference to your email regarding call details issue faced for your Airtel mobile number [REDACTED]

At the outset we regret the inconvenience caused.

As discussed with you on your Airtel mobile number [REDACTED] your query has been addressed.

We request you to follow below mentioned procedure to avail call details:

1. You need to send SMS in the below mentioned format:

EPREBILL <month> <email id> to 121 (Toll Free). Month format should be MMM e.g. JAN.

Example : EPREBILL JAN xyz@gmail.com

2. Bill will get processed for the entire Calendar Month Only. However, you will not be able to avail call details for the current month.

3. Call details will be delivered to your registered email id instantly

4. Password will send through SMS once Ebill sent to open the ebill. Your request number itself will be the password to open the e-bill.

5. Can get maximum details of last 6 months.

6. Paper Bill has been discontinued.

Regarding incoming calls:

To ensure customer's privacy, we would not be able to share the details or divulge any information of the calling party.

Appreciate your co-operation in this regards.

Thanks for writing to us. Delighted to assist you.

Warm Regards,

Airtel - The network with India's Best Video Experience.

On Wed, 23 Jun 2021 at 12:06 PM <[REDACTED]> wrote:

**** External Email. Treat hyperlinks and attachments in this email with caution. ****

Hi,

Please provide me urgently the incoming and outgoing call details of my prepaid Airtel Mobile having number [REDACTED], from 01.05.2021 to 31.05.2021.

Also find attach the aadhaar card copy for your reference.



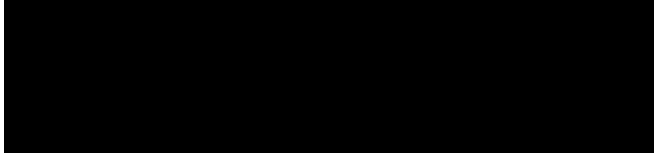
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(236)/2021-RTI

Dated: 27 July, 2021

To,



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

Sir,

Please refer to your RTI application dated 28/06/2021 filed online on the RTI Portal vide Registration No. TRAOI/R/E/21/00382 and another application dated 09/07/2021 filed on the RTI portal of Director General (Telecom) HQ vide Registration No. DGTHQ/R/T/21/00298 received in TRAI on 12/07/2021 vide Registration No. TRAOI/R/T/21/00042 for providing information under the provisions of the RTI Act, 2005 regarding incoming call details related matters. In this context, the following is furnished:

S.No.	Reply
1 & 2	As per Regulation-8 of Telecom Consumers Protection Regulations, 2012, every service provider shall; on request from any pre-paid customer, provide to such customer at reasonable cost, within a time period of thirty days of receipt of such request, information relating to (a) Itemised usage charge for all calls; (b) Number of SMS sent and the amount charged for such SMSs; (c) Value Added Services availed and the amount charged for such service; (d) Premium Rate Service availed and the amount charged for such service; (e) Roaming charges. Provided that it shall not be obligatory on the part of the service provider to provide information for any period beyond the period of six months preceding that the date of request. For more details, the regulations can be accessed from the following link:- https://traigovinsitesdefaultfilesConsumer_Protection_Regulations%202012.pdf. Further, It is informed that TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. Hence, in terms of section 6 (3) (ii) of the RTI Act, 2005, your RTI application was transferred online to DoT on 30/06/2021 to provide the information directly to you.

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

Yours faithfully,



(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,

(पुराना मिंगो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002

फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00383	Date of Receipt :	28/06/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Respected Sir I have individual bsnl ftth connection in my shop. I want to start PDO Public data office PMWANI services through bsnl ftth connection. It is possible Or not?		



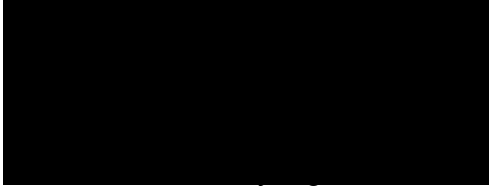
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(237)/2021-RTI

Dated: 09 July, 2021

To,

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

Sir,

Please refer to your RTI application dated 28.06.2021 filed online on the RTI Portal vide registration No. TRA0I/R/E/21/00383 for providing information under the provisions of the Right to Information Act, 2005 regarding Office PM WANI related matters. In this context, the following is furnished:

S.No.	Reply
1	Information regarding PM WANI can be accessed under the following link:-https://dot.gov.in/dataservices/prime-minister-wi-fi-access-network-interface-pm-wani-framework-and-guidelines. Moreover, your RTI application has also been transferred online to BSNL Bihar on 30.06.2021 for providing the information directly to you.

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

Yours faithfully,

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

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिंगो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110002
फैक्स/Fax: +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

I/3561/2021

Signed by Sushil Kumar
Dutta
Date: 12-07-2021 15:22:56

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00385	Date of Receipt :	01/07/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	Yes	Citizenship Status	Indian
Amount Paid :	0)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Sir, my number [REDACTED] was ported to jio from vadafone on 2nd June which was ported on 3rd June but the company suddenly closed the number on 30th June without any notice and when contacted in customer care, they said If there is no detail of this number, then how my number got closed, I want answer because my job was going to call on this number on 1st July, so sir please help me, I am very upset.		



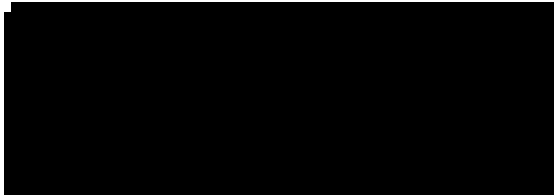
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/ Government of India



F.No. RT-2/7/(239)/2021-RTI

Dated: 09 July, 2021

To



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

Sir,

Please refer to your RTI application dated 01.07.2021 filed online on the RTI Portal vide registration No. TRA01/R/E/21/00385 for providing information under the provisions of the Right to Information Act, 2005 regarding mobile number portability related matters. In this context, the following is furnished:

S.No.	Reply
1	It is intimated that, though Regulatory Framework for Mobile Number Portability is issued by TRAI, but it is not directly involved in the porting process. Hence, the information sought by you is not available in TRAI.

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

Yours faithfully,

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

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
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