

To,

**CPIO Office of,
Telecom Regulatory Authority of India (TRAI),
Ministry of communication,
4th, 5th, 6th & 7th Floor, Tower-F,
World Trade Centre, Nauroji Nagar,
New Delhi: 110029**



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

Respected Central Public Information Officer,

I am writing to request information under the Right to Information Act, 2005, regarding the establishment of mobile towers in residential areas. I would like to know the procedures, guidelines, and regulations governing the installation of mobile towers in residential areas.

Information Sought

- 1. Documents related to mobile tower establishment:** Please provide copies of all documents, including permissions, approvals, and licenses, required for establishing a mobile tower in a residential area.
- 2. Role of local bodies: Please provide information on the role of local bodies, such as:**
 - Municipal Corporation of Delhi (MCD)
 - Resident Welfare Associations (RWAs)
 - Fire Station Office
 - Aviation Authorities
 - Local Police Station

in the approval and regulation of mobile tower installations in residential areas.

3. Safety guidelines: Please provide information on the safety guidelines and regulations that mobile tower operators must follow in residential areas.

4. Radiation limits: Please provide information on the radiation limits set by TRAI for mobile towers in residential areas.

CONT....TO 2

Format of Information

I would like to receive the information in the form of certified copies of documents and detailed written responses to the above queries.

Timeframe

As per the Right to Information Act, 2005, I expect a response within 30 days from the date of receipt of this application.

Payment of Fees

I am paying the prescribed fees of INR 10/- for the information sought through the IPO 66F351805

Thank you for your time and assistance.

Sincerely,

A large black rectangular redaction covers the signature and name of the sender. A small blue mark is visible above the redaction.



भारतीय दूरसंचार विनियामक प्राधिकरण Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



फ. संख्या: RT-2/6/(47)/2025-आरटीआई

दिनांक: 05-06-2025

सेवा में



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

महोदय,

कृपया अपने दिनांक रहित आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 02/06/2025 (डायरी संख्या 1129) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत मोबाइल टावर स्थापना से संबंधित दस्तावेज, सुरक्षा दिशानिर्देश और विनियम आदि से संबंधित मामलों के सम्बंध में जानकारी मांगी है।

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

भादुविप्रा, signed by

SUSHIL KUMAR DUTTA

Date: 05-06-2025

11:01:07

(एस. के. दत्ता)

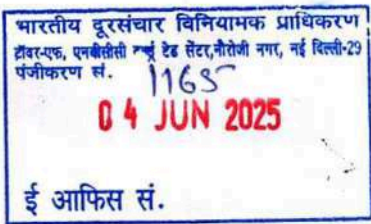
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

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

By Speed Post 3/6/2025



✓ CPIO,
Telecom Regulatory Authority
of India (T.R.A.I)
4th, 5th, 6th, 7th फ्लोर, टावर-F
वर्ल्ड ट्रेड सेंटर, नारोजी नगर
नई दिल्ली - 110029

विषय: - RTI कायून 2005 की धारा 6(i) के तहत आवेदन (आवेदन
की प्रत संलग्न रखतगन IFO- 65F 112514)

श्रीमान जी,

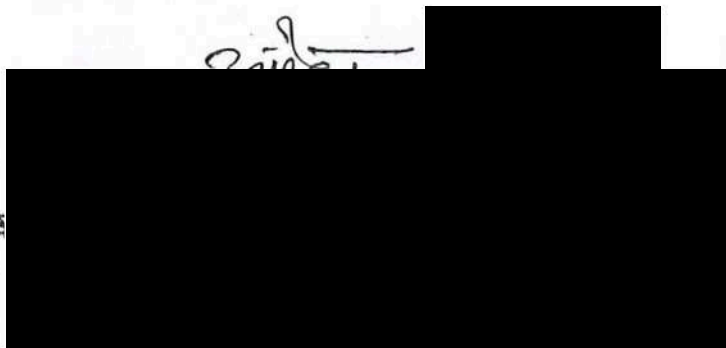
(A) निम्नलिखित mobile No's जो कि आवेदक के spouse (wife)
के पुत्र के हैं का रिकार्ड (पिछले तीन वर्षों से अभी तक) (CDR)
Detail, Location, Mobile No खरीदा गया तारीख, जगह

रिकार्ड भी लोकेशन का पता उपलब्ध करके देना का कष्ट करें
(CDR) साथ में Messages, WhatsApp chat, इत्यादि भी दिए जाएं

- ① - [Redacted] (io)
- ② - [Redacted] (io)
- ③ - [Redacted] (io)
- ④ - [Redacted] (ij)

(B) प्रथम RTI अपील की अधिकारी का पता Address सहित
दिया जाए

नोट: कुछ mobile No.
जहाँ-जहाँ हैं। वे
mobile No-की उपलब्ध
Detail भी उपलब्ध
कराई जाए





भारतीय दूरसंचार विनियामक प्राधिकरण Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



फ. संख्या: RT-2/6/(48)/2025-आरटीआई
सेवा में

दिनांक: 09-06-2025

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

महोदय,

कृपया दिनांक 03/06/2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 04/06/2025 (डायरी संख्या 1165) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत कॉल विवरण रिकॉर्ड, स्थान, मोबाइल सिम कार्ड खरीदने की तारीख आदि से संबंधित मामलों के सम्बंध में जानकारी मांगी है।

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

भादुविप्रा, signed by
SUSHIL KUMAR DUTTA
Date: 09-06-2025

13:12:06

(एस. के. दत्ता)

केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

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



TELECOM REGULATORY AUTHORITY OF INDIA
(Regional Office)
1ST FLOOR, SOUTH BLOCK, SANCHAR BHAWAN
INSTITUTIONAL AREA, JHALANA DOONGRI
JAIPUR – 302004 Rajasthan



File No.:RT-2/(107)/2021-RO_JPR
To,

19-05-2025

The Technical Officer (RTI)
Telecom Regulatory Authority of India
World Trade Center, Tower-F, (4th to 7th Floor) Nauroji Nagar,
New Delhi-110 029



Subject: Information w.r.t. RTI filed by [REDACTED]

Reference: RTI application dated 09.05.2025 of [REDACTED]

In reference to RTI application dated 09.05.2025 of [REDACTED] (Copy enclosed) it is submitted that as per records of this office, no such information available are in RO Jaipur .

2. This is issued with the approval of Advisor, RO Jaipur.

Encl.: As above

With Regards

(Sanjiv Meena)

SRO, TRAI RO Jaipur

Copy to: SRO (B&CS), TRAI HQ for kind information





श्रीमान केन्द्रीय लोक सूचना अधिकारी,
भारतीय दूरसंचार विनियामक प्राधिकरण,
प्रथम तल, संचार भवन इन्स्टीट्यूशनल एरिया,
महात्मा इंदिरा, जयपुर 302604

विषय :- भा. दू. वि. प्रा. द्वारा जारी गजट नोटिफिकेशन के बारे में,
महोदय,

आपको उपरोक्त आवेदन आर. टी. आई. एक्ट की धारा 6(C) के अन्तर्गत प्रस्तुत किया जा रहा है कि आप निम्न सूचनाओं उपलब्ध कराए।
नोट :- सभी सूचनाओं भा. दू. वि. प्रा. एक्ट एवम टेरिफ बोर्डर तथा स्टैंडर्ड्स आफ क्वालिटी ऑफ सर्विस से सम्बन्धित है, आप की सुविधा के लिए अण्डर लाइन किया हुआ TRAI Act प्रतिलिपि, 595 01 May 2012 एवम 595 2017 संलग्न है।
(1) स्टार इण्डिया प्रा. लि. मुम्बई द्वारा राजस्थान इन्फोटेक मीडिया सर्विसेज प्रा. लिमिटेड, जयपुर को उपलब्ध कराये गये सिग्नल की गुणवत्ता के बारे में ~~595 2012~~ 595 14 मार्च 2012 के अनुसार कम्प्लायंस रिपोर्ट उपलब्ध कराये।
(2) राजस्थान के प्रत्येक एम. एस. ओ. के द्वारा प्रदान किए गये सेट-टोप बॉक्स के बारे में IS 13252, IS 15245 एवम IS 16128 की अनुपालना रिपोर्ट उपलब्ध कराये।
(3) राजस्थान इन्फोटेक मीडिया सर्विसेज प्रा. लिमिटेड, जयपुर के द्वारा ग्राहको को दिये गये Caspell के प्रत्येक सेट-टोप-बॉक्स की भारतीय मानक 13252, 15245, 16128 की कनफर्मिटी एसेसमेंट रिपोर्ट उपलब्ध कराये।
(4) स्टार इण्डिया प्रा. लिमिटेड मुम्बई द्वारा राजस्थान इन्फोटेक मीडिया सर्विसेज प्रा. लि. जयपुर को उपलब्ध कराये गये प्रत्येक IRD सेट-टोप-बॉक्स की आई. एस. 13252 की कनफर्मिटी एसेसमेंट रिपोर्ट उपलब्ध कराये।

सूचनाओं शीघ्र उपलब्ध कराये

आवेदक

संलग्न

TRAI Act पेज नं. 1, 4, 5,
595 3 मार्च 2017 पेज नं. 1, 24, 25, 26, 27,
595 14 मई 2012 पेज नं. 1, 17, 18, 19, 20, 21
आई. पी. ओ.

फ़ोन नं. 65F 867903

राशि - 10 रु.

भारतीय दूर-संचार विनियामक प्राधिकरण अधिनियम, 1997

(1997 का अधिनियम संख्यांक 24)

[28 मार्च, 1997]

[दूर-संचार सेवाओं को विनियमित करने, विवादों को न्यायनिर्णीत करने, अपीलों को निपटाने और दूर-संचार सेक्टर के सेवा प्रदाताओं और उपभोक्ताओं के हितों का संरक्षण करने, दूर-संचार सेक्टर के सुव्यवस्थित विकास को संप्रवर्तित और सुनिश्चित करने के लिए भारतीय दूर-संचार विनियामक प्राधिकरण और दूर-संचार विवाद समाधान और अपील अधिकरण] की स्थापना का और उससे संबंधित या उसके आनुषंगिक विषयों का उपबंध करने के लिए अधिनियम

भारत गणराज्य के अड़तालीसवें वर्ष में संसद् द्वारा निम्नलिखित रूप में यह अधिनियमित हो :—

अध्याय 1

प्रारंभिक

1. संक्षिप्त नाम, विस्तार और प्रारंभ—(1) इस अधिनियम का संक्षिप्त नाम भारतीय दूर-संचार विनियामक प्राधिकरण अधिनियम, 1997 है।

(2) इसका विस्तार संपूर्ण भारत पर है।

(3) यह 25 जनवरी, 1997 को प्रवृत्त हुआ समझा जाएगा।

2. परिभाषाएं—(1) इस अधिनियम में, जब तक कि संदर्भ से अन्यथा अपेक्षित न हो,—

(क) “नियत दिन” से वह तारीख अभिप्रेत है जिसको धारा 3 की उपधारा (1) के अधीन प्राधिकरण स्थापित किया जाता है;

²[(कक) “अपील अधिकरण” से धारा 14 के अधीन स्थापित दूर-संचार विवाद समाधान और अपील अधिकरण अभिप्रेत है;]

(ख) “प्राधिकरण” से धारा 3 की उपधारा (1) के अधीन स्थापित भारतीय दूर-संचार विनियामक प्राधिकरण अभिप्रेत है;

(ग) “अध्यक्ष” से धारा 3 की उपधारा (3) के अधीन नियुक्त प्राधिकरण का अध्यक्ष अभिप्रेत है;

(घ) “निधि” से धारा 22 की उपधारा (1) के अधीन गठित निधि अभिप्रेत है;

(ङ) “अनुज्ञप्तिधारी” से ऐसा कोई व्यक्ति अभिप्रेत है जिसे विनिर्दिष्ट सार्वजनिक दूर-संचार सेवाएं उपलब्ध कराने के लिए भारतीय तार अधिनियम, 1885 (1885 का 13) की धारा 4 की उपधारा (1) के अधीन अनुज्ञप्ति प्राप्त है;

²[(डक) “अनुज्ञापक” से केन्द्रीय सरकार या तार प्राधिकरण अभिप्रेत है जो भारतीय तार अधिनियम, 1885 (1885 का 13) की धारा 4 के अधीन कोई अनुज्ञप्ति प्रदान करता है;]

(च) “सदस्य” से धारा 3 की उपधारा (3) के अधीन नियुक्त प्राधिकरण का कोई सदस्य अभिप्रेत है और इसके अन्तर्गत अध्यक्ष और उपाध्यक्ष भी हैं;

(छ) “अधिसूचना” से राजपत्र में प्रकाशित अधिसूचना अभिप्रेत है;

(ज) “विहित” से इस अधिनियम के अधीन बनाए गए नियमों द्वारा विहित अभिप्रेत है;

¹ 2000 के अधिनियम सं० 2 की धारा 2 द्वारा (24-1-2000 से) प्रतिस्थापित।

² 2000 के अधिनियम सं० 2 की धारा 3 द्वारा (24-1-2000 से) अंतःस्थापित।

(2) अध्यक्ष या यदि वह किसी कारण से प्राधिकरण के अधिवेशन में उपस्थित होने में असमर्थ है तो उपाध्यक्ष और उसकी अनुपस्थिति में उस अधिवेशन में उपस्थित सदस्यों द्वारा अपने में से चुना गया कोई अन्य सदस्य, उस अधिवेशन की अध्यक्षता करेगा।

(3) प्राधिकरण के किसी अधिवेशन में उसके समक्ष आने वाले सभी प्रश्नों का विनिश्चय उपस्थित और मत देने वाले सदस्यों के बहुमत द्वारा किया जाएगा और मत बराबर होने की दशा में, अध्यक्ष का या उसकी अनुपस्थिति में अध्यक्षता करने वाले व्यक्ति का, द्वितीय या निर्णायक मत होगा।

(4) प्राधिकरण अपने अधिवेशनों में कार्य करने के लिए विनियम बना सकेगा।

9. रिक्तियों, आदि से प्राधिकरण की कार्यवाहियों का अविधिमान्य न होना—प्राधिकरण का कोई कार्य या कार्यवाही केवल इस आधार पर अविधिमान्य नहीं होगी कि—

(क) प्राधिकरण में कोई रिक्ति है या उसके गठन में कोई त्रुटि है; या

(ख) प्राधिकरण के सदस्य के रूप में कार्य करने वाले किसी व्यक्ति की नियुक्ति में कोई त्रुटि है; या

(ग) प्राधिकरण की प्रक्रिया में कोई ऐसी अनियमितता है, जो मामले के गुणागुण पर प्रभाव नहीं डालती है।

10. प्राधिकरण के अधिकारी और अन्य कर्मचारी—(1) प्राधिकरण ऐसे अधिकारियों और उतने कर्मचारियों को नियुक्त कर सकेगा जो वह इस अधिनियम के अधीन अपने कृत्यों के दक्षतापूर्ण निर्वहन के लिए आवश्यक समझे।

(2) उपधारा (1) के अधीन नियुक्त प्राधिकरण के अधिकारियों और अन्य कर्मचारियों को संदेय वेतन और भत्ते तथा उनकी सेवा के अन्य निबंधन और शर्तें वे होंगी जो [विहित] की जाएं:

परंतु दूर-संचार विनियामक प्राधिकरण (संशोधन) अधिनियम, 2000 के प्रारंभ से पूर्व, प्राधिकरण के अधिकारियों और अन्य कर्मचारियों को संदेय वेतन और भत्तों तथा सेवा की अन्य शर्तों की बाबत बनाया गया कोई विनियम, धारा 35 की उपधारा (2) के खंड (गक) के अधीन बनाए गए नियमों के अधिमूर्च्छित होने पर तत्काल प्रभाव से प्रवर्तन में नहीं रह जाएगा।]

अध्याय 3

प्राधिकरण की शक्तियां और कृत्य

11. प्राधिकरण के कृत्य—³[(1) भारतीय तार अधिनियम, 1885 (1885 का 13) में किसी बात के होते हुए भी, प्राधिकरण के कृत्य निम्नलिखित होंगे,—

(क) निम्नलिखित विषयों के संबंध में स्वप्रेरणा से या अनुज्ञापक के अनुरोध पर सिफारिशें करना, अर्थात्:—

(i) नए सेवा प्रदाता के प्रवेश की आवश्यकता और उसका समय निर्धारण;

(ii) सेवा प्रदाता की अनुज्ञप्ति के निबंधन और शर्तें;

(iii) अनुज्ञप्ति के निबंधनों और शर्तों के अननुपालन के लिए अनुज्ञप्ति का प्रतिसंहरण;

(iv) दूर-संचार सेवाओं के प्रचालन में प्रतियोगिता को सुकर बनाने और दक्षता वृद्धि के लिए उपाय करना जिससे कि ऐसी सेवाओं की अभिवृद्धि को सुकर बनाया जा सके;

(v) सेवा प्रदाताओं द्वारा उपलब्ध कराई जाने वाली सेवाओं में प्रौद्योगिक सुधार;

(vi) नेटवर्क में उपयोग किए गए उपस्कर के निरीक्षण के पश्चात् सेवा प्रदाताओं द्वारा उपयोग किए जाने वाले उपस्कर की किस्म;

(vii) दूर-संचार प्रौद्योगिकी के विकास के लिए और दूर-संचार उद्योग के संबंध में साधारणतया अन्य विषय के लिए उपाय;

(viii) उपलब्ध परिदृश्य का दक्षतापूर्ण प्रबंधन;

(ख) निम्नलिखित कृत्यों का निर्वहन करना, अर्थात्:—

(i) अनुज्ञप्ति के निबंधनों और शर्तों का अनुपालन सुनिश्चित करना;

(ii) दूर-संचार विनियामक प्राधिकरण (संशोधन) अधिनियम, 2000 के प्रारंभ से पूर्व प्रदान की गई अनुज्ञप्ति के निबंधनों और शर्तों में किसी बात के होते हुए भी सेवा प्रदाताओं के बीच अन्तःसम्बद्धता के निबंधन और शर्तें नियत करना;

¹ 2000 के अधिनियम सं० 2 की धारा 8 द्वारा (24-1-2000 से) प्रतिस्थापित।

² 2000 के अधिनियम सं० 2 की धारा 8 द्वारा (24-1-2000 से) अंतःस्थापित।

³ 2000 के अधिनियम सं० 2 की धारा 9 द्वारा (24-1-2000 से) प्रतिस्थापित।

(iii) विभिन्न सेवा प्रदाताओं के बीच तकनीकी संगतता और प्रभावी अन्तःसंबंध सुनिश्चित करना ;

(iv) सेवा प्रदाताओं के बीच दूर-संचार सेवाएं उपलब्ध कराने से व्युत्पन्न उमकी आमदनी को बांटने संबंधी व्यवस्था का विनियमन करना ;

(v) सेवा प्रदाताओं द्वारा उपलब्ध कराई जाने वाली सेवा की क्वालिटी के मानक अधिकथित करना और सेवा की क्वालिटी सुनिश्चित करना तथा सेवा प्रदाताओं द्वारा उपलब्ध कराई गई ऐसी सेवा का आवधिक सर्वेक्षण करना जिससे कि दूर-संचार सेवा के उपभोक्ताओं के हितों को संरक्षित किया जा सके ;

(vi) विभिन्न सेवा प्रदाताओं के बीच दूर-संचार के स्थानीय और लम्बी दूरी वाले मार्केट उपलब्ध कराने के लिए समयावधि अधिकथित करना और सुनिश्चित करना ;

(vii) अन्तःसम्बन्धित करारों का और सभी ऐसे अन्य विषयों के ऐसे रजिस्टर रखना जो विनियमों में उपबंधित किए जाएं ;

(viii) खंड (vii) के अधीन रखे गए रजिस्टर को ऐसी फीस के संदाय पर और ऐसी अन्य अपेक्षाओं के अनुपालन पर जो विनियमों में उपबंधित की जाएं, जनता के किसी व्यक्ति के निरीक्षण के लिए खुला रखना ;

(ix) सर्वव्यापी सेवा वाध्यताओं का प्रभावी अनुपालन सुनिश्चित करना ;

(ग) ऐसी सेवाओं के संबंध में फीस और अन्य प्रभार ऐसी दरों पर उद्गृहीत करना जो विनियमों द्वारा अवधारित की जाएं ;

(घ) ऐसे अन्य कृत्यों का निर्वहन करना जिनके अन्तर्गत ऐसे प्रशासनिक और वित्तीय कृत्य भी हैं, जो उसे केन्द्रीय सरकार द्वारा सौंपे जाएं या जो इस अधिनियम के उपबंधों को कार्यान्वित करने के लिए आवश्यक हों ;

परंतु इस उपधारा के खंड (क) में विनिर्दिष्ट प्राधिकरण की सिफारिशें केन्द्रीय सरकार पर आवद्धकर नहीं होंगी ;

परंतु यह और कि केन्द्रीय सरकार किसी सेवा प्रदाता को जारी की जाने वाली नई अनुज्ञप्ति की बावत इस उपधारा के खंड (क) के उपखंड (i) और उपखंड (ii) में विनिर्दिष्ट विषयों की बावत प्राधिकरण से सिफारिशों की ईप्सा करेगी और प्राधिकरण अपनी सिफारिशें उस तारीख से, जिसको केन्द्रीय सरकार सिफारिशों की ईप्सा करती है, 60 दिन की अवधि के भीतर अग्रेषित करेगा ;

परंतु यह भी कि प्राधिकरण केन्द्रीय सरकार से ऐसी जानकारी या दस्तावेज, जो इस उपधारा के खंड (क) के उपखंड (i) और उपखंड (ii) के अधीन सिफारिश किए जाने के प्रयोजन के लिए आवश्यक हों, प्रस्तुत करने के लिए अनुरोध कर सकेगा और केन्द्रीय सरकार ऐसे अनुरोध की प्राप्ति से सात दिन की अवधि के भीतर ऐसी जानकारी का प्रदाय करेगी ;

परंतु यह भी कि यदि दूसरे परंतुक में विनिर्दिष्ट अवधि के भीतर या ऐसी अवधि के भीतर जो केन्द्रीय सरकार और प्राधिकरण के बीच आपस में करार पाई जाए, प्राधिकरण से कोई सिफारिश प्राप्त नहीं होती है तो केन्द्रीय सरकार किसी सेवा प्रदाता को अनुज्ञप्ति जारी कर सकेगी ;

परंतु यह भी कि यदि केन्द्रीय सरकार प्राधिकरण की उस सिफारिश पर विचार करने पर प्रथमदृष्टया इस निष्कर्ष पर पहुंचती है कि ऐसी सिफारिश स्वीकार नहीं की जा सकती या उसमें उपांतरण आवश्यक है, तो वह सिफारिश को प्राधिकरण को वापस पुनर्विचार के लिए निर्दिष्ट कर सकेगी और प्राधिकरण ऐसे निर्देश की प्राप्ति से पंद्रह दिन की अवधि के भीतर सरकार द्वारा किए गए निर्देश पर विचार करने के पश्चात् अपनी सिफारिश केन्द्रीय सरकार को अग्रेषित कर सकेगा और सिफारिश के, यदि कोई हो, प्राप्त होने के पश्चात् केन्द्रीय सरकार अंतिम विनिश्चय करेगी ।]

(2) भारतीय तार अधिनियम, 1885 (1885 का 13) में किसी बात के होते हुए भी, प्राधिकरण, समय-समय पर, आदेश द्वारा, उन दरों को राजपत्र में अधिसूचित कर सकेगा, जिन पर भारत में और भारत के बाहर दूर-संचार सेवाएं इस अधिनियम के अधीन उपलब्ध कराई जाएंगी, जिनके अंतर्गत वे दरें भी हैं, जिन पर संदेशों को भारत के बाहर किसी देश को पारंपित किया जाएगा ;

परन्तु प्राधिकरण एक समान दूर-संचार सेवाओं की बावत भिन्न-भिन्न व्यक्तियों या व्यक्तियों के वर्ग के लिए भिन्न-भिन्न दरें अधिसूचित कर सकेगा और जहां पूर्वोक्त रूप में भिन्न-भिन्न दरें नियत की जाती हैं वहां प्राधिकरण उसके लिए कारण अभिलिखित करेगा ।

(3) प्राधिकरण, [उपधारा (1) या उपधारा (2) के अधीन] अपने कृत्यों का निर्वहन करते समय, भारत की प्रभुता और अखंडता, राज्य की सुरक्षा, विदेशी राज्यों के साथ मैत्रीपूर्ण संबंधों, लोक व्यवस्था, शिष्टता या नैतिकता के विरुद्ध कृत्य नहीं करेगा ।

(4) प्राधिकरण अपनी शक्तियों का प्रयोग और कृत्यों का निर्वहन करते समय पारदर्शिता सुनिश्चित करेगा ।

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PART III, SECTION 4
TELECOM REGULATORY AUTHORITY OF INDIA
NOTIFICATION**

New Delhi, 3rd March, 2017

F. No. 21-5/2016-B&CS.— In exercise of the powers conferred by section 36, read with sub-clause (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), read with notification of the Central Government, in the Ministry of Communication and Information Technology (Department of Telecommunications), No.39, —

(a) issued, in exercise of the powers conferred upon the Central Government under clause (d) of sub-section (1) of section 11 and proviso to clause (k) of sub section (1) of section 2 of the said Act, and

(b) published under notification No. S.O.44 (E) and 45 (E) dated 9th January, 2004 in the Gazette of India, Extraordinary, Part II, Section 3,—

the Telecom Regulatory Authority of India hereby makes the following regulations, namely:-

**THE TELECOMMUNICATION (BROADCASTING AND CABLE) SERVICES
STANDARDS OF QUALITY OF SERVICE AND CONSUMER PROTECTION
(ADDRESSABLE SYSTEMS) REGULATIONS, 2017
(No. 2 of 2017)**

CHAPTER V
CUSTOMER PREMISES EQUIPMENT

24. Supply and installation of the customer premises equipment.— (1) Every distributor of television channels or its linked local cable operator, as the case may be, shall provide to every subscriber the set top box conforming to relevant Indian Standards set by the Bureau of Indian Standards.

(2) It shall be permissible for every subscriber to buy a set top box of approved quality from the open market, if available, which is technically compatible with the system of the distributor of television channels and the distributor or its linked local cable operator, as the case may be, shall not compel any subscriber to buy or take on rent the set top box from him alone.

(3) Every distributor of television channels or its linked local cable operator, as the case may be, shall offer customer premises equipment to every consumer under the following schemes:

- (i) outright purchase scheme, and
- (ii) rental scheme:

Provided that, in addition to offering customer premises equipment on outright purchase scheme and rental scheme, it shall be permissible for the distributor or its linked local cable operator, as the case may be, to offer customer premises equipment under any other scheme including bundled scheme.

(4) Every distributor of television channels or its linked local cable operator, as the case may be, shall inform the consumers the details of all the schemes of customer premises equipment offered by it.

(5) Every distributor of television channels shall publish on its website the details of all schemes for customer premises equipment along with other terms and conditions applicable to the said schemes and such information shall also be disseminated through the customer care programming service.

(6) In case of outright purchase scheme, the distributor of television channels or its linked local cable operator, as the case may be, shall specify the retail price of customer premises equipment along with guarantee/warranty period:

Provided that the guarantee/warranty period in respect of such customer premises equipment shall be for at least one year:

Provided further that the ownership of such customer premises equipment shall rest with subscriber.

(7) No distributor of television channels or its linked local cable operator, as the case may be, shall charge any fee or amount, except the amount applicable in accordance with sub-regulation (11), towards repair and maintenance of customer premises equipment purchased under outright purchase scheme during its guarantee/warranty period:

Provided that distributor or its linked local cable operator, as the case may be, shall also offer annual maintenance scheme for the customer premises equipment provided under such scheme after the expiry of guarantee/warranty period:

Provided further that nothing contained in this sub-regulation shall apply if the customer premises equipment has been tampered with or physically damaged by the subscriber.

(8) In case of rental scheme, the distributor of television channels or its linked local cable operator, as the case may be, shall specify the monthly rental amount for customer premises equipment and other terms and conditions, if any:

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

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

shall remain with the distributor or its linked local cable operator, as the case may be.

(9) In case of all other schemes which may include bundled scheme, the distributor of television channels or its linked local cable operator, as the case may be, shall specify separately, the retail price of the customer premises equipment, network capacity fee, charges for pay channels or bouquet of pay channels, bundled with customer premises equipment and other terms and conditions, if any:

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

(10) Every distributor of television channels or its linked local cable operator, as the case may be, shall be responsible for maintaining the customer premises equipment, availed under rental scheme or other schemes as referred to in sub-regulation (8) and sub-regulation (9), as the case may be, in good working condition to ensure uninterrupted services to the subscriber, for a minimum period of three years:

Provided that the subscriber shall not be liable to pay any fee or amount, except the amount applicable in accordance with sub-regulation (11), for rectification of fault in the customer premises equipment on every incidence of fault during such period.

Provided further that nothing contained in this sub-regulation shall apply if the customer premises equipment has been tampered with or physically damaged by the subscriber.

(11) It shall be permissible for the distributor of television channels providing direct to home (DTH) services to charge an amount not exceeding rupees two hundred and fifty as visiting charge per registered complaint requiring visit of a person to subscriber's premises for carrying out repair and maintenance services:

Provided that no visiting charges will be levied on the subscribers for any complaint relating to set top box:

Provided further that such visiting charge shall not be debited from the pre-paid subscription account of the subscriber:

Provided also that the receipt for payment for such charges shall be issued to the subscriber by the distributor.

(12) Every distributor of television channels or its linked local cable operator, as the case may be, shall ensure that a faulty set top box is repaired within twenty four hours, from the time of registering of complaint by the subscriber:

Provided that the distributor or its linked local cable operator, as the case may be, shall replace the faulty set top box with a functional set top box in case the faulty set top box cannot be set right in working condition within twenty four hours.

Provided further that nothing contained in this sub-regulation shall apply if the set top box has been tampered with or physically damaged by the subscriber.

TO BE PUBLISHED IN THE GAZETTE OF INDIA
EXTRAORDINARY, PART III, SECTION 4

TELECOM REGULATORY AUTHORITY OF INDIA
NOTIFICATION

New Delhi, the 14th May, 2012

F. No. 16- 2/2012- B&CS .---- In exercise of the powers conferred by section 36, read with sub clauses (i) and (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), read with notification of the Government of India, in the Ministry of Communication and Information Technology (Department of Telecommunication) No.39,-----

(a) issued, in exercise of the powers conferred upon the Central Government under clause (d) of sub-section (1) of section 11 and proviso to clause (k) of sub section (1) of section 2 of the said Act, and

(b) published under notification No. S.O.44 (E) and 45 (E) dated the 9th January, 2004 in the Gazette of India, Extraordinary, Part III, Section 4, the Telecom Regulatory Authority of India hereby makes the following regulations, namely:-

**STANDARDS OF QUALITY OF SERVICE
(DIGITAL ADDRESSABLE CABLE TV SYSTEMS) REGULATIONS, 2012
(12 OF 2012)**

CHAPTER VII

PROVISION RELATING TO SET TOP BOX

17. Quality of service of Set Top Box.—(1) Every multi service operator or its linked local cable operator, as the case may be, shall provide to the subscriber the Set Top Box conforming to the Indian Standard, if any, set by the Bureau of Indian Standards.

(2) A Set Top Box, not conforming to Indian Standard, if any, set by the Bureau of Indian Standards, provided to the customer by a multi-system operator or its linked local cable operator, before the commencement of these regulations, shall be replaced, without an extra charge, within seven days of commencement of these regulations, by a Set Top Box conforming to the Indian Standard, if any, set by the Bureau of Indian Standards.

(3) Every multi-system operator or its linked local cable operator, as the case may be, shall provide a minimum warranty of one year on Set Top Box which has been acquired by a subscriber on outright purchase basis from such multi-system operator or its linked local cable operator, as the case may be, and such subscriber shall not be required to pay any charge towards repair and maintenance of the Set Top Box during the period of warranty including visiting charges of the person deputed by the multi-system operator or linked local cable operator for repair or maintenance :

Provided that nothing contained in this sub-regulation shall apply if the Set Top Box has been tampered with.

(4) Every multi-system operator or its linked local cable operator, as the case may be, shall, within twenty four hours of the receipt of the complaint pertaining to malfunctioning of a Set Top Box from a subscriber, ensure that the Set Top Box is repaired or replaced without any extra charge with the new Set Top Box, if it is covered within the warranty or it has been acquired by the subscriber on hire purchase scheme or on rental basis:

Provided that nothing contained in this sub-regulation shall apply if the Set Top Box has been tampered with.

(5) Every subscriber shall be free to buy a set-top box of approved quality from the open market, if available, which is technically compatible with the system of the multi-system operator and the multi-system operator or the linked local cable operator shall not force any subscriber to buy or take on rent or on hire, purchase the set-top box from him alone.

(6) The security deposit, if any, deposited by the subscriber for acquiring the Set Top Box, shall be refunded to him within seven days of return of the Set Top Box by the subscriber to the multi-system operator or its linked local cable operator, as the case may be.

(7) Every multi-system operator or its linked local cable operator, as the case may be, shall,--

(a) make available to its subscriber, information regarding the name, contact addresses and telephone numbers of persons from whom the Set Top Box, which is compliant with the standards set by Bureau of Indian Standards, can be purchased on outright purchase basis or obtained on rent or hire purchase basis;

(b) publicise the salient feature of various schemes available for outright purchase or rent or hire purchase of Set Top Boxes from it, in addition to the scheme as regards pricing, hire purchase or renting of Set Top Box, if any, specified by the Authority;

(c) make available a manual or pamphlet containing instructions for operation of Set Top Box and display such instructions through scrolls on TV screen.

(8) In case the installation and activation of Set Top Box is delayed beyond two working days after the completion of all formalities by the subscriber, the multi-system operator or its linked local cable operator, as the case may be, shall give rebate of rupees fifteen per day for the first five days of delay and rupees ten per day for the delay beyond five days to the subscriber.

BROADCASTERS CHAPTER VIII
TECHNICAL STANDARDS

18. **Technical standards.**—(1) Every broadcaster shall maintain technical standards of the signals as per the standards laid down by Digital Video Broadcasting for DVB-S or DVB-S2 standards, as the case may be, and shall also ensure that the quality of signals supplied at the headend of multi-system operator fulfill the following requirements :-

Sl.	Parameters	Value
1	Signal to noise ratio (SNR)	As specified by DVB-S (ETSI EN 300421) or DVB-S2 (ETSI EN 302307), as applicable
2	Operating Margin (Noise Margin)	Higher than 4 dB.

Explanation:- For the purpose of this sub-regulation, -

(i) "Noise Margin" means margin between the signal to noise ratio (SNR) leading to quasi error free (QEF) operation after the Reed Solomon decoder (BER $< 2 \times 10^{-4}$ before Reed Solomon decoding) and the SNR of the system.

(ii) "Higher than 4 dB" is as per IS 13420 (Part I):2002, IEC 60728-1(2001), Para 5.11.1.2 page 54.

(2) Every multi-system operator or its linked local cable operator shall, in their networks, ensure compliance with BIS Standards specified by Bureau of Indian Standards from time to time relating to system performance in the cable distribution networks and shall further ensure the following parameters at the subscriber's premises:

Sl.	Parameters	Value
1	Maximum and Minimum Carrier levels	47 dB μ V min. for 64 QAM 67 dB μ V max. for 64 QAM 54 dB μ V min. for 256 QAM 74 dB μ V max. for 256 QAM
2	Signal to noise ratio	26 dB min for 64 QAM fall-off-the-cliff 32 dB min for 256 QAM fall-off-the-cliff.
3	Operating Margin (Noise Margin)	Higher than 4 dB
4	MER	30 dB (64 QAM) min. 34 dB (256 QAM) min.

Explanation: For the purpose of this sub-regulation,

(i) Maximum and minimum carrier levels are as per IS 13420 (Part 1):2002 IEC 60728-1 "Cabled distribution system for sound and television signals – Part 1: Methods of measurement and system performance".

(ii) "Noise Margin" as per IS 13420 – The noise margin is the margin between the SNR leading to a bit error rate of $1E-4$ and the SNR value of cable system.

(iii) "MER" as clarified in ETSI: Technical Report: Measurement guidelines for DVB systems.

(3) The Authority may appoint M/s. Broadcast Engineering Consultants India Ltd., or any other agency to conduct technical audit of the broadcaster and the multi-system operator to measure the quality of signals provided by the broadcaster at the headend of the multi-system operator and the quality of signals provided by the multi-system operator on its network.

(4) The technical audit shall be carried out as per the measurement guidelines specified by Digital Video Broadcasting in European Telecommunications Standards Institute ETSI TR 101 290 V 1.2.1 (2001-05) and the picture quality measurement shall be carried out as per the methodology for subjective assessment of the quality of television pictures given in the recommendation by International Telecommunication Union (ITU).

Explanation: For the purpose of this sub-regulation:

- (i) Recommendation by ITU is as per "ITU-R BT. 500-11 Methodology for subjective assessment of the quality of television pictures".



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/6/(49)/2025-RTI

Dated: 17-06-2025

सेवा में,



विषय: आरटीआई अधिनियम, 2005 के प्रावधानों के तहत जानकारी उपलब्ध कराना।

महोदय,

कृपया भादूविप्रा के क्षेत्रीय कार्यालय, जयपुर द्वारा प्राप्त आपके ऑफ़लाइन आरटीआई आवेदन पत्र दिनांक 09.05.2025 का संदर्भ ले जो भादूविप्रा में दिनांक 23.05.2025 को आरटीआई अधिनियम 2005 के प्रावधानों के तहत जानकारी प्रदान करने हेतु प्राप्त हुआ है। इस संदर्भ में निम्नलिखित जवाब प्रस्तुत है:-

क्र. सं.	जवाब
1 से 4.	भादूविप्रा के क्षेत्रीय कार्यालय, जयपुर के अभिलेखों के अनुसार, क्षेत्रीय कार्यालय, जयपुर में ऐसी कोई भी जानकारी उपलब्ध नहीं है।

2. सूचना का अधिकार अधिनियम, 2005 की धारा 19 (1) के तहत भादूविप्रा में अपीलिय प्राधिकारी श्री डी0 मनोज, प्रधान सलाहकार (एफ एंड ईए), भारतीय दूरसंचार विनियामक प्राधिकरण, नई दिल्ली-110029 हैं।

भारतीय
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 17-06-2025

17:52:33

(एस.के.दत्ता)

केंद्रीय लोक सूचना अधिकारी

दूरभाष 011-26769615

प्रतिलिपि सूचनार्थ :-

भारतीय दूरसंचार विनियामक प्राधिकरण-क्षेत्रीय कार्यालय, 1st फ़्लोर, साउथ ब्लॉक, संचार भवन, इन्स्टिट्यूशनल एरिया, झालाना-डुंगरी, जयपुर – 302004 (राजस्थान)। (Through e-Office)

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

Date:- 09-06-2025

PLACE:- ALATHUR

From:

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



To:

Central public information officer,
Telecom Regulatory Authority of India,
4th, 5th, 6th, & 7th floor,
Tower - F world Trade Centre,
Nauroji Nagar,
New Delhi-110029.



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

Sir/Madam,

Please provide following information.

1. Can cell towers be erected near places like Anganwadis, Temples, Schools etc. in the middle of residential areas?
2. If yes, what are the safety and regulations for it?
3. A cell tower has been erected. How far or space should there be to erect another cell tower from the place?
4. How to complain if The rules not being Followed?

I hereby informed that, I am a citizen of India.

Sincerely,

[REDACTED]

Enclosed:

1. Postal order - Rs. 10/- [Ten Rupees only]
2. Xerox copy of Elector photo card.
3. Elector photo card no - TFRN/628015



भारतीय दूरसंचार विनियामक प्राधिकरण Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



फ. संख्या: RT-2/6/(50)/2025-आरटीआई

दिनांक: 16-06-2025

सेवा में,



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

मोहदया,

कृपया दिनांक 09.06.2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 11/06/2025 (डायरी संख्या 1264) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **सेल फोन टावर स्थापित किए जाने** से संबंधित मामलों के सम्बंध में जानकारी मांगी है।

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

भारतीय
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 16-06-2025

14:59:51
(एस. के. दुत्ता)

केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

उप सचिव (समन्वय) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, संचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली – 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबंधित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।
---	--

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

No. 9-06/2025-RTI (Offline)
Government of India
Ministry of Communications
Department of Telecommunications
(RTI Cell)



Sanchar Bhavan, 20, Ashoka Road, New Delhi-110001


Dated: 27.05.2025

OFFICE MEMORANDUM

Subject: -Forwarding of RTI application dated 15.03.2025 of [REDACTED] - regarding.

The undersigned is directed to forward herewith an application dated 15.03.2025 of [REDACTED] (forwarded by Department of Legal Affairs vide letter dated 01.05.2025 and received in this office on 27.05.2025), seeking information under RTI Act, 2005.

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


27/5/2025

(Anoop Kumar)
Under Secretary (C&A)/RTI
Tele. 23036213

Encl.: as above

To

1. Dir. (AI&DIU) & CPIO, DoT, HQ.
2. Nodal Officer RTI, TRAI Tower-F, World Trade Centre, Nauroji Nagar, New Delhi-110029

Copy to:

[REDACTED] o [REDACTED]
[REDACTED] -with the request to communicate in future with above mentioned CPIO.

Government of India
Department of Legal Affairs
Department of Legal Affairs
Shastri Bhawan, New Delhi

Dated: 01/05/2025

To

Shri Soumitra Bandyopadhyay
Director (Coord.)
Room No. 317, 20-Ashoka Road,
Sanchar Bhawan, New Delhi

Registration Number: [REDACTED]

Dear Sir/Madam,

I am forwarding herewith the Request for Information, received under RTI Act 2005 from:

[REDACTED]

The subject matter of the information requested by the above applicant is related to **Department of Telecommunications**. Therefore, I am forwarding the same to you for your information and urgent necessary action. You are requested to consider the application under various relevant provisions of RTI Act 2005.

Yours faithfully

Jyoti

(Jyoti Divya, (CPIO, RTI Cell))
CPIO & Deputy Legal Adviser
Phone No.: 23383236
Email : jyoti.divya@gov.in

Encl: As above

Copy to:

[REDACTED]

774/US(C&A)/2025
19/05

100/RTI/2025
27/5/2025

14/5
US (C&A)
M/S
SO (AFF)
G.R. R. R. R.
23/5/25

A2 A DIV / TRAI

Government of India
Department of Legal Affairs
Department of Legal Affairs
Shastri Bhawan, New Delhi

Dated: 01/05/2025

To

Shri Awdhesh Kumar Mehta
Under Secretary
Dept of Social Justice and Empowerment
Shastri Bhawan
New Delhi- 110001

Registration Number : MO [REDACTED] 7

Dear Sir/Madam,

I am forwarding herewith the Request for Information, received under RTI Act 2005 from:

[REDACTED]

The subject matter of the information requested by the above applicant is related to **Ministry of Social Justice & Empowerment**. Therefore, I am forwarding the same to you for your information and urgent necessary action. You are requested to consider the application under various relevant provisions of RTI Act 2005.

Yours faithfully

Jyoti

(Jyoti Divya, (CPIO, RTI Cell))
CPIO & Deputy Legal Adviser
Phone No.: 23383236
Email : jyoti.divya@gov.in

Encl: As above

Copy to:

[REDACTED]

**APPLICATION UNDER THE
RIGHT TO INFORMATION ACT-2005**

To

**The Public Information Officer,
Ministry of Law & Justice
4th Floor, A-Wing, Shastri Bhawan
New Delhi-110001**



Date :

Subject:- With utmost respect to your gracious office, I humble pray to you that kindly pass necessary directions from your kind office to provide me the correct information u/s 7 Right to Information Act., 2005, Sought by me through my applicant.

Respected Sir/Madam,

Particulars of Information required are as under :-

Q1. Kindly provide us **Standing Order/SOP/Circular/Manual/Directions & Law** in your office related to **Rent Agreement & Notrary.**

Q2. Kindly provide us **Standing Order/SOP/Circular/Manual/Directions/Law** regarding issuance of ID-Cards by an NGO/Trust to it's employees/volunteers.

Q3. Kindly provide us **Standing Order/SOP/Circular/Manual/Directions/Law** held in your office related to IMEI No., How many Digit does IMEI Contain.

Q4. Kindly provide us **Standing Order/SOP/Circular/Manual/Directions/Law** regarding functioning of NGO/Trust.

Q5. Kindly provide us **Standing Order/SOP/Circular/Manual/Directions/Law** regarding issuance of Letter Head for an NGO/Trust.,

Q6. Kindly provide us **Standing Order/SOP/Circular/Manual/Directions/Law** held in your office (**Income Tax Department, CBDT**), related to NGO/Trust.

Q7. Kindly provide us **Standing Order/SOP/Circular/Manual/Directions/Law** held in your office (**TRAI-Telecom Regulatory Authority of India**) related to an NGO/Trust i.e issuance of phone No. for NGO/Trust purpose for donation calling, How many Digit does IMEI No. contain.

Q8. Kindly provide us **Standing Order/SOP/Circular/Manual/Directions/Law** for an NGO/Trust to raise funds within India.

Q9. Kindly provide **Standing Order/SOP/Circular/Manual/Directions/Law** held in your office (**Income Tax Department,CBDT**) regarding FORM-08/ITR related to NGO/TRUST.

Q10. Kindly Provide us **Standing Order/SOP/Circular/Manual/Directions/Law** regarding Generating of Mobile Phone Bills for an Seller & also provide us certified copies of Rule-46 of CGST 2017.

Q11. Kindly provide us certified copies of **Section-10,11,12,13 & 80G** in the Income Tax Act./Rules/CBDT & also provide us the Instructions prescribed for an NGO/Trust from your Office.

TRAI

Q12. Kindly provide the Name & Address of the 1st Appellate Authority.(it will be the last question.

.....Page.No.1.....

[Sir the above mentioned information related to NGO/Trust which were established for the welfare of the Society and it's people, they were not established for any individual benefit. Sir,It's humble prayer from you kind office to Kindly expedite the Information as soon as possible]

Further In reference with the Appeals (1). No. CIC/SBIND/A2020/111923, The Central Information commission vide orders dated 29.03.2022 , (2). M.K Bagri, Assistant Registrar of companies & CPIO F.No. CIC/AT/A/2007/00112, (3). CIC/IOVBK/A/2017/186064 dated 28.12.2017 in the case of Avinash Aggarwal Vs. CPIO Indian Overseas Bank, Central Office Chennai and last for you kind consideration Hon'ble Supreme Court Judgement in civil Appeal No. 6454 of 2011 arising out SLP(C) No. 7526/2009 in the case of Central Board of Secondary Education & Anr. Vs. Aditya Banopadhyay & Ors. Sir, From the above cited matter which reiterates that " if a Public Authority has any information in the form of data or analysed data, or abstracts or statistics or information controlled by the Public Authority, an applicant can access such information and hence the material therein had been supplied to the applicant and it also come in the ambit of RTI Act-2005.

. (In case it does not fall under your jurisdiction, it may please be further transferred to the concerned Public Authority to which the subject matter is closely connected under Section 6(3), of RTI Act-2005 directly, under intimation to the applicant.)

. Details of Fees Paid :- A Fee in the form of Indian Postal Order Vide No. 66F.207245 Dated...15/03/2025 is annexed with this application.

Submitted with regards.

Place : Tijara,Rajasthan

Date : 15/03/2025

Enclosures:-

2.IPO No 207245

[Redacted]

Colony

Rajasthan

R/

Pin-

.....Page No.2.....



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/6/(54)/2025-RTI

Dated: 27-06-2025

To,



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

Sir,

Please refer to your offline RTI application dated 15.03.2025 received in TRAI on 02.06.2025 (Dy. No. 1131) from Department of Telecommunications (RTI Cell), vide letter No. 9-06/2025-RTI (Offline) dated 27.05.2025, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 11	The Information sought is not available with TRAI.
12.	Information is available under the following link: https://tccms.trai.gov.in/Queries.aspx?cid=3

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

Yours faithfully,
 Digitally signed by
 P JANAKI

Date: 27-06-2025

14:59:41 (P. Janaki)

Central Public Information Officer- Link Officer

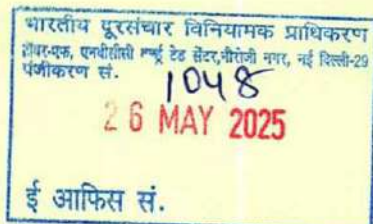
Copy to: -

Deputy Secretary (Coordination) and Nodal Officer (RTI), Department of Telecommunications (AS-II Section), Ministry of Communications and IT, Sanchar Bhawan, No. 20, Ashoka Road, New Delhi -110001.	For information w.r.t. your letter cited above
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वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
 World Trade Centre, Tower-F, Nauroji Nagar New Delhi - 110029

FORM- A

TO,
Telecom Regulatory Authority of India (CUM P10)
4th,5th,6th & 7th Floor, Tower-F,
World Trade Centre
Nouroji Nagar
New Delhi-110029



SUBJECT: REQUEST APPLICATION FOR SEEKING INFORMATION IN FURTHERANCE TO A COMPLAINT FILED DATED 05/05/2025, UNDER SECTION 6 OF THE RIGHT TO INFORMATION ACT, 2005.

Sir,

It is respectfully submitted as under:

1. That, I [REDACTED] am a law abiding citizen of the country.
2. That, I had registered a complaint dated 05/05/2025 through post.
3. That, copy of the complaint is attached herewith for your ready reference.
4. That, with regard to the said complaint, I need the following information:

- (a) That, to which officer the above mentioned complaint has been marked.
- (b) The designation of the concerned officer.
- (c) Name of the Concerned Officer.
- (d) Contact number of the Concerned Officer.

It is my humble request to your Honourable office that the said information mentioned above be provided to me as per law.

I will be highly obliged.

Thanking you

Date: 10/05/2025

Note: MY AADHAR HAS BEEN ATTACHED FOR YOUR READY REFERENCE.

Note: ALSO ATTACHED POSTAL ORDER RS. 10/- NUMBER 193242

To,
Ms. Sakshi Sawhney
The Deputy Commissioner-cum-District Magistrate
Amritsar
District Administration Complex
Amritsar
Punjab-143001

SUBJECT: DETAILED COMPLAINT/APPLICATION AGAINST ONE SANDEEP CHOPRA FOR UNAUTHORISED ERECTION OF THREE TELECOMMUNICATION TOWERS WITHOUT REQUISITE STATUTORY APPROVALS ATOP HIS BUILDING SITUATED AT M/S CHOPRA REFRIGERATOR & TV CENTRE, LANE NO. 4-A, OPPOSITE PILLAR NO. 21, VIJAY NAGAR, BATALA ROAD, AMRITSAR AND FURTHER REQUEST APPLICATION FOR VERIFICATION OF THE SITE PLAN OF THE SAID BUILDING UNDER THE RELEVANT LAWS AND THE ALLIED LEGAL PROVISIONS.

Respected Sir,

It is respectfully showeth as under:

1. That, I, [REDACTED] most respectfully submit this detailed complaint/application seeking urgent and lawful action against one [REDACTED] for acts amounting to gross illegality, misuse of property and persistent defiance of municipal and statutory regulations.
2. That the subject premises, situated at **M/S Chopra Refrigerator & Tv Centre, Lane No. 4-A, Opposite Pillar No. 21, Vijay Nagar, Batala Road, Amritsar**, is under the dominion and ownership of one Sandeep Chopra, who is also the proprietor of M/s Chopra Refrigerator & TV Centre. It is pertinent to mention here that one Sandeep Chopra and his brother one Ashish Chopra are already infamous for their engagements in illegal and wrongful acts and deeds.
3. That, at this stage, it is pertinent to bring to the knowledge of your Honourable Office that the said Sandeep Chopra has erected **three large telecommunication towers** on the rooftop of the aforesaid premises, the same having been installed without any prior approval or compliance with the applicable statutory framework. **The said towers can be seen in the photograph as affixed with this complaint as Annexure A1.**
4. That, it is apposite to state here that the erection of the above detailed towers is not only unauthorised but also blatantly illegal, as it constitutes a **direct violation** of various binding legal provisions of the Indian laws which mandate prior written permission from the competent authority for installations of any such structure/s or alteration to existing buildings and which impose stringent norms for installation, including no-objection certificates from the local authority, radiation safety certification, structural integrity assessments by empanelled engineers, and mandatory public notice to surrounding occupants. And, in this case, no such approvals have been obtained by one Sandeep Chopra. No public notice has been issued, no radiation clearance obtained, and no safety inspections carried out. The installation has been done clandestinely and in a manner evading public scrutiny and statutory oversight.
5. That, it is further submitted that the area in question falls within a **mixed-use/residential zone**, wherein erection of commercial telecommunication infrastructure without proper reclassification and municipal approval is strictly prohibited as the same poses a serious risk to **Public health**, due to exposure to radiofrequency emissions; **Structural safety**, in the absence

of stability certification; **Civic planning**, as such unauthorised constructions set dangerous precedents for illegal commercialisation of residential premises. The **precautionary principle**, a core doctrine of environmental and public safety law recognised by the Hon'ble Supreme Court of India, mandates that in cases of potential public harm, the burden lies on the installer (in this case, one Sandeep Chopra) to prove that such infrastructure does not pose any health or structural risk.

6. That, if such unlawful acts are permitted to continue with impunity, it would amount to a serious failure of regulatory enforcement and would embolden other violators to undermine the integrity of municipal governance. I place full faith in your office to uphold the rule of law and take appropriate measures to prevent abuse of civic regulations for private profit.

In view of the submissions made above, it is humbly prayed to your Honourable Office that the following actions/cognisance be taken in the present matter in the interest of justice, equity and fair play:

- (a) **Initiation of a comprehensive inspection of the premises in a time-bound manner at M/S Chopra Refrigerator & Tv Centre, Lane No. 4-A, Opposite Pillar No. 21, Vijay Nagar, Batala Road, Amritsar, by the Municipal Town Planning Department;**
- (b) **Verification of the site plan in a time-bound manner of the said building in question situated at M/S Chopra Refrigerator & Tv Centre, Lane No. 4-A, Opposite Pillar No. 21, Vijay Nagar, Batala Road, Amritsar, by the Municipal Town Planning Department;**
- (c) **Verification if any permissions or licenses in a time-bound manner having been issued for the erection of the telecommunication towers in question at M/S Chopra Refrigerator & Tv Centre, Lane No. 4-A, Opposite Pillar No. 21, Vijay Nagar, Batala Road, Amritsar and whether the same comply with the Telecom Regulatory Authority of India and the Department of Telecommunications directives;**
- (d) **Issuance of demolition/stoppage orders, if such constructions are found to be unauthorised in a time-bound manner;**
- (e) **Marking of the matter to the Vigilance Bureau, if there appears to be connivance, negligence, or complicity by any municipal/administrative officials in permitting or ignoring such violations;**
- (f) **Ensuring that no further development is permitted at the said premises unless due compliance with statutory procedures is shown;**
- (g) **Initiation of penal proceedings in a time-bound manner, including FIR registration under the relevant sections of the Indian criminal Law or other relevant laws of the Land.**

Yours Sincerely,

Date: 05/05/2025
Place: Amritsar

COPY TO:

1. Honourable Minister Jyotiraditya Scindia
Minister of Telecommunications
Ministry of Communications
Department of Telecommunications
Sanchar Bhawan
20 Ashoka Road
New Delhi-110001
2. Telecom Regulatory Authority of India
4th, 5th, 6th & 7th Floor, Tower-F,
World Trade Centre
Nauroji Nagar
New Delhi-110029
3. Honourable Chief Minister
Punjab
Punjab Civil Secretariat
Chandigarh
India
4. Honourable Chief Secretary
Office of the Chief Secretary
Government of Punjab
Chandigarh
India
5. Honourable Commissioner
Municipal Corporation
Amritsar
6. Honourable Chief Director
Office of the Punjab Vigilance Bureau
Punjab
7. Concerned Officer
Municipal Town Planning Department (MTP Department)
Amritsar



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/6/(51)/2025-RTI

Dated: 17-06-2025

To,



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

Sir,

Please refer to your offline RTI application dated 20.05.2025 received in TRAI on dated 26.05.2025 (Dy. No. 1048) , for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S..No.	Reply
1 to 4	<p>TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs. At any point of time, either during the redressal of the complaint under these regulations or thereafter, a consumer can seek legal remedy under any law for the time being in force.</p>

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

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 17-06-2025
 16:42:24
 (S. K. Dutta)

Central Public Information Officer

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

सूचना का अधिकार अधिनियम - 2005

(सूचना का अधिकार अधिनियम 05 की धारा-6(1) के अन्तर्गत आवेदन-पत्र)

सेवा में,

TRAI / जन सूचना अधिकारी
जई दिल्ली - 110029

भारतीय दूरसंचार विधायक प्राधिकरण
टी.ए.ए. इन्फोसिटी न्यू डेव रोड, नैतेजी नगर, नई दिल्ली-20
1130
02 JUN 2025
ई ऑफिस सं.

प्रेषक :

1. आवेदक का नाम व पता : [REDACTED]
2. पूरा पता : [REDACTED]
3. दूरभाष : [REDACTED]
4. आवेदन का दिनांक : 26-05-2025
5. कार्यालय का नाम जहाँ से सूचना चाहिये। : एयरटेल (AIRTEL)
6. नागरिकता (यज्य) : भारतीय
7. आवेदन के साथ अदा किये जाने वाले शुल्क : एस.ए. नॉट्स नं. 3408JJ525
8. चाही गयी सूचना का विवरण : नेटवर्क के सम्बन्ध में

1. कम्पनी द्वारा पैसे कुतान की सेवा में अच्छी नेटवर्क सुविधा देना है खं सूचना वांछित है।

2. बार बार नेटवर्क सम्बन्धित शिकायत के बाद अगर स्थिति ना सुधरती है क्या करना चाहिये एवं सूचना वांछित है।

3. कम्पनी किसी निश्चित स्थान पर नेटवर्क ना देने की स्थिति में क्या करती है एवं सूचना वांछित है।

9. आवेदन शुल्क : नॉट्स नं. 3408JJ525
10. क्या आवेदक गरीबी रेखा के नीचे है : नहीं

दिनांक : 26-05-2025

आवेदक के हस्ताक्षर :-

नोट: यदि आपके द्वारा अतिरिक्त पैसे की मांग की जाती है, तो वे देने के लिए तैयार हैं।

[REDACTED]



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

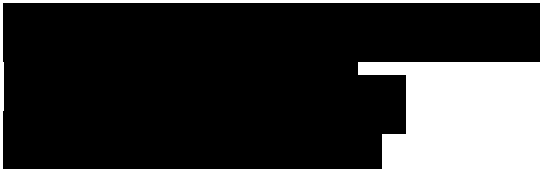
[भारत सरकार / Government of India]



फ. संख्या. RT-2/6/(53)/2025-आरटीआई

दिनांक: 27-06-2025

सेवा में



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

महोदय,

कृपया दिनांक 26.05.2025 के अपने ऑफलाइन आरटीआई आवेदन पत्र का अवलोकन करें, जोकि भारतीय दूरसंचार विनियामक प्राधिकरण (भादूविप्रा) में दिनांक 02/06/2025 (डायरी सं. 1130) को प्राप्त हुआ है, आपने अपने आरटीआई पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत जानकारी मांगी है। इस संबंध में आपको सूचित किया जाता है: -

क्र. सं.	उत्तर
1 से 3 तक.	आपके उपर्युक्त आरटीआई आवेदन के माध्यम से मांगी गई जानकारी ट्राई में उपलब्ध नहीं है।

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

भवदीय,

Digitally signed by

P JANAKI

Date: 27-06-2025

14:57:39

(पी. जानकी)

केन्द्रीय लोक सूचना अधिकारी- लिंक अधिकारी

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

RTI आवेदन पत्र (सूचना का अधिकार अधिनियम 2005 के अंतर्गत)

सेवा में,

श्रीमान केंद्रीय लोक सूचना अधिकारी,
दूरसंचाल विनियामक प्राधिकरण (TRAI),
महानगर दूरसंचाल भवन,
नई दिल्ली।

विषय:- सूचना का अधिकार अधिनियम 2005 के तहत मोबाइल नेटवर्क
समस्या से संबंधित सूचना प्राप्त करने हेतु आवेदन।



महोदय,

मैं [REDACTED] अपने क्षेत्र में लंबे समय से जारी मोबाइल
नेटवर्क की खराब गुणवत्ता को लेकर निम्नलिखित सूचनाएं सूचना का
अधिकार अधिनियम 2005 के तहत प्राप्त करना चाहता हूँ:-

1. TRAI द्वारा जिला श्रीगंगानगर, तहसील सादुलशाह, गांव खैरवाला
(राजस्थान) में मोबाइल नेटवर्क की गुणवत्ता की जांच हेतु पिछले दो
वर्षों में किए गए निरीक्षणों की जागरूकी दें।
2. उपरोक्त क्षेत्र में कौन-कौन से मोबाइल सेवा प्रदाता (Airtel, Jio,
Vi, BSNL आदि) के नेटवर्क उपलब्ध हैं और उनकी QoS रिपोर्ट
(Quality of Service) क्या है?
3. क्या TRAI ने इस क्षेत्र से संबंधित किसी भी उपभोक्ता की
शिकायत पर कोई कार्रवाई की है? यदि हाँ, तो उसकी प्रतिक्रिया
प्रदान की जाय।

PTO.....

4. TRAI द्वारा मोबाइल कंपनियों को नेटवर्क सुधार हेतु जारी किसी भी आदेश/निर्देश की उल्लंघन करें।

5. यदि कोई उपभोक्ता मोबाइल कंपनी द्वारा विज्ञापन में वतार गश् लाभा के अनुसूच रिचार्ज शशि का स्वर्ण भुगतान करता है, लेकिन उसे ~~प्रचारित~~ प्रचारित लाभ उचित माना या गुणवत्ता में प्राप्त नहीं होते हैं, तो:-

- क्या वह उपभोक्ता इसकी औपचारिक शिकायत दर्ज कर सकता है?
- यदि हाँ, तो कौनसा पोरल / तरीका / कार्यालय इसके लिए अधिकृत है?

में 10 रूपये का आवेदन शुल्क पोस्टल ऑर्डर के रूप में संलग्न कर रहा हूँ

धन्यवाद।

Note: - उपरोक्त सूचनाओं के उत्तर स्पष्ट रूप से हिन्दी में उपलब्ध करवाये जायें।

दिनांक: - 27/05/2025



भारतीय दूरसंचार विनियामक प्राधिकरण Telecom Regulatory Authority of India

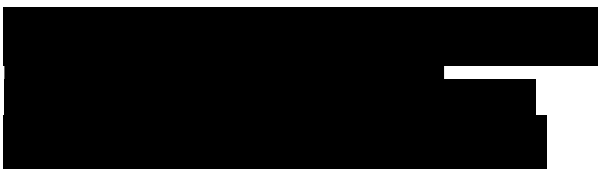
[भारत सरकार / Government of India]



फ. संख्या. RT-2/6/(56)/2025-आरटीआई

दिनांक: 30-06-2025

सेवा में



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

महोदय,

कृपया दिनांक 27.05.2025 के अपने ऑफलाइन आरटीआई आवेदन पत्र का अवलोकन करें, जोकि भारतीय दूरसंचार विनियामक प्राधिकरण (भादूविप्रा) में दिनांक 03/06/2025 (डायरी सं. 1155) को प्राप्त हुआ है, आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत जानकारी मांगी है। इस संबंध में आपको सूचित किया जाता है: -

क्र. सं.	उत्तर
1.	ट्राई द्वारा अपने स्वयं के अधिकारियों के माध्यम से या स्वतंत्र एजेंसियों को शामिल करके चयनित मार्गों पर ड्राइव टेस्ट आयोजित करके सेवा की गुणवत्ता का आकलन भी किया जाता है। हालांकि पिछले दो वर्षों में TRAI द्वारा जिला श्रीगंगानगर, तहसील सादुलशहर, गांव खैरुवाला (राजस्थान) में कोई ड्राइव टेस्ट आयोजित नहीं किया गया है।
2.	दूरसंचार विभाग द्वारा सभी क्षेत्रों में मोबाइल सेवा प्रदान करने के लिए विभिन्न सेवा प्रदाताओं को Licence दिए जाते हैं। ट्राई द्वारा समय-समय पर जारी किए गए सेवा की गुणवत्ता विनियमों के माध्यम से ट्राई द्वारा निर्धारित विभिन्न सेवा की गुणवत्ता मापदंडों के बेंचमार्क के तहत सेवा प्रदाताओं के प्रदर्शन की नियमित रूप से निगरानी की जाती है। सेवा प्रदाताओं के प्रदर्शन की निगरानी के लिए, ट्राई सेवा प्रदाताओं से लाइसेंस सेवा क्षेत्र (एलएसए) वार प्रदर्शन निगरानी रिपोर्ट (पीएमआर) एकत्र करता है, जो सार्वजनिक डोमेन में उपलब्ध है और इसे ट्राई की वेबसाइट www.trai.gov.in पर निम्नलिखित यूआरएल के अंतर्गत देखा जा सकता है:- https://www.trai.gov.in/release-publication/qos-reports/pmr-reports
3.	ट्राई अधिनियम, 1997 ट्राई द्वारा व्यक्तिगत उपभोगता शिकायतों के निवारण की परिकल्पना नहीं करता है।
4.	ट्राई समय-समय पर जारी किए गए सेवा की गुणवत्ता विनियमों के माध्यम से ट्राई द्वारा निर्धारित विभिन्न सेवा की गुणवत्ता मापदंडों के बेंचमार्क के खिलाफ सेवा प्रदाताओं के प्रदर्शन की नियमित रूप से निगरानी करता है। सेवा प्रदाताओं के प्रदर्शन की निगरानी के लिए, ट्राई सेवा प्रदाताओं से लाइसेंस सेवा क्षेत्र (एलएसए) वार प्रदर्शन निगरानी रिपोर्ट (पीएमआर) एकत्र करता है।

	<p>निर्धारित बेंचमार्क के खिलाफ सेवा प्रदाताओं का QoS प्रदर्शन, हितधारकों की जानकारी के लिए नियमित रूप से प्राधिकरण द्वारा अपनी वेबसाइट पर प्रकाशित किया जाता है। जहां भी सेवा की गुणवत्ता के बेंचमार्क पूरे नहीं होते हैं, संबंधित सेवा प्रदाता से स्पष्टीकरण मांगा जाता है और सेवा प्रदाता के जवाब पर विचार करने के बाद गैर-अनुपालन वाले QoS मापदंडों के लिए सेवा प्रदाता पर वित्तीय हतोत्साहन लगाया जाता है। इसके, अलावा, ट्राई द्वारा अपने स्वयं के अधिकारियों के माध्यम से या स्वतंत्र एजेंसियों को शामिल करके चयनित मार्गों पर डाइव टेस्ट आयोजित करके सेवा की गुणवत्ता का आकलन भी किया जाता है जिसकी रिपोर्ट सार्वजनिक डोमेन में उपलब्ध है और इसे ट्राई की वेबसाइट www.trai.gov.in पर निम्नलिखित यूआरएल के अंतर्गत देखा जा सकता है:- https://www.trai.gov.in/release-publication/qos-reports/pmr-reports</p>
5.	<p>ट्राई अधिनियम, 1997 में ट्राई द्वारा व्यक्तिगत उपभोक्ता शिकायतों के निवारण की परिकल्पना नहीं की गई है। हालांकि उपभोक्ताओं के हितों की रक्षा के लिए, ट्राई ने सेवा प्रदाताओं द्वारा दूरसंचार उपभोक्ताओं की शिकायतों के निवारण के लिए एक रूपरेखा तैयार की है। दूरसंचार सेवा प्रदाताओं (टीएसपी) को ट्राई द्वारा जारी दूरसंचार उपभोक्ता शिकायत निवारण विनियम (टीसीसीआरआर), 2012 के प्रवधानों के अनुसार अपने ग्राहकों की शिकायतों का निवारण करना आवश्यक है। इस तंत्र के संदर्भ में, एक उपभोक्ता अपने टीएसपी के शिकायत केंद्र में सेवा-संबंधी शिकायत दर्ज करा सकता है। यदि शिकायत केंद्र पर सेवा प्रदाता द्वारा किसी शिकायत का संतोषजनक ढंग से समाधान नहीं किया जाता है, तो टीएसपी के अपीलीय प्राधिकरण के पास अपील दर्ज की जा सकती है।</p>

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

Digital, signed by
SUSHIL KUMAR DUTTA
Date: 30-06-2025
12:10:44

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

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

This Message has been sent through ePost

Close

Booking Date : 27/05/2025

To :

C P I O
TRAI,TOWER F
4STH,5TH,6TH &
7TH FLOOR,WORLD
TRADE
CENTRE,NAUROJI
NAGAR,NEW
DELHI,
DELHI-110029

From :

[Redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
ट्रैडिंग, एनर्जी एंड रीट सेक्टर, नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 1150
02 JUN 2025
ई आफिस सं.

Subject :GEOLOCATE PHONE ON REAL TIME

DEAR SIR,

R T I ACT 2005

DATE 27/05/2025

IPO 70F 745123 DT 23/05/2025

I AM UNABLE TO CONTACT THE ABOVE MOBILES AND ALSO STHE
CORRECT NAME AND ADDRESS,IN ORDEDR TO SENT LETTER.

[Redacted]

[Redacted]

PLEASE INFORM ME CORRECT NAME AND ADDRESS AT YOUR END.

THANKING YOU,

[Redacted]



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/6/(55)/2025-RTI

Dated: 27-06-2025

To,



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

Sir,

Please refer to your four (04) offline RTI applications dated 27.05.2025 (Dy. No. 1150, 1180, 1181) and dated 28.05.2025 () received on dated 02.06.2025 & 05.06.2025 in TRAI, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1.	The information sought is not available in TRAI. However, this may be available with the concerned service provider

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

Yours faithfully,

Digitally signed by
P JANAKI

Date: 27-06-2025

15:09:(B8Janaki)

Central Public Information Officer- Link Officer

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

This Message has been sent through ePost

Close

Booking Date : 27/05/2025

To :

CPIO
TRITOWER F 4TH (T.R.A.T)
,5TH,6TH, 7TH
FLOOR,WORLD
TRADE
CENTRE,NAUROH
NAGAR,NEW-
DELHI,
DELHI-110029

From :

[REDACTED]

711409

भारतीय दूरसंचार विनियमन प्राधिकरण
टीव्ही-एफ, एनबीसीसी एम्प्लॉय ट्रेड सेंटर, नारोही नगर, नई दिल्ली-29
पंजीकरण सं. 1180
05 JUN 2025
ई ऑफिस सं.

Subject :LOCATE PHONE NAME AND ADDRESS

I P O No: 745121 DATED 23/05/2025

DEAR RE:GEOLOCATE PHONE ON DATE: 27/05/2025
REAL TIME
R T I I A C T 2005

I AM UNABLE TO CONTACT THE ABOVE MOBLES,AND ALSO THE
CORRECT NAME AND ADDRESS,IN ORDER TO SENT LETTER.

[REDACTED]

PLEASE INFORM ME CORRECT NAME AND ADDRESS AT YOUR END.

THANKING YOU,

[REDACTED]



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/6/(55)/2025-RTI

Dated: 27-06-2025

To,



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

Sir,

Please refer to your four (04) offline RTI applications dated 27.05.2025 (Dy. No. 1150, 1180, 1181) and dated 28.05.2025 () received on dated 02.06.2025 & 05.06.2025 in TRAI, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1.	The information sought is not available in TRAI. However, this may be available with the concerned service provider

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

Yours faithfully,

Digitally signed by
P JANAKI

Date: 27-06-2025

15:09:(B8Janaki)

Central Public Information Officer- Link Officer

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

This Message has been sent through ePost

Close

Booking Date : 27/05/2025

To :

C P I O
T. R. A.I ,TOWER F
4TH ,5TH,6TH & 7TH
FLOOR,WORLD
TRADE
CENTRE,NAUROJI
NAGAR,NEW-
DELHI,
DELHI-110029

From :

[REDACTED]

भारतीय दूरसंचार विनियामक प्राधिकरण
नगर-एफ, एनबीसी न्यू टेंडर, पीतमी नगर, नई दिल्ली-29
पंजीकरण सं. 1181
65 JUN 2025
ई ऑफिस सं.

Subject :LOCATE PHONE NAME AND ADDRESS

DEAR SIR, RE: GEOLOCATE PHONE DATE: 27/05/2025
REAL TIME
R.T.I ACT 2005 IPO NUMBER 70F 945122

I AM UNABLE TO CONTACT THE ABOVE MOBILES,AND ALSO THE
CORRECT NAME AND ADDRESS IN ORDER TO SENT LETTER.

[REDACTED]

PLEASE INFORM ME CORRECT NAME AND ADDRESS AT YOUR END.

THANKING YOU,

[REDACTED]



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/6/(55)/2025-RTI

Dated: 27-06-2025

To,



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

Sir,

Please refer to your four (04) offline RTI applications dated 27.05.2025 (Dy. No. 1150, 1180, 1181) and dated 28.05.2025 ([REDACTED] received on dated 02.06.2025 & 05.06.2025 in TRAI, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1.	The information sought is not available in TRAI. However, this may be available with the concerned service provider

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

Yours faithfully,

Digitally signed by
P JANAKI

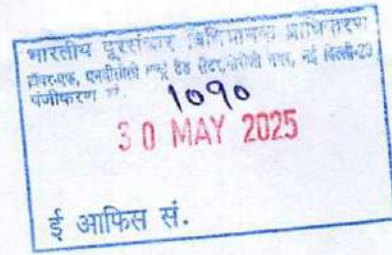
Date: 27-06-2025

15:09:(B8Janaki)

Central Public Information Officer- Link Officer

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

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

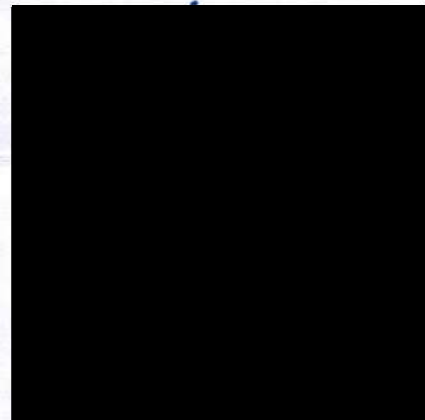


Subject: Information under the Right to Information Act, 2005

- Name of Applicant- [REDACTED]
- Father's Name- [REDACTED]
- Address- [REDACTED]
- [REDACTED]
- Particular of Information required
- Subject Matter of Information- Regarding Order/Regulation of Telecom Consumers Protection (12th Amendment) Regulations, 2024 for minimum ₹ 10/- mobile recharge dated 23rd December 2024.
- Period of Information- 23rd December 2024 to till date
- Description of Information-
 - I. How many and which plans have been introduced by different telecom operators in India following the Order/Regulation of Telecom Consumers Protection (12th Amendment) Regulations, 2024 dated 23rd December 2024.
 - II. Will there be any ₹ 10/-, ₹ 20/- or ₹ 30/- mobile recharge plan voucher introduced or was any introduced by different telecom operators after this Order/Regulation as existed in the year before 2015 whereby user who recharged with ₹ 10/- got approx. ₹7.5 balance after taxes and had validity of up to a year and was charged on 1 paise per minute basis for calls ₹ 1/- per SMS sent.
- Fee paid vide IPO No. 71F 180854 Dt. 14/05/2025 for ₹ 10/- Issued by Head Post Office Agra.
- Information is required by Post.

Place- Agra

Date- 27/05/2025





भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/6/(52)/2025-RTI

Dated: 20-06-2025

To,



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

Sir,

Please refer to your offline RTI application dated 27.05.2025 received in TRAI on dated 30.05.2025 (Dy. No. 1090), for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 2	The information sought is not available in TRAI.

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

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 20-06-2025
15:27:13

(S. K. Dutta)
Central Public Information Officer

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

सेवा में,

जन (लोक) सूचना अधिकारी,
भारतीय दूर संचार विनियामक प्राधिकरण,
महानगर दूरसंचार भवन,
जवाहर लाल नेहरु मार्ग, पुराना मिंटो रोड,
नई दिल्ली-110002
दूरभाष-011-23386189



विषय-मोबाइल फटने की घटना के सम्बन्ध में सूचना प्राप्त करने हेतु सूचना का अधिकार अधिनियम, 2005 के अंतर्गत आवेदन पत्र।

महोदय,

सविनय निवेदन है कि प्रार्थी [REDACTED] र पुत्र [REDACTED] सुरेश [REDACTED] श्री [REDACTED]

जनपद प्रयागराज, उ0प्र0 का मोबाइल फोन "CMF by Nothing" Phone I (Model: A015) दिनांक-13.05.2025 को पतलून की जेब में विस्फोटक के तरीके से फट गया, प्रार्थी उक्त हादसे से गम्भीर रूप से घायल हुआ व घटना की खबर अगले दिन नामी समाचार पत्रों में भी छपी।

उक्त मोबाइल फोन का विवरण निम्न प्रकार है-

IMEI-1: [REDACTED] 4

IMEI-2: 3 [REDACTED]

Model: A015, Color- Black.

Company: Essentially Nothing Pvt. Ltd.

निर्माण : जुलाई, सन 2024

अतः कृपया मुझे निम्नलिखित बिन्दुओं पर सूचना प्रदान करें-

- 1- क्या उक्त मोबाइल मॉडल T.R.A.I. के दूर संचार विनियामक प्राधिकरण विभाग द्वारा बिक्री हेतु अनुमोदित था। यदि हाँ तो उसका अनुमोदन क्रमांक प्रदान करें ?
- 2- क्या उपरोक्त कम्पनी ने भारत सरकार के दिशा निर्देशों के अनुसार मोबाइल की सुरक्षा के सभी मानक पूरे किये ? जैसे- Battery Explosive Testing?
- 3- अब तक इस मॉडल से इस प्रकार की कितनी घटनाएँ दर्ज की गईं?
- 4- उपभोक्ताओं की सुरक्षा हेतु आपके विभाग ने क्या कदम उठाये हैं?
- 5- ऐसी प्राण घातक मोबाइल फोन डिवाइस बनाने वाली कंपनी के विरुद्ध आप क्या कार्यवाही कर सकते हैं?

संलग्नक-

1. मोबाइल की डिटेल्स व बैटरी के फोटो।
2. समाचार पत्र में घटना के प्रकाशन की छायाप्रति।

आवेदन शुल्क- I.P.O. रु0 10 संलग्नित है।

दिनांक- 28/5/25

थ
ज



भारतीय दूरसंचार विनियामक प्राधिकरण Telecom Regulatory Authority of India

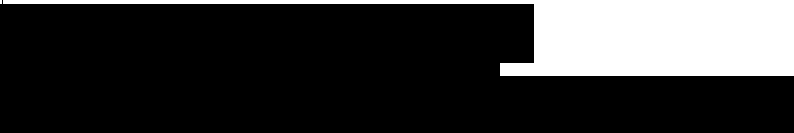
[भारत सरकार / Government of India]



फ. संख्या: RT-2/6/(46)/2025-आरटीआई

दिनांक: 05-06-2025

सेवा में



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

महोदय,

कृपया दिनांक 28.05.2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 02/06/2025 (डायरी संख्या 1128) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत मोबाइल फोन "CMF by Nothing" Phone I (Model: A015) के फटने पर उसकी बिक्री, दिशा निर्देश और फोन फटने पर की गई कार्यवाही आदि से संबन्धित मामलों के सम्बंध में जानकारी मांगी है।

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

भादुविप्रा, signed by

SUSHIL KUMAR DUTTA

Date: 05-06-2025

10:51:21

(एस. के. दत्ता)

केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

नोडल अधिकारी (आरटीआई), केंद्रीय लोक सूचना अधिकारी, इलेक्ट्रॉनिक्स और सूचना प्रौद्योगिकी मंत्रालय, नई दिल्ली – 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबन्धित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।
---	--

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

This Message has been sent through ePost

Close

Booking Date : 28/05/2025

To :

C P I O
TRAJ,TOWER F
4TH,5TH,6TH & 7TH
FLOOR,WORLD
TRADE
CENTRE,NAUROJI
NAGAR,NEW-
DELHI,
DELHI-110029

From :

[REDACTED]

भारतीय दूरसंचार विनियामक प्राधिकरण
टीएन-एफ, इन्फोसिस रोड, नेहरू सेक्टर, जैरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 1151
02 JUN 2025
ई आफिस सं.

Subject :GEOLOCATE PHONE ON REAL TIME

DEAR SIR,

RE: R T I A C T 2005

DATE: 28/05/2025

IPO 70F 945129 23/5/2025

I AM UNABLE TO CONTACT THE ABOVE MOBILES AND ALSO THE D
CORRECT NAME & ADDRESS,IN ORDER TO SENT LETTER.

[REDACTED] RELIANCE JIO

[REDACTED] RELIANCE JIO

[REDACTED] DOCOMO

[REDACTED] AIRTEL

PLEASE INFORM ME CORRECT NAME AND ADDRESS AT YOUR END.

THANKING YOU,

[REDACTED]



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/6/(55)/2025-RTI

Dated: 27-06-2025

To,



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

Sir,

Please refer to your four (04) offline RTI applications dated 27.05.2025 (Dy. No. 1150, 1180, 1181) and dated 28.05.2025 ([REDACTED] received on dated 02.06.2025 & 05.06.2025 in TRAI, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1.	The information sought is not available in TRAI. However, this may be available with the concerned service provider

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

Yours faithfully,

Digitally signed by
P JANAKI

Date: 27-06-2025

15:09:(B8Janaki)

Central Public Information Officer- Link Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00303

Date of Receipt : 07/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Request

Amount Paid : 10)

Mode of Payment Payment Gateway

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

Request Pertains to :

Subject: Request for Information under RTI Act, 2005

Respected Sir/Madam,

I am seeking information regarding the 6 vacancies reported for the post of Stenographer Grade C for the year 2024 by TRAI.

I request you to kindly provide the following details:

Information Sought :

1. Are all the 6 vacancies in Delhi only?
2. If not in Delhi, please provide breakup of these vacancies either state-wise or zone-wise or office wise, as applicable.

The information is required to accurately fill the post preference form, and will be of great assistance in making an informed decision.

Thank you for your assistance.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(237)/2025-RTI

Dated: 02-06-2025

To,



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

Sir,

Please refer to your RTI application dated 07.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00303, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

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

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

Yours faithfully signed by
SUSHIL KUMAR DUTTA
Date: 02-06-2025
12:47:30

(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00304

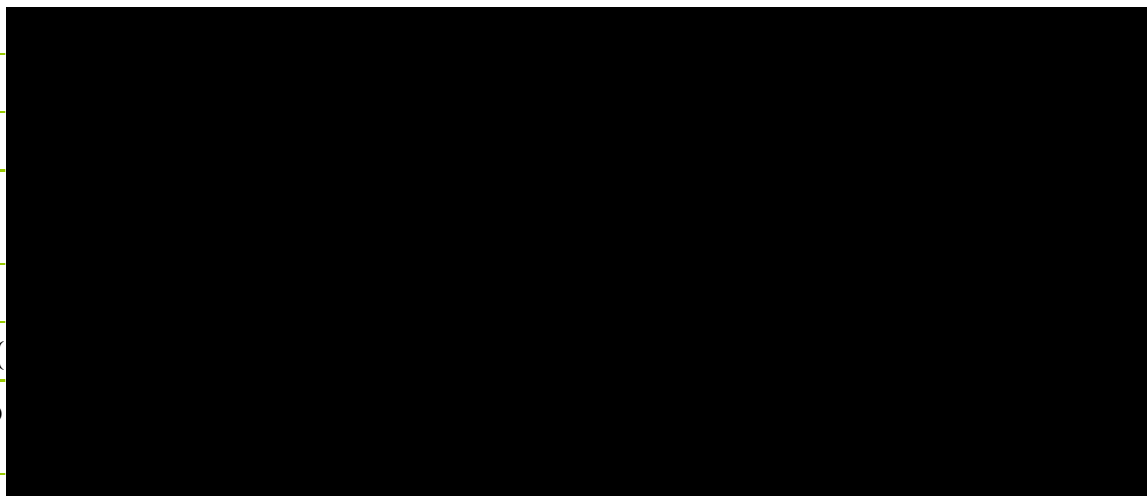
Date of Receipt : 08/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Status(

Is Requester Belo



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

Request Pertains to :

Dear Sir/Madam,

I would like to kindly request the details regarding the development cost of the below-mentioned mobile application developed for the Telecom Regulatory Authority of India (TRAI):

Google Play App Store

Information Sought :

1. TRAI DND 3.0 (Do Not Disturb)
2. TRAI Channel Selector App
3. MyCall
4. MySpeed
5. UMANG
6. Sanchar Saathi
7. TRAIAPPS

Kindly share the cost breakdown and any associated expenditures, if available.

Thank you for your assistance.

Warm regards,



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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(238)/2025-RTI

Dated: 02-06-2025

To,



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

Sir,

Please refer to your RTI application dated 08.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00304, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 & 7.	Developed in-house, hence, cost is Nil.
2.	Development cost-26.20 lakh Other associated expenditure-4.70 lakh (per annum)
3.	Development cost-14.50 lakh Other associated expenditure-NIL
4.	Development cost-27.44 lakh Other associated expenditure-14.16 lakh (per annum).
5 & 6.	Does not pertain to TRAI

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

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 02-06-2025
 12:50:00

(S. K. Dutta)
 Central Public Information Officer

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

RTI REQUEST DETAILS

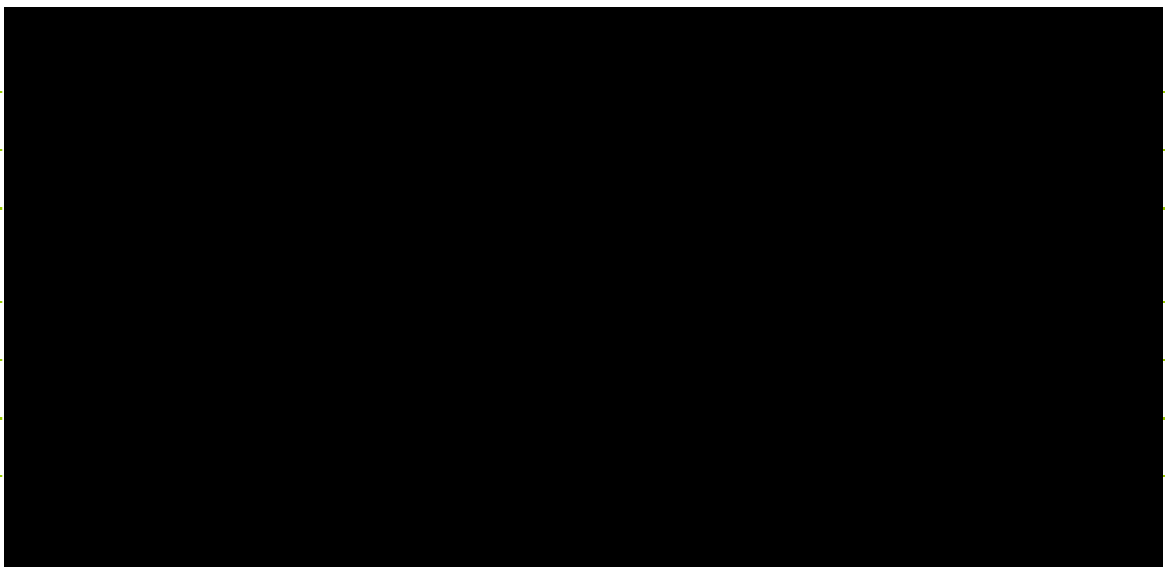
Registration No. : TRAOI/R/E/25/00305

Date of Receipt : 09/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Requester



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

Request Pertains to :

Information Sought : attached for bastards

Print

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RTI TRAI DOT

What are the rules/regulations /standards of internet traffic data usage metering and billing for the mobile 3G/4G/5G user in India ? Is TRAI/DOT enforcing any metering billing regulations on the mobile service providers or the providers are using their private proprietary billing /metering methods that are not been put in public domain making the user vulnerable to over billing and loot and fraud . AMBANI has looted GOU /,ONGC for 90000 crore in KG BASIN MERTERING FRAUD sonit will be foolhardy to expect that AMBZNI is not messing up in mobile data metering and looting the people of India for billions every day .MATTER NEEDS intensive forensic investigation .What legal metrology measures GOI /DOT/TRAI has taken .WHAT are the SLA with JIO and AIRTEL on metering and billing ?



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(239)/2025-RTI

Dated: 02-06-2025

To,



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

Sir,

Please refer to your RTI application dated 09.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00305, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	TRAI has issued " Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulation 2023 " dated 11.09.2023 which may be referred. The same are also available in public domain and can be accessed at the TRAI website www.trai.gov.in under url: https://www.trai.gov.in/sites/default/files/2024-09/Regulation_13092023_1.pdf

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

Yours Digitally signed by
SUSHIL KUMAR DUTTA
Date: 02-06-2025
12:53:12

(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00306

Date of Receipt : 09/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Request

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

Request Pertains to :

Information Sought :

Dear sir/mam I want to know statewise vacancies of SSC Stenographer examination, 2024 in Ministry of communications, Department of Telecommunications, Telecom Regulatory Authority of India for Grade-C posts.

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Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(240)/2025-RTI

Dated: 02-06-2025

To,



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

Sir,

Please refer to your RTI application dated 09.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00306, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

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

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

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 02-06-2025
12:48:29

(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00309

Date of Receipt : 05/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Stat

Is Requester B

**Does it
Libe**

Information Sought :

Respected Sir/Madam
Please provide state wise vacancy of your department which are to be filled for Grade C stenographer through SSC Stenographer Grade C and D Examination,2024. And will all the posting be done in Delhi or some other state?
Regards

Print

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(242)/2025-RTI

Dated: 02-06-2025

To,



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

Madam,

Please refer to your RTI application dated 05.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00309, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

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

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

Yours **Digitally** signed by
SUSHIL KUMAR DUTTA
Date: 02-06-2025
16:19:05

(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00310

Date of Receipt : 06/05/2025

Type of Receipt : Online Receipt

Language of Request : English

St

Is Requester

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 Public Information Officer

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

Sir/Madam,

I am writing to request information under the Right to Information Act, 2005, regarding the practice of offering mobile recharge plans with 28-day validity instead of 30-day validity by telecom service providers in India.

I would like to request the following information:

The reasons/justifications provided by telecom companies for offering 28-day validity plans instead of 30-day validity plans. Please provide copies of any official submissions or documents made by telecom companies to TRAI or any other regulatory body in this regard.

Details of any studies or analyses conducted by the Telecom Regulatory Authority of India (TRAI) or any other relevant authority on the impact of 28-day validity plans on consumers.

Copies of any directives, orders, or regulations issued by TRAI concerning the validity period of prepaid mobile recharge plans, including the mandate to offer at least one 30-day validity plan.

The total revenue earned by each major telecom company in India (Airtel, Jio, Vodafone Idea, etc.) in the last financial year from the difference in revenue collected due to the 28-day validity versus a 30-day validity period. If exact figures are not available, please provide an estimated range or any related data.

Any consumer complaints received by TRAI or the Department of Telecommunications (DoT) regarding the 28-day validity plans in the last three years. Please provide a summary of the complaints and the actions taken.

What actions has TRAI taken to address the consumer concerns regarding 28-day validity plans, and what are the future plans of TRAI in this regard?

I am enclosing a postal order/demand draft of Rs. 10 towards the application fee, as prescribed under the RTI Act, 2005.

I request you to provide the information at the earliest, and within the stipulated time frame as prescribed under the said Act.

Thanking you



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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(243)/2025-RTI

Dated: 09-06-2025

To,



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

Sir,

Please refer to your RTI application dated 06.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00310, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	<p>You have sought reasons/justification etc. which is not covered under the definition of information under section 2(f) of RTI Act.</p> <p>However, it is informed that the billing of postpaid connection is on monthly basis and validity of prepaid recharge voucher is normally expressed in days and not in months subject to regulatory guidelines in vogue. However, the TRAI through Telecommunication Tariff (66th Amendment) Order dated 27.01.2022 and Telecommunication Tariff (67th Amendment) Order dated 31.03.2022 mandated to offer at least one plan voucher, one special tariff voucher and one combo voucher having a validity of thirty days Voucher and at least one voucher which shall be renewable on the same date of every month and if the date of such renewal is not available in a month, the date of renewal shall be the last date of the month. The referred amendments are available in the following links:- https://www.trai.gov.in/sites/default/files/2024-09/Regulation_27012022.pdf and https://www.trai.gov.in/sites/default/files/2024-09/Regulation_31032022.pdf</p>

Contd. on next page 02.

::2::

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

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 09-06-2025
10:01:48

(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

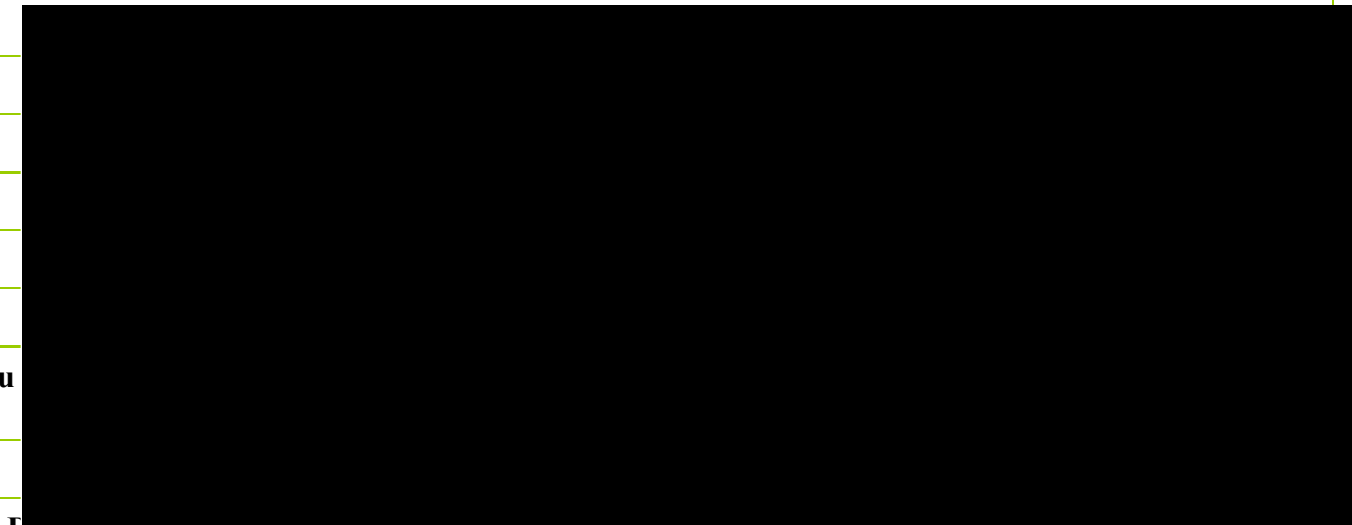
Registration No. : TRAOI/R/E/25/00313

Date of Receipt : 11/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Requ



Liberty of a Person ? :

Request Pertains to :

Information Sought : I am writing this application under the Right to Information Act, 2005 to seek information regarding the non-installation of a broadband connection by Bharti Airtel Limited and the inaction despite repeated complaints.
On 6th May 2025, I opted for a 100 Mbps broadband internet connection from Airtel and made the full payment. However, as of today, the connection has not been installed.
Despite my repeated efforts, including:
Multiple calls to Airtel customer care,
Several emails sent to their official support, and
Personal visits to the Airtel store,
I have received no resolution. Every time I inquire, I am told: Your case has been escalated by our team, yet no response is ever provided within any specified time frame, and no action has been taken to complete the installation or refund my payment.
In light of this, I request the following information under the RTI Act:
1. What are the DoT or TRAI guidelines regarding the maximum time allowed for installation of a broadband connection after payment?
2. What regulatory mechanisms are in place to monitor delays and service failures by private telecom companies like Airtel?
3. What is the standard grievance redressal process mandated by DoT/TRAI for consumers facing non-service despite full payment?
4. What action can be initiated by a consumer if repeated escalations are ignored by the service provider?
5. Has Airtel been penalized or issued warnings in the last two years for similar complaints regarding non-installation or lack of resolution?

Applicant Details:

Name: [REDACTED]



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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(244)/2025-RTI

Dated: 03-06-2025

To,



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

Sir,

Please refer to your RTI application dated 11.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00313, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	You may refer the Regulation 9 of TRAI's regulation namely "The Standards of Quality of Service of Access (Wireline and Wireless) And Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)" dated 2nd August 2024 which is available in the public domain and can be accessed at the TRAI website www.trai.gov.in under the following url: https://traigov.in/sites/default/files/2024-10/Regulation_02082024.pdf
2.	As per TRAI regulations, wherever the Quality-of-Service benchmarks are not met, the explanation of the concerned service provider is called for and after considering the response of the service provider financial disincentives are imposed on service provider for non-complied QoS parameter.
3 & 4.	The TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI. In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs. At any point of time, either during the redressal of the complaint under these regulations or thereafter, a consumer can seek legal remedy under any law for the time being in force.
5.	The Information sought is not available with TRAI. However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 14.05.2025 for providing the related information, if any, directly to you.

Contd. on next page 02.

::2::

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

Yours faithfully signed by

SUSHIL KUMAR DUTTA

Date: 03-06-2025

16:05:16

(S. K. Dutta)

Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00329

Date of Receipt : 18/05/2025

Type of Receipt : Online Receipt

Language of Request : English

St

Is Requester

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

Request Pertains to :

Information Sought :

Respected sir

1. I am [REDACTED] and user of Airtel communication service I have done a recharge of amount rupees 579 pack by My Airtel app to the mobile number [REDACTED] on 2 may 2025 but the recharge has done on a wrong mobile number [REDACTED] after that I immediately call to the customer care regarding wrong mobile number recharge and they told me that they has initiated refund process and the amount will be refund in 24 hours but after 24 hours when the refund has not credit in account I call back to the customer care now this time they told me that they have not any such facility to refund the recharge which has done to the wrong mobile number and they will not refund money.
2. After this I also file grievance in National consumer helpline, department of consumer affairs ,GOI .The grievance number is 7096151 dated 3 May 2025 and there is no any reply from Airtel company to the consumer helpline department
3. I want to know the policy or rules and regulation under which the Airtel company has rights to not refund consumer money whereas the consumer immediately informed to the company and they are not replying to national consumer helpline.

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RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00314

Date of Receipt : 11/05/2025

Time of Receipt : Online Receipt

Language of Request : English

Status(Rur

Is Requester Below P

Am

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

Request Pertains to :

Information Sought :

Respected sir

1. I am [REDACTED] and user of Airtel communication service I have done a recharge of amount rupees 579 pack by My Airtel app to the mobile number [REDACTED] on 2 may 2025 but the recharge has done on a wrong mobile number [REDACTED] after that I immediately call to the customer care regarding wrong mobile number recharge and then told me that they has initiated refund process and the amount will be refund to the refund in 24 hours but after 24 hours when the refund has not credit in account I call back to the customer care now this time they told me that they have not any such facility to refund the recharge which has done to the wrong mobile number and they will not refund money.
2. After this I also file grievance in National consumer helpline, department of consumer affairs ,GOI .The grievance number is 7096151 dated 3 May 2025 and there is no any reply from Airtel company to the consumer helpline department
3. I want to know the policy or rules and regulation under which the Airtel company has rights to not refund consumer money whereas the consumer immediately informed to the company and why they are not replying to national consumer helpline.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(245)/2025-RTI

Dated: 03-06-2025

To,



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

Sir,

Please refer to your two (02) similar RTI applications filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00314 dated 11.05.2025 and Reg. No. TRAOI/R/E/25/00329 dated 18.05.2025, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 3.	The information sought vide your above mentioned RTI application is not available in TRAI.

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

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 03-06-2025
16:39:21

(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00318

Date of Receipt : 13/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Status

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 :

SUB I NEED INFORMATION RTI ACT 2005, UNDER SECTION 6(1)-

DETAILS ABOUT ASKING INFORMATION.

1) I NEED EVERY PAGE PETITION GIVEN BY ME TO THE TELECOMMUNICATION DEPARTMENT OF INDIA THROUGH PM PORTAL

2) AND, I NEED EVERY PAGE OF INQUIRY REPORT ON THAT RELEVANT PETITION GIVEN BY CONCERN OFFICIALS.

Information Sought : DETAILS ABOUT PM PETITION.

PETITION ONE..Dear Sir/Madam,
Your grievance has been registered successfully in Public Grievances Portal.
Registration No. : DOTEL/E/2025/0020143.

PETITION TWO...Dear Sir/Madam,
Your grievance has been registered successfully in Public Grievances Portal.
Registration No. : DOTEL/E/2025/0020147.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(246)/2025-RTI

Dated: 04-06-2025

To,



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

Sir,

Please refer to your RTI application dated 13.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00318, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 & 2.	The Information sought is not available with TRAI. However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 16.05.2025 for providing the related information, if any, directly to you.

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

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 04-06-2025
 11:37:08

(S. K. Dutta)
 Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00320

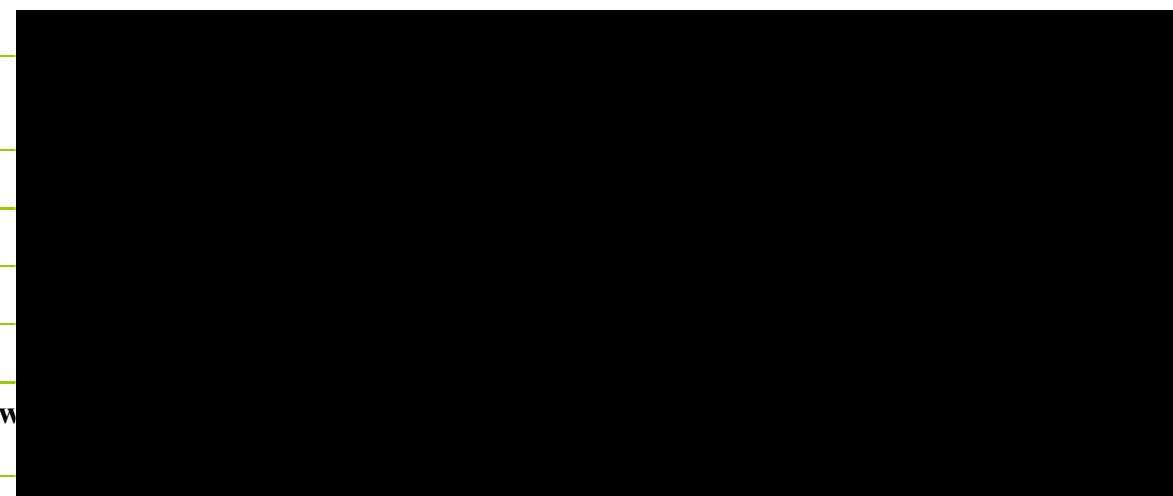
Date of Receipt : 14/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Status(

Is Requester Below



A

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

Request Pertains to :

Information Sought :

I had raised a relocation request for my JioFiber connection on May 5, 2025 at 08:23 PM with reference C [REDACTED] T. The relocation is to be done in the same building. After repeated follow-ups and no response I chose to address them on twitter on May 09, 2025 after which a service request was raised by the Jio team SR [REDACTED] 7. I observed on May 12th that its marked resolved, no one has reached out to me regarding that or neither the relocation is completed. I tried reaching out to the appellate authority Karnataka(appellate.kar@jio.com), still no response. I want to know

1. How much time Jio takes to complete the relocation request in Bangalore alone(from raising the request to the actual fulfilment of the relocation).
2. How many such relocation request are pending with them pan India(Need state wise statistics)
3. How are they compensating the customers for the delay in relocation

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Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(247)/2025-RTI

Dated: 04-06-2025

To,



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

Sir,

Please refer to your RTI application dated 14.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00320, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 3.	The Information sought is not available with TRAI. However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 16.05.2025 for providing the related information, if any, directly to you.

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

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 04-06-2025
 11:38:37

(S. K. Dutta)
 Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00321

Date of Receipt : 15/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Status(

Is Requester Belo

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

Request Pertains to :

Information Sought :

Kindly Provide mentioned details

1. Provide permission seeking request by various operators for seeking permission to abolish LIFETIME VALIDITY.
2. Provide copy of circular granting permission by TRAI to various operators for allowing to abolish LIFETIME VALIDITY and charge for validity on monthly or specific interval basis.
3. Kindly provide rule/circular pertaining to cancel sim card validity by various operators in case of non transaction in particular sim card.
4. Kindly provide maximum permitting time limit for an operator to change users number in case non use of Sim card.

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Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(248)/2025-RTI

Dated: 05-06-2025

To,



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

Sir,

Please refer to your RTI application dated 15.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00321, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 3.	<p>As per the existing tariff framework, the tariff for mobile and data services is under forbearance except for services such as National Roaming and Rural fixed line services, mobile number portability, leased circuits and USSD. The service providers have the flexibility to decide the rates for various types of calls, SMS or data offers with multiple combinations for different service areas of their operation. However the Telecommunication Tariff (43rd Amendment) Order 2006 dated 01.09.2008 issued by TRAI, <i>inter-alia</i>, provides that tariff plan once offered by an Access Provider shall be available to a subscriber for a minimum period of Six Months from the date of enrolment of the subscriber to that tariff plan. Further, any tariff plan presented, marketed or offered as valid for any prescribed period exceeding six months or having lifetime or unlimited validity in lieu of an upfront payment shall continue to be available to the subscriber for the duration of the period as prescribed in the plan and in the case of lifetime or unlimited validity plans, as long as the Service Provider is permitted to provide such telecom service under the current license or renewed license. In the case of plan with lifetime validity or unlimited validity, the service provider shall also inform the subscribers of the month and year of expiry of his current license.</p> <p>Further, Telecommunication Tariff (48th Amendment) Order, 2008 <i>inter-alia</i>, provides that if the terms and conditions of any tariff plan with lifetime validity or unlimited validity include any condition or stipulation which requires any subscriber to recharge for any specified minimum amount within specified time period or intervals during such validity so as to keep the said tariff plan valid, such specified time period or interval, shall, in no case, be less than six month.</p>
4.	<p>TRAI has issued guidelines on deactivation of SIMs due to non-usage through the Telecommunication Consumer Protection (Sixth Amendment) Regulations, 2013 dated 21.02.2013 which is available in TRAI Website www.trai.gov.in</p>

Contd. on next page 02.

::2::

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

Yours faithfully, signed by
SUSHIL KUMAR DUTTA
Date: 05-06-2025
10:50:11

(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00323

Date of Receipt : 15/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Status

Is Requester Bel

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

Request Pertains to :

Information Sought :

PLS supply the information under RTI ACT 2005:
1.pls supply the information on number of MSOs registered in telangana circle other than BSNL to provide MPLS circuits ,MPLS VPN ,POINT TO POINT ,LEASED CIRCUITS.
2.Pls supply the tarriff card of band widths of leased circuits.
3.supply the guide lines of maximum discount to customers of respective band width of tarriff card.
4.pls supply guide lines and penalties voilating the maximum discount giving to customers other than tarriff card.

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Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(249)/2025-RTI

Dated: 05-06-2025

To,



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

Sir,

Please refer to your RTI application dated 15.05.2025 filed online on the RTI portal vide Reg. No. TRA0I/R/E/25/00323, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 4.	The specific information sought is not available with TRAI. However, it is informed that the tariff ceilings prescribed for the domestic leased circuits is available on the following weblink: https://traai.gov.in/sites/default/files/2024-09/57Fifty_Seventh_Amendment_14_Jul_2014.pdf

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

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 05-06-2025
 15:04:09

(S. K. Dutta)
 Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00325

Date of Receipt : 16/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Stat

Is Requester B

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

Request Pertains to :

Information Sought :

Kindly provide state-wise vacancy details for the posts of Stenographer Grade C in Department of Telecommunications(Telecom Regulatory Authority of India) comes under ministry of communications which is to be filled through the SSC Stenographer 2024 Examination.

Note: Please provide the above details in PDF format through email as soon as possible, as the post preference form is expected to be released shortly.

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**STATE-WISE/ZONE-WISE VACANCIES ARE NOT COLLECTED BY SSC,
PLEASE CONTACT USER DEPARTMENTS FOR STATE-WISE/ZONE-WISE VACANCIES.**

Tentative Vacancies for Stenographer Grade 'C' & 'D' Examination, 2024 (As on 10.03.2025)

Stenographer Grade 'D'															
Sr. No.	MINISTRY/Department/Office	Post Name	UR	SC	ST	OBC	EWS	Total	ESM	OH	HH	VH	Other PWD	Pay Level	Whether Suitable for Colour Blind?
1	Ministry of Finance, Department of Revenue, Central Board of Indirect Taxes and Customs (CBIC)	Stenographer Grade 'D', Group C (Non Technical)	107	38	16	48	31	240	20	2	3	2	2	Level-4	YES
2	Ministry of Defence, Department of Defence, Director General Defence Estates (DGDE)	Stenographer Grade 'D', Group C (Non Technical)	9	2	1	3	3	18	1	0	0	1	0	Level-4	YES
3	Ministry of Finance, Department of Expenditure, Controller General of Accounts	Stenographer Grade 'D', Group C (Non Technical)	22	8	4	15	6	55	2	1	1	0	0	Level-4	YES
4	Ministry of Home Affairs, Department of Official Language	Stenographer Grade 'D', Group C (Non Technical)	1	1	0	1	0	3	0	0	0	0	0	Level-4	YES
5	Ministry of Culture, ARCHAEOLOGICAL SURVEY OF INDIA	Stenographer Grade 'D', Group C (Non Technical)	5	2	1	2	1	11	1	0	0	0	0	Level-4	NO
6	Ministry of Finance, Department of Financial Services	Stenographer Grade 'D', Group C (Non Technical)	9	4	2	6	2	23	0	1	0	0	0	Level-4	NO
7	Central Administrative Tribunal	Stenographer Grade 'D', Group C (Non Technical)	0	1	0	0	0	1	0	0	0	0	0	Level-4	YES
8	Ministry of Defence, Department of Defence, Indian Coast Guard	Stenographer Grade 'D', Group C (Non Technical)	8	6	0	7	2	23	0	0	0	0	1	Level-4	YES
9	National Technical Research Organisation	Stenographer Grade 'D', Group C (Non Technical)	2	1	0	0	0	3	0	0	0	0	0	Level-4	YES
10	Ministry of Finance, Department of Revenue, Central Board of Direct Taxes (CBDT)	Stenographer Grade 'D', Group C (Non Technical)	134	46	21	58	24	283	29	2	2	2	4	Level-4	YES

11	Ministry of Electronics and Information Technology	Stenographer Grade 'D', Group C (Non Technical)	10	2	1	3	1	17	1	0	1	0	0	Level-4	YES
12	Ministry of External Affairs, Central Passport Office	Stenographer Grade 'D', Group C (Non Technical)	5	0	1	0	1	7	0	0	0	1	0	Level-4	YES
13	Ministry of Corporate Affairs, National Company Law Tribunal (NCLT)	Stenographer Grade 'D', Group C (Non Technical)	8	2	1	3	1	15	1	1	0	0	0	Level-4	YES
14	Ministry of Parliamentary Affairs	Stenographer Grade 'D', Group C (Non Technical)	1	0	0	0	0	1	0	0	0	0	0	Level-4	YES
15	Ministry of Home Affairs, Department of Internal Security, Intelligence Bureau (IB)	Stenographer Grade 'D', Group C (Non Technical)	48	8	6	22	6	90	7	0	1	1	0	Level-4	YES
16	Ministry of Law & Justice, Department of Legal Affairs, Income Tax Appellate Tribunal (ITAT)	Stenographer Grade 'D', Group C (Non Technical)	1	1	0	2	0	4	0	0	0	0	0	Level-4	YES
17	Ministry of Personnel, Public Grievances & Pensions, Department of Personnel and Training, Central Bureau of Investigation (CBI)	Stenographer Grade 'D', Group C (Non Technical)	77	12	10	0	8	107	10	1	0	0	0	Level-3	YES
18	Ministry of Health & Family Welfare, Department of Health and Family Welfare, Directorate General of Health Services (DGHS)	Stenographer Grade 'D', Group C (Non Technical)	5	1	0	1	1	8	0	0	0	0	0	Level-4	YES
19	Ministry of External Affairs (Cadre Cell)	Stenographer Grade 'D', Group C (Non Technical)	5	0	0	1	0	6	0	0	2	0	0	Level-4	YES
20	Ministry of Housing & Urban Affairs	Stenographer Grade 'D', Group C (Non Technical)	8	1	0	2	0	11	0	0	0	0	0	Level-4	NO
21	Election Commission of India	Stenographer Grade 'D', Group C (Non Technical)	5	0	0	0	0	5	2	0	1	0	0	Level-4	YES
22	Ministry of Home Affairs, Department of Internal Security, National Investigation Agency	Stenographer Grade 'D', Group C (Non Technical)	10	3	0	3	1	17	2	0	0	0	0	Level-4	YES
23	Ministry of Defence, Border Roads Organization (BRO)	Stenographer Grade 'D', Group C (Non Technical)	14	4	0	0	2	20	3	0	0	0	1	Level-4	YES

24	Ministry of Finance, Department of Revenue, Enforcement Directorate	Stenographer Grade 'D', Group C (Non Technical)	23	10	2	9	6	50	0	0	0	0	2	Level-4	YES
25	Department of Atomic Energy	Stenographer Grade 'D', Group C (Non Technical)	60	16	11	26	17	130	5	3	2	0	0	Level-4	NO
26	Ministry of Textiles	Stenographer Grade 'D', Group C (Non Technical)	10	0	0	3	1	14	0	0	0	0	0	Level-4	YES
27	Ministry of Power	Stenographer Grade 'D', Group C (Non Technical)	2	0	0	0	0	2	0	0	0	0	0	Level-4	NO
28	Ministry of Consumer Affairs, Food, & Public Distribution	Stenographer Grade 'D', Group C (Non Technical)	1	1	0	2	1	5	0	0	0	0	0	Level-4	YES
29	Central Vigilance Commission	Stenographer Grade 'D', Group C (Non Technical)	1	0	0	0	0	1	0	0	0	0	0	Level-4	YES
30	Ministry of Earth Sciences, Indian Meteorological Department	Stenographer Grade 'D', Group C (Non Technical)	2	1	0	0	1	4	0	0	0	0	0	Level-4	YES
31	Ministry of Electronics and Information Technology, National Informatics Centre	Stenographer Grade 'D', Group C (Non Technical)	3	1	0	2	0	6	0	0	0	0	0	Level-4	NO
32	Ministry of Communications, Department of Telecommunications, CGCA (Controller General of Communication Accounts)	Stenographer Grade 'D', Group C (Non Technical)	6	0	0	0	0	6	0	0	0	0	0	Level-4	YES
33	Ministry of Fisheries, Animal Husbandry and Dairying, Department of Animal Husbandry and Dairying	Stenographer Grade 'D', Group C (Non Technical)	2	0	1	0	0	3	0	0	0	0	1	Level-4	NO
34	Ministry of Statistics & Programme Implementation, Ministry of Statistics & Programme Implementation (Admin-III)	Stenographer Grade 'D', Group C (Non Technical)	7	2	1	3	0	13	0	0	0	0	0	Level-4	YES
35	National Human Rights Commission	Stenographer Grade 'D', Group C (Non Technical)	1	1	1	2	0	5	0	0	0	0	0	Level-4	NO
36	Ministry of Communications, Department of Posts, Postal Accounts Wing	Stenographer Grade 'D', Group C (Non Technical)	6	0	0	4	0	10	0	0	0	0	0	Level-4	YES
37	Ministry of Home Affairs, Narcotics Control Bureau	Stenographer Grade 'D', Group C (Non Technical)	6	2	1	4	0	13	1	1	1	0	1	Level-4	YES
38	Ministry of Agriculture & Farmers Welfare, Department of Agriculture Cooperation and Farmers Welfare	Stenographer Grade 'D', Group C (Non Technical)	2	0	0	0	0	2	0	0	0	0	0	Level-4	YES

39	Ministry of Labour & Employment	Stenographer Grade 'D', Group C (Non Technical)	13	7	3	14	6	43	0	0	0	0	1	Level-4	YES
40	Ministry of Jal Shakti, Department of Water Resources, River Development and Ganga Rejuvenation	Stenographer Grade 'D', Group C (Non Technical)	3	0	1	1	0	5	0	0	0	0	0	Level-4	YES
41	Ministry of Communications, Department of Posts	Stenographer Grade 'D', Group C (Non Technical)	55	15	7	29	14	120	4	3	1	3	0	Level-4	YES
42	Ministry of Railways	Stenographer Grade 'D', Group C (Non Technical)	4	2	0	2	1	9	0	0	0	0	0	Level-4	YES
43	Ministry of Personnel, Public Grievances & Pensions (LBSNAA)	Stenographer Grade 'D', Group C (Non Technical)	2	1	0	1	0	4	0	0	0	0	0	Level-4	YES
44	National Commission for Schedule Caste	Stenographer Grade 'D', Group C (Non Technical)	3	0	0	0	0	3	0	0	0	0	0	Level-4	NO
45	Ministry of Tourism	Stenographer Grade 'D', Group C (Non Technical)	6	0	0	0	0	6	0	0	0	0	0	Level-4	YES
46	Ministry of Defence, Department of Defence Production, Directorate General of Aeronautical Quality Assurance (DGAQA)	Stenographer Grade 'D', Group C (Non Technical)	1	0	0	0	1	2	0	0	0	0	0	Level-4	YES
47	Ministry of Defence, Armed Force Head Quarter	Stenographer Grade 'D', Group C (Non Technical)	6	1	1	3	1	12	0	0	0	0	2	Level-4	YES
48	Ministry of Home Affairs, Department of States, Bureau of Police Research and Development (BPRD)	Stenographer Grade 'D', Group C (Non Technical)	4	1	0	2	0	7	0	0	0	0	0	Level-4	NO
49	Ministry of Environment & Forests and Climate Change	Stenographer Grade 'D', Group C (Non Technical)	11	2	0	9	0	22	0	1	0	0	0	Level-4	NO
50	Ministry of Information & Broadcasting	Stenographer Grade 'D', Group C (Non Technical)	2	1	0	3	1	7	0	1	0	0	0	Level-4	YES
51	Ministry of Defence, Directorate of Civilian Manpower and Planning (DCMPR), IHQ, Navy	Stenographer Grade 'D', Group C (Non Technical)	14	4	1	7	2	28	0	0	1	0	0	Level-4	YES
52	Ministry of Consumer Affairs, Food, & Public Distribution, Department of Consumer Affairs	Stenographer Grade 'D', Group C (Non Technical)	4	0	0	2	1	7	0	0	0	0	0	Level-4	YES
53	Ministry of Personnel, Public Grievances & Pensions, Department of Personnel and Training	Stenographer Grade 'D', Group C (Non Technical)	74	27	13	48	18	180	18	2	2	2	2	Level-4	YES
			828	238	107	353	161	1687	107	19	18	12	17		

Stenographer Grade 'C'

S NO	Ministry Name	Post Name	UR	SC	ST	OBC	EWS	Total	ESM	OH	HH	VH	Other PWD	Pay Level	Whether Suitable for Colour Blind?
1	Ministry of Finance, Department of Revenue, Central Board of Indirect Taxes and Customs (CBIC)	Stenographer Grade 'C', Group B (Non Gazetted)	35	10	6	14	7	72	0	1	1	2	1	Level-6	YES
2	Central Administrative Tribunal (CAT)	Stenographer Grade 'C' Group B (Non Gazetted)	2	1	0	1	0	4	0	0	0	0	0	Level-7	YES
3	Ministry of Corporate Affairs, National Company Law Tribunal (NCLT)	Stenographer Grade 'C' ,Group B (Non Gazetted)	5	1	0	1	0	7	0	0	0	0	0	Level-6	YES
4	Ministry of Home Affairs, Department of Internal Security, Intelligence Bureau	Stenographer Grade 'C' ,Group B (Non Gazetted)	31	8	7	11	4	61	0	0	1	1	0	Level-7	YES
5	Ministry of External Affairs (Cadre Cell)	Stenographer Grade 'C' , Group B (Non Gazetted)	18	5	2	9	3	37	0	1	1	1	1	Level-7	YES
6	Election Commission of India	Stenographer Grade 'C' ,Group B (Non Gazetted)	8	1	1	0	0	10	0	1	0	0	0	Level-7	YES
7	Ministry of Communications, Department of Telecommunications, Telecom Regulatory Authority of India	Stenographer Grade 'C', Group B (Non Gazetted)	4	0	1	1	0	6	0	0	0	0	0	Level-6	NO
8	Ministry of Textiles	Stenographer Grade 'C', Group B (Non Gazetted)	1	0	0	0	0	1	0	0	0	0	0	Level-6	YES
9	Ministry of Corporate Affairs	Stenographer Grade 'C', Group B (Non Gazetted)	3	1	0	0	0	4	0	0	0	0	0	Level-6	YES
10	Central Vigilance Commission (CVC)	Stenographer Grade 'C', Group B (Non Gazetted)	1	0	0	0	1	2	0	0	0	0	0	Level-7	YES

11	Ministry of Labour & Employment	Stenographer Grade 'C', Group B (Non Gazetted)	14	0	0	0	0	14	0	0	0	0	0	Level-6	YES
12	Ministry of Jal Shakti, Department of Water Resources, River Development and Ganga Rejuvenation	Stenographer Grade 'C', Group C (Non Technical)	2	0	0	0	0	2	0	0	0	0	0	Level-6	YES
13	National Commission for Schedule Caste (NCSC)	Stenographer Grade 'C', Group C (Non Technical)	5	1	0	1	0	7	0	1	0	0	0	Level-6	YES
14	Ministry of Defence, Department of Defence, Armed Force Head Quarter (AFHQ)	Stenographer Grade 'C', Group B (Non Gazetted)	6	0	1	4	1	12	0	0	2	0	2	Level-7	YES
			135	28	18	42	16	239							



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(250)/2025-RTI

Dated: 04-06-2025

To,



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

Sir,

Please refer to your RTI application dated 16.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00325, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

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

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

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 04-06-2025
16:35:26

(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00328

Date of Receipt : 18/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Statu

Is Requester Bel

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

Request Pertains to :

Information Sought :

DEAR TRAI,
I AM WRITING TO KNOW FOLLOWINGS :-
1. WHY TELECOM COMPANIES CHARGING CUSTOMERS FOR DATA PACKS EVEN WHEN THEY USE FEATURE PHONES THAT DONOT SUPPORT IT ?
2. WHAT STEPS HAVE BEEN TAKEN TO SAFEGUARD CUSTOMERS RIGHTS IN THIS MATTERS?
3. WHERE THERE ANY OTHERS SUCH COMPLAINTS FILED , IF SO THEN WHAT STEPS HAVE BEEN TAKEN TO RESOLVE THE ISSUES ?
4. IS THERE ANY LAWS OR RULES IN THE COUNTRY WHICH WE AS COSTOMERS COULD USE TO MAKE TELECOMM COMPANIES ACCOUNTABLE ?
PLEASE LOOK INTO THESE POINTS AND LET ME KNOW AS SOON AS POSSIBLE.
THANKS FOR YOUR CONSIDERATION.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(252)/2025-RTI

Dated: 09-06-2025

To,



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

Sir,

Please refer to your RTI application dated 18.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00328, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	<p>As per the existing tariff framework, tariff for telecommunication access service is under forbearance except for services such as National Roaming and Rural Fixed Line Services, mobile number portability charges, leased circuits and USSD. Subject to compliance to extant regulatory provisions, service providers are free to design and offer tariff based on their understanding of the market situation and in their best commercial interest. Service providers have the flexibility to decide various tariff components like the rates for different types of calls, SMS, data offers etc. with multiple combinations including recharge value and validity for different services areas of their operation. Tariffs are offered by service providers taking into account several factors including input costs, level of competition and other commercial considerations. However, the TRAI through Telecommunication Tariff (66th Amendment) Order dated 27.01.2022 and Telecommunication Tariff (67th Amendment) Order dated 31.03.2022 mandated to offer at least one plan voucher, one special tariff voucher and one combo voucher having a validity of thirty days Voucher which shall be renewable on the same date of every month and if the date of such renewal is not available in a month, the date of renewal shall be the last date of the month. The referred amendments are available in the following links: https://www.trai.gov.in/sites/default/files/2024-09/Regulation_27012022.pdf and https://www.trai.gov.in/sites/default/files/2024-09/Regulation_31032022.pdf</p>

	Moreover, the TRAI has notified the TCPR (12 th Amendment) on 23.12.2024 through which TRAI has mandated service provider shall offer at least one Special Tariff Voucher exclusively for Voice and SMS with validity period not exceeding three hundred and sixty-five days”.
2 to 4.	<p>The Information sought is not available with TRAI.</p> <p>However, The TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI. These regulations can be accessed from the following link: https://www.traigov.in/sites/default/files/2024-10/TCCR_Regulations_05Jan2012.pdf</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p> <p>At any point of time, either during the redressal of the complaint under these regulations or thereafter, a consumer can seek legal remedy under any law for the time being in force.</p>

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

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 09-06-2025
 10:03:21

(S. K. Dutta)
 Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00330

Date of Receipt : 18/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Status(

Is Requester Belo

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

Request Pertains to :

Information Sought : To
The Central Public Information Officer
Telecom Regulatory Authority of India TRAI
Mahanagar Doorsanchar Bhawan
Jawaharlal Nehru Marg
Old Minto Road
New Delhi 110002

Subject RTI Request for Information Regarding Transfer of SIM
Ownership of Mobile Number [REDACTED],
Deceased)

Respected Sir/Madam

I, [REDACTED] hereby submit this application under the Right to Information (RTI) Act 2005 seeking information regarding the refusal by Airtel to transfer the ownership of mobile number [REDACTED] 1 which was registered in the name of Mr. [REDACTED]

Details of Information Requested

Regulatory Guidelines Kindly provide copies of all TRAI guidelines, regulations and standard operating procedures for the transfer of SIM ownership in cases where the original owner is deceased without legal heirs or direct blood relatives and where their property, medical care and financial affairs are being managed by a caretaker or close family member as applicable in this case

Ownership Transfer Policy Please provide the specific requirements, procedures and supporting documents needed for transferring the ownership of a SIM card registered in the name of a deceased person with no legal heirs in cases where the registered address has been legally gifted to the proposed new owner

Compliance Status Has Airtel complied with TRAI regulations in denying the transfer of ownership in this case despite the submission of a valid gift deed and death certificate? If so kindly provide certified copies of all relevant records, internal communications and any regulatory guidelines referenced in this decision

Escalation Process Please provide details of the official escalation process within TRAI for resolving disputes related to the denial of SIM ownership transfer requests including the relevant forms, timelines and contact details of the designated authorities

Penalties and Consumer Rights Please provide details of the penalties or disciplinary actions prescribed under TRAI regulations for service providers that deny lawful SIM ownership transfer requests without valid justification including the relevant sections and enforcement mechanisms

Complaint Resolution Mechanism Provide details of the grievance redressal mechanism available for consumers facing such issues including the timeline for response and resolution

Previous Cases Provide information on any similar cases where TRAI has directed service providers to transfer SIM ownership under similar circumstances

Background

[REDACTED]

My late father [REDACTED] was the original informant of his death and the owner of the registered property when the SIM was taken

[REDACTED] had no legal heirs and my family has been managing his affairs since his demise

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To,
**The Central Public Information Officer,
Telecom Regulatory Authority of India (TRAI),
Mahanagar Doorsanchar Bhawan,
Jawaharlal Nehru Marg,
Old Minto Road, New Delhi - 110002.**

**Subject: RTI Request for Information Regarding Transfer of SIM Ownership of
Mobile Number [REDACTED] (Deceased)**

Respected Sir/Madam,

I, [REDACTED], hereby submit this application under the Right to Information (RTI) Act, 2005, seeking information regarding the refusal by Airtel to transfer the ownership of mobile number [REDACTED] which was registered in the name of [REDACTED].

Details of Information Requested:

1. **Regulatory Guidelines:** Kindly provide copies of all TRAI guidelines, regulations, and standard operating procedures for the transfer of SIM ownership in cases where the original owner is deceased without legal heirs or direct blood relatives, and where their property, medical care, and financial affairs are being managed by a caretaker or close family member, as applicable in this case.
2. **Ownership Transfer Policy:** Please provide the specific requirements, procedures, and supporting documents needed for transferring the ownership of a SIM card registered in the name of a deceased person with no legal heirs, in cases where the registered address has been legally gifted to the proposed new owner.
3. **Compliance Status:** Has Airtel complied with TRAI regulations in denying the transfer of ownership in this case, despite the submission of a valid gift deed and death certificate? If so, kindly provide certified copies of all relevant records, internal communications, and any regulatory guidelines referenced in this decision.

4. **Escalation Process:** Please provide details of the official escalation process within TRAI for resolving disputes related to the denial of SIM ownership transfer requests, including the relevant forms, timelines, and contact details of the designated authorities.
5. **Penalties and Consumer Rights:** Please provide details of the penalties or disciplinary actions prescribed under TRAI regulations for service providers that deny lawful SIM ownership transfer requests without valid justification, including the relevant sections and enforcement mechanisms.
6. **Complaint Resolution Mechanism:** Provide details of the grievance redressal mechanism available for consumers facing such issues, including the timeline for response and resolution.
7. **Previous Cases:** Provide information on any similar cases where TRAI has directed service providers to transfer SIM ownership under similar circumstances.

Background:

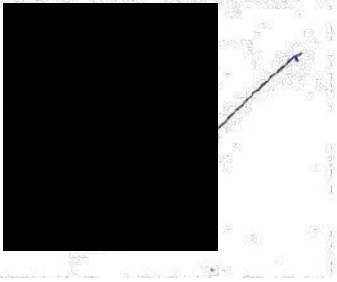
- Mr. Ishwarchand Sajnani passed away on **21/03/2021**.
- My late father, [REDACTED], was the original informant of his death and the owner of the registered property when the SIM was taken.
- Mr. Sajnani had no legal heirs, and my family has been managing his affairs since his demise.

Supporting Documents:

- Copy of the Gift Deed confirming property transfer.
- Death Certificate of Mr. Ishwarchand Sajnani.
- Identity Proof of the Proposed New Owner.

I respectfully request that this application be processed as a priority, given the urgency and the significant public interest in avoiding undue hardship for the de facto legal representatives managing the deceased's affairs.

I am willing to bear the necessary charges for providing the information, if applicable.



Yours sincerely,

[Redacted signature]

Date: 18/05/2025



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(253)/2025-RTI

Dated: 09-06-2025

To,



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

Sir,

Please refer to your RTI application dated 18.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00330, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 5 & 7.	<p>The Information sought is not available with TRAI.</p> <p>All Telecom Service Providers are governed by the Terms & Conditions laid down in License Agreement entered into with the Department of Telecommunications (DoT). Instructions relating to subscribers' verification are issued by DoT.</p> <p>Therefore, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 26.05.2025 for providing the related information, if any, directly to you.</p>
6.	<p>The TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p> <p>At any point of time, either during the redressal of the complaint under these regulations or thereafter, a consumer can seek legal remedy under any law for the time being in force.</p>

Contd. on next page 02.

::2::

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

Yours faithfully, signed by
SUSHIL KUMAR DUTTA
Date: 09-06-2025
10:05:35

(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00331

Date of Receipt : 18/05/2025

Type of Receipt : Online Receipt

Language of Request : English

St

Is Requester

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

Request Pertains to :

Information Sought :

Please provide the information in ENGLISH only.
1) Authority that decides the mandatory awareness message before every call under all telecom operators.
2) Process or option to skip the mandatory awareness message.
3) Does a state implement its local state language as the only mandatory language for such an awareness message for callers?
4) Do all Government official hear the same awareness message as per their State? If there are exceptions to the grade of officers, please mention the same.
5) Number of complaints received from 2021-2024 regarding the mandatory awareness message - State-wise data.
6) Steps taken by TRAI for protecting user data that is with telecom operators, along with fines or prosecution made between 2021-2024, operator-wise data
7) Has TRAI approved or given any guidelines to telecom operators for the collection and processing of Biometric verification of the Aadhar card as a valid ID proof for providing a new SIM connection?

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(254)/2025-RTI

Dated: 09-06-2025

To,



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

Sir,

Please refer to your RTI application dated 18.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00331, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 7.	<p>The Information sought is not available with TRAI.</p> <p>However, the instructions relating to mandatory awareness message are issued by Central Government and further, all Telecom Service Providers are governed by the Terms & Conditions laid down in License Agreement entered into with the Department of Telecommunications (DoT).</p> <p>Therefore, the desired information may be available with DoT and MHA. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT and MHA for providing the related information, if any, directly to you.</p>

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

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 09-06-2025
 13:07:30
 (S. K. Dutta)
 Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00333

Date of Receipt : 19/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Status(

Is Requester Belo

? :

Amount Paid : 10)

Mode of Payment Payment Gateway

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

Request Pertains to :

Information Sought : Dear Sir,/Madam,

As per recent directive CEPD.CO.OBD.No.S1270/50-01-001/2024-25 issued by Reserve Bank of India , Banks and NBFC have to verify Mobile phone number of applicants from MNRL (Mobile Number Revocation List) before registering them as customer. There are numerous reports that DIP (Digital Intelligence Platform) Registration is required to obtain List of MRNL but no tangible information about portal to register is provided anywhere.

We request TRAI to provide below as a response:-

- 1) Which website/portal/ Address should a Bank/NBFC register themselves for complying with MNRL (Mobile/ Number revocation List) requirements as posed by regulator?
- 2) What are the relevant regulations for MNRL procurement by Bank/ NBFC about periodic update of data?
- 3) If Registration with DIP (Digital Intelligence Platform) is required then please guide to relevant Website/Portal/Address where Banks /NBFC can register themselves.
- 4) How long does Registration process take and whom can we connect if we do not receive response on timely basis.
- 5) Please confirm if Banks/NBFC will have access to API keys after registration or there are any publically available keys which clients can use.

We would appreciate if we receive response on email but if we get on our

address as provided above , then we will pay the necessary charges if documentation is in excess of allowed limited.

Thanks,



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भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA



www.rbi.org.in

RBI/2024-25/105

CEPD.CO.OBD.No.S1270/50-01-001/2024-25

January 17, 2025

Chairman/Managing Director/CEOs

All Commercial Banks (including Regional Rural Banks, Small Finance Banks, Payment Banks, and Local Area Banks)

All Primary (Urban) Co-operative Banks, State Co-operative Banks, District Central Co-operative Banks

All Prepaid Payment Instrument Issuers

All Non-Banking Financial Companies (including Housing Finance Companies)

All Credit Information Companies

All Payment Aggregators

All Payment Systems Participants & Payment System Providers

Madam/Dear Sir,

**Prevention of financial frauds perpetrated using voice calls and SMS –
Regulatory prescriptions and Institutional Safeguards**

The proliferation of digital transactions, while offering convenience and efficiency, has also led to a surge in frauds, a pressing concern underscoring the need for concerted action. The mobile number of a customer has emerged as a ubiquitous identifier, instrumental in account authentication and verification process, receiving sensitive payment communication, such as OTPs, transaction alerts, account updates, etc. The mobile number, however, can also be misused by scamsters in multiple ways for committing various types of online and other frauds.



2. With a view to mitigate the potential misuse of mobile numbers, Regulated Entities (REs) are advised to:

- a) Utilize the Mobile Number Revocation List (MNRL)¹ available on the Digital Intelligence Platform (DIP) developed by Department of Telecommunications (DoT), Ministry of Communications, Government of India to monitor and clean their customer database. To enhance fraud risk monitoring and prevention, the REs are advised to develop Standard Operating Procedures (SOP) incorporating the required action to be taken including, *inter alia*, updating the registered mobile number(RMN) after due verification; enhanced monitoring of accounts linked to these revoked mobile numbers for preventing the linked accounts from being operated as Money Mules and / or being involved in cyber frauds, etc.
- b) Provide the verified details of their customer care numbers to DIP for enabling DoT to publish them on the “Sanchar Saathi” portal (<https://sancharsaathi.gov.in/>). The details may be shared on the DoT email adq.diu-dot@gov.in
- c) Undertake transactional / service calls only using ‘1600xx’ numbering series, when operationalized; undertake promotional voice calls only through phone numbers using ‘140xx’ numbering series; follow the “Important Guidelines for sending commercial communication using telecom resources through Voice Calls or SMS” issued by Telecom Regulatory Authority of India (TRAI) and [annexed](#) to this circular. REs are also advised to undertake awareness measures in this regard through emails, SMS and other modes, including in vernacular languages.

¹ The Digital Intelligence Platform (DIP) developed by DoT has the availability of Mobile Number Revocation List (MNRL) on real time basis with various categories of disconnected mobile numbers such as mobile numbers (i) taken on fake/ forged documents and failed in re-verification, (ii) involved in cyber-crime/ financial fraud and reported by MHA/ Law Enforcement Agencies (LEAs), (iii) reported by citizens and failed in re-verification, (iv) disconnected by Telecom Service Providers (TSPs) based on their fraud analysis/ exceeding limit, (v) reported for misuse by other organizations, and (vi) non-recharge/ no-usage for long time etc.



3. All REs are advised to ensure compliance with the above instructions expeditiously, in any case not later than March 31, 2025.

Yours faithfully,

(Dr. Neena R. Jain)
Chief General Manager

Encl: as above

Important Guidelines for sending commercial communication using telecom resources through Voice Calls or SMS
(as elucidated by TRAI)

To curb Unsolicited Commercial Communications (UCC) through voice calls or messages using telecommunication services, Telecom Regulatory Authority of India (TRAI) has issued Telecom Commercial Communications Customer Preference Regulations, 2018 (TCCCPR-2018) and several Directions under these Regulations. As per the provisions of the above Regulations, the Senders of Commercial Communication (Transactional/ Service/ Promotional communications) – such as Banks, Mutual Funds, Insurance Companies, Mutual funds, Stockbrokers, other Financial Institutions, Corporates, Enterprises, SMEs, big and small businesses, and any entity who wishes to send commercial communication to its existing or prospective customers – are required to fulfil prescribed regulatory requirements. Senders are also referred to as Principal Entities (PEs). Some of the important regulatory requirements are given below.

(A) Registration on DLT Platform

(a) Registration of Senders

(1) All Senders (such as Banks, Mutual Funds, Insurance Companies, Mutual funds, Stockbrokers, other Financial Institutions, Corporates, Enterprises, SMEs, big and small businesses, and any entity who wishes to send commercial communication to its existing or prospective customers) shall get themselves registered with any of the Telecom Service Providers (TSPs) (referred to as 'Access Providers' in TRAI Regulations) on DLT platform under TCCCPR-2018 regulations before sending any commercial communications through voice calls or messages using telecommunication services.

(2) No business or legal entity, which is not registered on DLT platform under TCCCPR-2018, shall send any commercial communication or cause such communications through voice calls or messages using telecommunication services.

(b) Use of '140/ 160' numbering series for making commercial voice calls

(1) Senders (such as Banks, Mutual Funds, Insurance Companies, Mutual funds, Stockbrokers, other Financial Institutions, Corporates, Enterprises, SMEs, big and small businesses, and any entity who wishes to send commercial communication to its existing or prospective customers) shall use only '140/ 160' numbering series (or any other Numbering Series allocated/ assigned by DoT/ TRAI in future for the purpose) for making commercial voice calls.

(2) At present, '140' Numbering Series is operational and is allocated only for making promotional voice calls. Therefore, Senders (such as Banks, Mutual Funds, Insurance Companies, Mutual funds, Stockbrokers, other Financial Institutions, Corporates, Enterprises, SMEs, big and small businesses, and any entity who wishes to send commercial communication to its existing or prospective customers) shall use only '140' numbering series for making promotional voice calls to their customers or prospective customers.

(3) The assignment and operations of 140 series are being migrated to DLT platform. Existing telemarketers/entities using '140' series shall be required to register their details on their respective Access Provider's portal once intimated by the Access Provider.

(4) '160' series shall be assigned to the Senders exclusively for making transactional and service calls to their existing customers. It shall be assigned through the DLT platform of the Access Providers and implementation of the same is under progress. Senders (such as Banks, Mutual Funds, Insurance Companies, Mutual funds, Stockbrokers, other Financial Institutions, Corporates, Enterprises, SMEs, big and small businesses, and any entity who wishes to send commercial communication to its existing customers) shall use only '160' numbering series for making transactional and service calls to their customers. Senders shall contact their Access Providers for allocation of the '160' number series to them. There shall be no mixing of promotional/upsell/cross-sell/offer-related communication on such transactional or service calls.

(5) Use of 160 series for promotional purposes may lead to disconnection of telecom resources to the Senders, in addition to any other action as stipulated in the regulations.

(6) Senders (such as Banks, Mutual Funds, Insurance Companies, Mutual funds, Stockbrokers etc., and other Financial Institutions, Corporates, Enterprises, SMEs, big and small businesses, and any entity who wishes to send commercial communication to its existing or prospective customers) shall ensure that they register their Voice Headers (i.e. indicators in 140 and 160 series) with any of the Telecom Service Providers (TSPs) and send the commercial communications through voice to the customers using such registered Voice Headers only.

(7) Senders shall not use any other 10-digit fixed line/ mobile number for making promotional/Service/transactional voice calls to their customers, either directly or through their employees or channel partners, DSAs, BPO partner, in-house or outsources Call Center etc.

(c) Registration of Headers for sending SMS messages

(1) Any commercial communication can only take place using registered Headers assigned to the PEs (such as Banks, Mutual Funds, Insurance Companies, Mutual funds, Stockbrokers, other Financial Institutions, Corporates, Enterprises, SMEs, big and small businesses, and any entity who wishes to send commercial communication to its existing or prospective customers) for the purpose of commercial communications.

(2) Senders (such as Banks, Mutual Funds, Insurance Companies, Mutual funds, Stockbrokers, other Financial Institutions, Corporates, Enterprises, SMEs, big and small businesses, and any entity who wishes to send commercial communication to its existing or prospective customers) shall ensure that they register their SMS Headers with any of the Telecom Service Providers (TSPs) and send the commercial communications through SMS to the customers using such registered SMS Headers only.

(d) Registration of Content Templates

(1) Senders are required to get message Content Templates also registered with the Telecom Service Providers.

(2) These Content Templates typically have fixed and variable components. Fixed part of content is that part of Content Template which is common across all commercial communications sent to different recipients (customers of Banks etc) for same or similar subject. Variable part of Content (referred as Variables) is that part of Content Template which is specific to the particular transaction for a particular recipient (customers of Banks etc) or may vary for different customers on account of reference to name, address, date, time, place, balance, transaction amount, quantity, count or unique reference number etc.

(e) Senders (such as Banks, Mutual Funds, Insurance Companies, Mutual funds, Stockbrokers, other Financial Institutions, Corporates, Enterprises, SMEs, big and small businesses, and any entity who wishes to send commercial communication to its existing or prospective customers) shall ensure that they send their commercial communications by engaging only Registered Telemarketers (RTMs) or establish the direct connectivity with the Telecom Service Provider for this purpose.

(B) Use of Digital Consent Acquisition (DCA) service for acquiring Digital Consents of customers for sending Commercial Communication

(a) DCA facility, established by Telecom Service Providers under TCCCPR-2018 Regulations, enables the acquisition of digital consent of the customer to receive commercial communication over SMS or voice from a Sender for a specific purpose.

Digital Consents are recorded on DLT platform by the Access Provider after its verification by the subscriber through a simple and transparent process using OTP.

(b) The Digital consents recorded on DLT system through DCA enables Senders to send promotional communications over SMS and voice to its customers who have opted to block all promotional communications through DND registration. Consents obtained by the Senders through any other mechanism are not treated valid under TCCCPR-2018 Regulations.

(c) Senders (such as Banks, Mutual Funds, Insurance Companies, Mutual funds, Stockbrokers, other Financial Institutions, Corporates, Enterprises, SMEs, big and small businesses, and any entity who wishes to send commercial communication that requires obtaining explicit consent from its customers) shall onboard the Digital Consent Acquisition (DCA) system deployed by Access Providers for the acquisition of digital consent of the customers and integrate the same with their systems/processes.

(C) Action on the part of PEs to maintain Confidentiality and Security of Data related to Commercial Communication and Prevention of Misuse/ Leakage thereof:

(a) Senders (such as Banks, Mutual Funds, Insurance Companies, Mutual funds, Stockbrokers, other Financial Institutions, Corporates, Enterprises, SMEs, big and small businesses, and any entity who wishes to send commercial communication to its existing or prospective customers) are responsible for maintaining the confidentiality and security of their customer' data/information, prevention of misuse/ leakage thereof, and taking corrective/ remedial measures in case of misuse/ leakage of such data/ information by any person authorized by them or otherwise, to handle such data/information including RTMs engaged by such Senders and their employees, agents, representatives, associates etc.

(b) A Registered Telemarketer (RTM) who is an intermediary collects the information such as PE-ID (ID of Senders/ Principal Entities such as Banks, generated on DLT), Header ID, Content Template IDs, customer information, etc. from the Sender and it may travel through a series of such TMs (known as Aggregator-TMs) before it reaches to the last TM (referred to as 'Delivery-TM' in TRAI Regulations) before reaching the Access Provider.

(c) In order to maintain confidentiality of data, Senders shall ensure that there are minimum number of aggregator-RTMs (preferably, not more than one or two) in the chain between the Sender and the Access Provider.

(d) The Senders (PEs) – particularly Banks, Mutual Funds, Insurance Companies, and other Financial Institutions – should preferably have direct connectivity with Access Provider(s), to eliminate any TM in the chain.

(e) As per the Direction of TRAI, a facility is being developed by the Access Provider to bind the message flow from the Sender to the Access Provider's network as per a pre-defined chain of TMs between the Sender and the Access Provider in the DLT platform. Once this is operational, the Sender shall be required to declare the entire chain of Registered Telemarketers between it (Sender) and the Access Provider.

(f) Senders shall incorporate appropriate provisions in their Agreement(s)/ Contract(s) with RTMs, as a deterrent against misuse/ leakage of Headers, Content Templates, Customer Data, etc. by the RTMs and in no case engage Unregistered Telemarketers using 10 digit fixed/mobile numbers or even unregistered headers and templates if they are not registered with any Access Provider's DLT portal.

(g) Senders shall immediately disable such Headers/Templates temporarily and also report to 'Law Enforcement Agencies (LEAs)/ 'Agencies dealing with Cybercrime', in case of misuse/ leakage of Headers, Content Templates, Customer Data, etc as it may lead to frauds in the name of the Sender/PEs. The responsibility of such misuse/leakage will lie on the Sender and onus of reporting to the LEAs and appropriate action against the miscreant TM will be on the Sender.

(D) Measures to curb misuse of Headers and Content Templates

(a) Senders (such as Banks, Mutual Funds, Insurance Companies, Mutual funds, Stockbrokers, other Financial Institutions, Corporates, Enterprises, SMEs, big and small businesses, and any entity who wishes to send commercial communication to its existing or prospective customers) shall register only minimum required number of Headers and Content Templates and shall review and re-verify, on a periodical basis, all the Headers and Content Templates registered by them and surrender/ close unused Headers and Content Templates. The Headers are not likely to be used frequently and may be kept in temporarily blocked conditions to avoid any chances of their misuse.

(b) Senders shall classify every Header, at the time of registration, as a 'Temporary' or 'Permanent' Header, as the case may be. All the 'Temporary' Header shall be deactivated after the expiry of the time duration for which such 'Temporary' Header was registered.

(c) Senders (such as Banks, Mutual Funds, Insurance Companies, Mutual funds, Stockbrokers, other Financial Institutions, Corporates, Enterprises, SMEs, big and small businesses, and any entity who wishes to send commercial communication to its existing or prospective customers) shall ensure that minimum variable parts are used in the Content Templates as Variables are prone to misuse.

(d) Further, the Senders shall also pre-tag these variable parts for the purpose they are intended to be used such as date, name, currency, URLs, APL-links, unique

registration number etc., and no information other than those defined in the pre-tagging shall be included in the variable parts to prevent misuse.

(e) Senders shall ensure that only whitelisted URLs/Apks(Applications)/ OTT links/Call back numbers are there in the message Content Templates.

(f) Senders shall not use any URL shortening service or short URLs unless the shortened URL clearly indicates that it has a relation with the Sender, eg. <https://bit.ly.com/abcdbank.com/xxxxx> i.e, it should contain entity extension.

(g) Senders shall ensure that no promotional content is included in the Content Template registered for Transactional/Service type commercial communications.

(h) Any mixing of promotional/upselling/cross-selling content shall be deemed to be a promotional template only and treated accordingly. For this purpose, the Senders are advised to carefully and responsibly register their Content Templates, and not leave it to third parties/TMs.

(E) Stringent Provision in the Regulation for its violation-Use of any other 10-digit fixed/mobile number other than 140/160 series for making promotional/Service/transactional voice calls by Senders (such as Banks, Mutual Funds, Insurance Companies, Mutual funds, Stockbrokers, other Financial Institutions, Corporates, Enterprises, SMEs, big and small businesses, and any entity who wishes to send commercial communication) may result in disconnection of all telecom resources of the Sender for a period up to two years and Sender shall also be put under the blacklist category for that period during which no new telecom resource shall be provided to such Senders by any telecom service provider. Similar action may be taken against the Senders for sending messages without the use of its registered Header(s) and Content Template(s). Misuse of any header of PE to send unintended communication may lead to temporary suspension of PE till such time it reports the incidence to concerned LEA and takes corrective action as per the provisions of the regulations.

(F) Creating Awareness amongst its customers: Senders shall take steps to spread awareness among customers, in local languages as well, about the remedial actions/steps to be taken in various scenarios as follows:

(a) **DND Registration:** To avoid the inconvenience caused by UCC, a customer can opt to block all commercial communications or can selectively block commercial communications as per preference categories through the Telecom Service Provider's App/ Website, TRAI DND App, or Call/ SMS to '1909'.

(b) Once the 160-series Service/Transactional Calling facility is live, Senders shall widely publicise their 160-series numbers so as to create trust with its customers and eliminate uncertainty and fear amongst them and also lead to better customer response on such calls.

(c) Registration of Complaints

- (1) **In case of receiving spams in spite of registering on DND:** Make DND complaint at the respective Telecom Service Provider's App/ Website, TRAI DND App, or Call/ SMS to '1909'.
- (2) **In case of receiving suspected fraud communication:** Report any suspected fraud communication received within last 30 days on 'Chakshu' platform of Department of Telecommunications (DoT) at <https://sancharsaathi.gov.in/sfc/>.
- (3) **In case fraud/ cyber-crime has already happened:** If customer has already lost money due to financial fraud, or is a victim of cyber-crime, please report at cyber-crime helpline number '1930' or website <https://www.cybercrime.gov.in>.

(G) These guidelines are only for the convenience of the Entities. However, Entities are advised to refer to the TRAI's website for the applicable Regulations/Directions and Access Providers' Codes of Practice (CoPs). Link to download TCCCPR-2018 is <https://traigov.in/sites/default/files/RegulationUcc19072018.pdf>.



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(256)/2025-RTI

Dated: 12-06-2025

To,



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

Sir,

Please refer to your RTI application dated 19.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00333, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 5.	<p>The Information sought is not available with TRAI.</p> <p>TRAI is no longer handling 'Mobile Number Revocation List' (MNRL). The publication of the MNRL on the TRAI's MNRL portal has been discontinued after MNRL for the month ending January 2025.</p> <p>MNRL is now available on a near-real time basis on Digital Intelligence Platform (DIP) of the Department of Telecommunications (DoT) and it is being handled by DoT.</p> <p>Therefore, the desired information may be available with DoT and RBI. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT and RBI on 22.05.2025 for providing the related information, if any, directly to you.</p>

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

Yours faithfully signed by
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 12-06-2025
 10:29:18
 (S. K. Dutta)
 Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00335

Date of Receipt : 20/05/2025

Type of Receipt : Online Receipt

Language of Request : English

S

Is Requeste

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

Request Pertains to :

Information Sought :

1. IF ANYONE WRONGLY MOBILE RECHARGE (REPORT TO CUSTOMER ALSO) TO ANOTHER NUMBER, IF THERE IS ANY POSSIBILITY TO REVERSAL THAT AMOUNT ?

2. WHAT IS THE TERMS AND CONDITION (ALL SERVICE PROVIDER) FOR THIS THINGS.

3. IF REVERSAL THE AMOUNT IS NOT POSSIBLE, IN INDIA NO ONE CAN WRONG MOBILE RECHARGE TO DIFFERENT NUMBER

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Telecom Regulatory Authority of India
[भारत सरकार / Government of India]



F.No. RT-2/7/(257)/2025-RTI

Dated: 09-06-2025

To,



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

Sir,

Please refer to your RTI application dated 20.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00335, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 3.	The information sought vide your above mentioned RTI application is not available in TRAI.

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

Yours Digitally signed by
SUSHIL KUMAR DUTTA
Date: 09-06-2025
13:11:20

(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00340

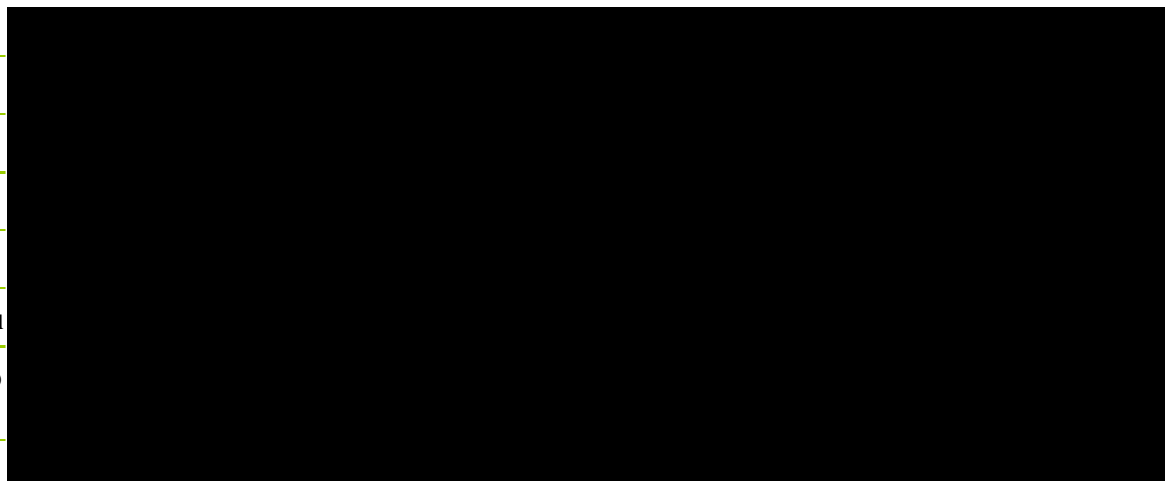
Date of Receipt : 21/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Statu

Is Requester Belo



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

Request Pertains to :

Information Sought : 1. Please provide me certified copy of trai amendments and trai notifications below dated

15th, amendment
notification no.
310-5(17)/2001-TRAI(Econ) dated 14.8.2001

17th amendment
301/2/2002-TRAI(Econ) dated 22.1.2002

18th amendment 303/3/2002-TRAI(Econ) dated 30.1.2002

19th amendment 303/3/2002-TRAI(Econ) dated 28.2.2002

20th amendment 312-7/2001-TRAI(Econ) 14.3.2002

21st amendment 301-6/2002-TRAI(Econ) dated 13.6.2002

22nd amendments
312-5/2002-TRAI(Eco) dated 4.7.2002

23rd amendments 303/8/2002-TRAI(Econ) dated 6.9.2002

24th amendment
306-2/2003-Econ dated 24.1.2003

25th amendment
305-2/2003-Econ dated 12.3.2003

amendment
25th 305-2/2003-Econ dated 27.3.2003

27th amendments 303/6/2003-TRAI(Econ) dated 25.4.2003

28th amendments
301-51/2003-Econ dated 5.11.2003

29th amendments
301-56/2003-Econ dated 3.12.2003

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Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(260)/2025-RTI

Dated: 10-06-2025

To,



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

Sir,

Please refer to your RTI application dated 21.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00340, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought is available in the public domain of TRAI i.e. https://www.trai.gov.in

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

Yours faithfully,
Signed by
SUSHIL KUMAR DUTTA
Date: 10-06-2025
15:37:01

(S. K. Dutta)
Central Public Information Officer

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

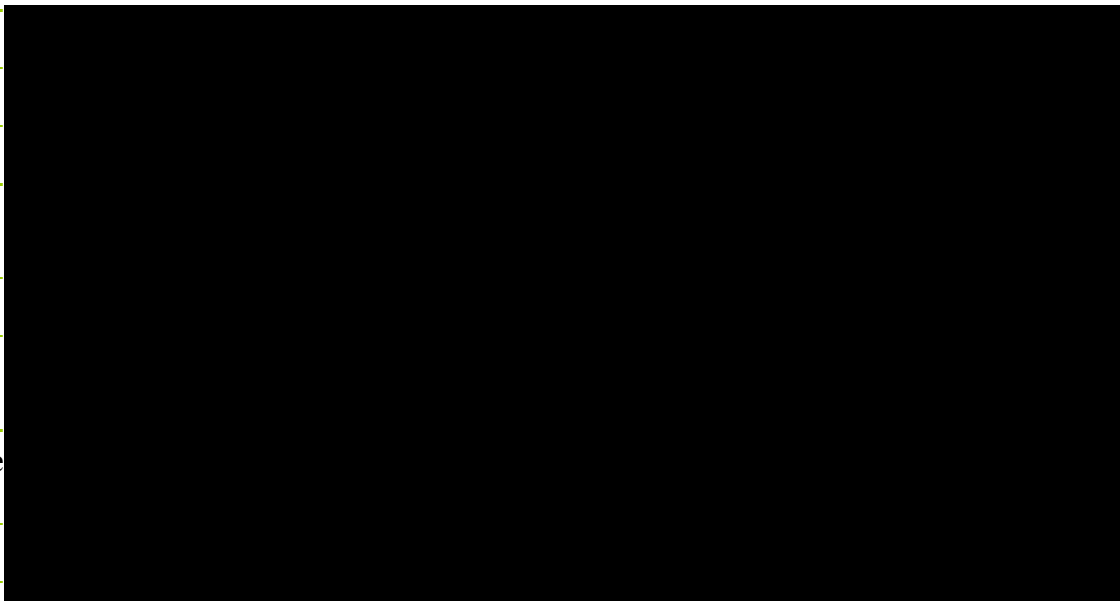
RTI REQUEST DETAILS

Registration No. : TRA01/R/E/25/00342

Date of Receipt : 22/05/2025

Type of Receipt : Online Receipt

Language of Request : English



Is Requester

Gateway

Does it conce

of a Person ? :

Request Pertains to :

Information Sought :

To:
The Central Public Information Officer (CPIO),
Department of Telecommunications,
Ministry of Communications, Government of India.

Subject: Request for information under RTI Act, 2005 regarding permissible signal strength around and within prison premises in India

Respected Sir/Madam,
Under the provisions of the Right to Information Act, 2005, I request the following information regarding rules, regulations, and circulars on the permissible signal strength (cellular, radio, or other electronic signals) in and around prison premises in India:

Information Requested:

1. Central Level:

Please provide copies of all rules, regulations, circulars, guidelines, or notifications issued by the Ministry of Home Affairs or any other central authority (e.g., Department of Telecommunications, Telecom Regulatory Authority of India) pertaining to:

- Permissible or restricted signal strength (mobile networks, radio, Wi-Fi, etc.) within or around prisons.
- Safety, security, and surveillance regulations related to signal management in and around jails.

2. State Level:

Please provide information or direct me to the relevant authority regarding similar rules, notifications, or policies issued by State Home Departments or Prison Departments concerning:

- Signal control or strength regulation in and around jails.
- Guidelines for the use of mobile phones, Wi-Fi, or other communication devices in prison premises.

3. Other Authorities:

If applicable, please provide information or copies of communications/circulars issued by:

- State Police Departments, Telecom Enforcement Resource and Monitoring (TERM) Cells, or other relevant agencies regulating signal strength or communication technologies in and around jails.
- Any coordination guidelines between central and state agencies for managing signal strength and preventing unauthorized communication from within jails.

4. Please indicate:

- The permissible dBm levels or any technical parameters related to mobile signals inside prison premises, if such standards exist.
- Whether any standard operating procedure (SOP) or compliance check protocol is in place for the monitoring of signal levels in prison premises.

5. If the information is not available with your office, kindly forward the application under Section 6(3) of the RTI Act to the concerned authority/department.

Regards

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(261)/2025-RTI

Dated: 10-06-2025

To,



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

Madam,

Please refer to your RTI application dated 22.05.2025 filed online on the RTI portal vide Reg. No. TRA0I/R/E/25/00342, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 5.	The Information sought is not available with TRAI. However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 23.05.2025 for providing the related information, if any, directly to you.

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

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 10-06-2025
15:31:54
(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00343

Date of Receipt : 22/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Statu

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) What is the rule as per the TRAI on international Roaming incoming SMS
2) As per the global standard while on international roaming incoming SMS are free however many NRI are getting SMS from Airtel asking to do recharge to received incoming SMS even though they have active telecom plan

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(262)/2025-RTI

Dated: 12-06-2025

To,



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

Sir,

Please refer to your RTI application dated 22.05.2025 filed online on the RTI portal vide Reg. No. TRA01/R/E/25/00343, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	International roaming charges are under forbearance & TRAI has not specified any charges/tariff for international roaming packs.
2.	The information sought is not available with TRAI. However, F&EA Division has notified the TCPR (11th Amendment)2020 on 30.09.2020 (available on TRAI website www.trai.gov.in) through which TRAI mandate the measures to protect consumer from bill shock while on international mobile roaming services.

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

Yours Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 12-06-2025
 10:34:10

(S. K. Dutta)
 Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00346

Date of Receipt : 22/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Status(Ru

Is Requester Below P

Am

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

Request Pertains to :

Information Sought :

Dear Sir,

A) Whether any call /telecon can be communicated of marketing promotion recorded message when DND (Do not disturb) is activated in customer number ???

B) What is penalty for not following the same ???

C) Whether a company can own 100-500 numbers and can harass any person by calling 40-50 times from 40-50 different numbers and recorded message can be played when there is no direct contact between caller company and person or its company ???

D) What guidelines are created by TRAI / Govt to all telecallers companies so that misuse of information / data is not done ???

E) What penalty or action can be taken against company / person for misuse of data / harassment by repeated calling recorded messages ???

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RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00082

Date of Receipt : 10/06/2025

Transferred From : Department of Telecommunications on 10/06/2025 With Reference Number :
DOTEL/R/T/25/00478

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

Type of Receipt : Electronically Transferred from Other Public Authority

Language of Request : English

Status(R

02

**Is Req
Po**

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

Mode of Payment Payment Gateway

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

Request Pertains to :

Information Sought : Dear Sir,

A) Whether any call /telecon can be communicated of marketing promotion recorded message when DND (Do not disturb) is activated in customer number ???

B) What is penalty for not following the same ???

C) Whether a company can own 100-500 numbers and can harass any person by calling 40-50 times from 40-50 different numbers and recorded message can be played when there is no direct contact between caller company and person or its company ???

D) What guidelines are created by TRAI / Govt to all telecallers companies so that misuse of information / data is not done ???

E) What penalty or action can be taken against company / person for misuse of data / harassment by repeated calling recorded messages ???

Dear Sir,

A) Whether any call /telecon can be communicated of marketing promotion recorded message when DND (Do not disturb) is activated in customer number ???

B) What is penalty for not following the same ???

Original RTI Text :

C) Whether a company can own 100-500 numbers and can harass any person by calling 40-50 times from 40-50 different numbers and recorded message can be played when there is no direct contact between caller company and person or its company ???

D) What guidelines are created by TRAI / Govt to all telecallers companies so that misuse of information / data is not done ???

E) What penalty or action can be taken against company / person for misuse of data / harassment by repeated calling recorded messages ???

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RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00087

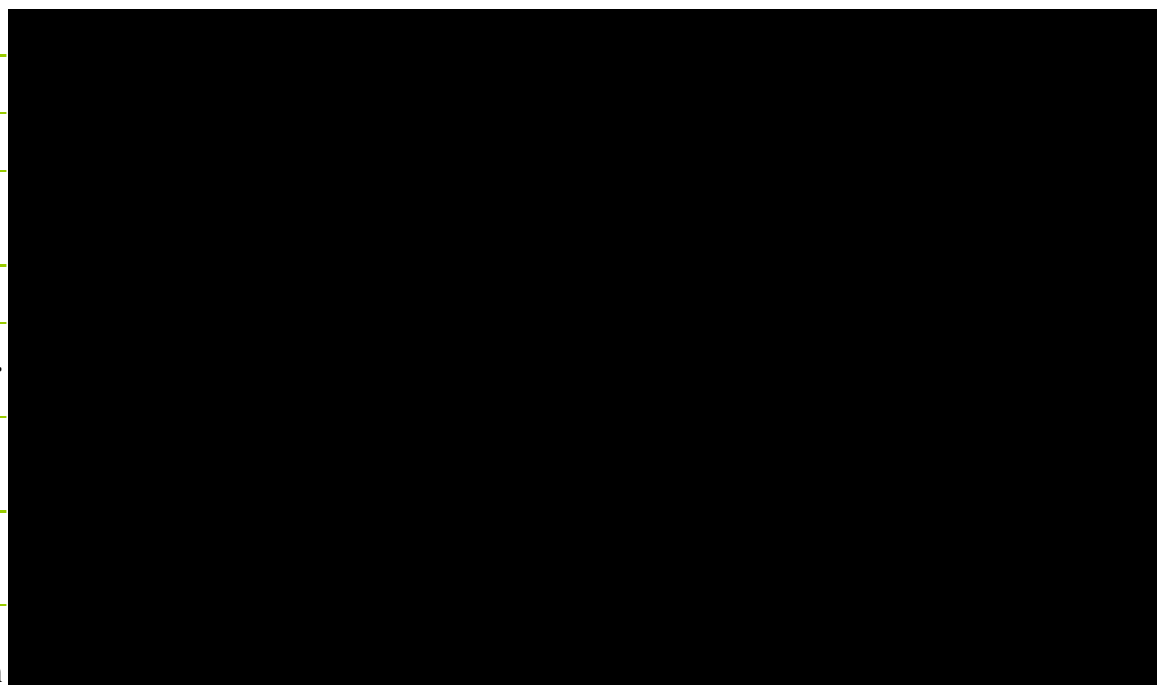
Date of Receipt : 16/06/2025

Transferred From : Department of Telecommunications on 16/06/2025 With Reference Number :
DOTEL/R/T/25/00478/1

Remarks : The information may be pertaining to TRAI. Hence, in terms of Section 6 (3) (ii) of the RTI Act 2005 this RTI request is being transferred to TRAI to provide the related information, if any, directly to applicant.

Type of Receipt : Electronically Transferred from Other Public Authority

Language of Request : English



Status(Rur

**Is Requ
Pove**

Am

recipient))

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

Request Pertains to :

Information Sought : Dear Sir,

A) Whether any call /telecon can be communicated of marketing promotion recorded message when DND (Do not disturb) is activated in customer number ???

B) What is penalty for not following the same ???

C) Whether a company can own 100-500 numbers and can harass any person by calling 40-50 times from 40-50 different numbers and recorded message can be played when there is no direct contact between caller company and person or its company ???

D) What guidelines are created by TRAI / Govt to all telecallers companies so that misuse of information / data is not done ???

E) What penalty or action can be taken against company / person for misuse of data / harassment by repeated calling recorded messages ???

Dear Sir,

A) Whether any call /telecon can be communicated of marketing promotion recorded message when DND (Do not disturb) is activated in customer number ???

B) What is penalty for not following the same ???

Original RTI Text :

C) Whether a company can own 100-500 numbers and can harass any person by calling 40-50 times from 40-50 different numbers and recorded message can be played when there is no direct contact between caller company and person or its company ???

D) What guidelines are created by TRAI / Govt to all telecallers companies so that misuse of information / data is not done ???

E) What penalty or action can be taken against company / person for misuse of data / harassment by repeated calling recorded messages ???

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(263)/2025-RTI

Dated: 24-06-2025

To,



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

Sir,

Please refer to your two (02) similar RTI applications received online on the RTI portal vide Reg. No. TRAOI/R/E/25/00346, dated 22.05.2025 and vide Reg. No. TRAOI/R/T/25/00082, dated 10.06.2025 (*transferred online from DoT*), for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
A & C.	In case the marketing/promotional calls are blocked on DND (Do not Disturb), no promotional call will be received by a customer from Registered Telemarketers (RTMs)/ senders. Promotional calls made by unregistered senders/ Telemarketers are not permitted under the TCCCPR Regulations 2018 and such calls received by customers are treated as Unsolicited Commercial Communications.
B & E.	(a) For valid complaints made by customers against a telemarketer/ sender, if the number of complaints against the Sender are from 5 or more than 5 unique Recipients during the last 10 days, action is taken by Access providers as below: (i) For first such violation by sender/Telemarketer, outgoing services of all telecom resources of the sender/ Telemarketer are barred for 15 days. (ii) For subsequent violations by the sender/ Telemarketer, all the telecom resources of the sender/ Telemarketer are disconnected for one year, and the sender/ Telemarketer is blacklisted across all access providers for this period.
D.	To curb Unsolicited Commercial Communication (UCC), TRAI has issued regulations i.e., Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018 and further amended from time to time. (weblink given at the bottom)

If a customer has registered his/ her preferences through 1909/ TRAI DND App/ service provider's app/ website for blocking or allowing commercial communications, then Registered Telemarketers (RTMs) are permitted to call/ message the customer in accordance with the preferences or consent provided by customer. However, if Unregistered Telemarketers (UTMs) make commercial communication (Calls/messages), the customer can lodge a complaint via 1909/ TRAI DND App/ service provider's app/ website.

Various measures have been taken by TRAI under TCCPR 2018 regulations to prevent spam calls and messages, including the following:

a) If a subscriber desires not to receive commercial communication from Registered Telemarketers (RTM), he can register himself for not receiving commercial communication by sending SMS at 1909 or through TRAI DND App/Access Service provider app/website. However, complaints against unregistered senders/ entities can now be made even without prior registration of preferences on the DND App.

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

(c) The action to be taken by the service provider against the sender/ telemarketer in case of violation of regulation has already been described in the reply to point C & E above.

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

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

Yours faithfully,

Digitally signed by

P JANAKI

Date: 24-06-2025

11:58:51 (P. Janaki)

Central Public Information Officer- Link Officer

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

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00347

Date of Receipt : 22/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Sta

Is Requester

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

Request Pertains to :

Let me kindly know :

1. In the case of MNP, since when a mobile operator can start the billing for their postpaid mobile services ?

Information Sought :

- a) From the date of application and submitting porting request.
- or
- b) From the date of Porting in a particular operator.
- or
- c) From any other date (please specify).

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(264)/2025-RTI

Dated: 12-06-2025

To,



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

Sir,

Please refer to your RTI application dated 22.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00347, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
(a) to (c).	TRAI has no input to offer on the specific information sought by you.

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

Yours faithfully signed by
SUSHIL KUMAR DUTTA
Date: 12-06-2025
12:08:17

(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00353

Date of Receipt : 24/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Status

Is Requester Below

**Does it concern
Liberty**

Information Sought : What is the statutory and regulatory framework issued by TRAI and the Ministry of Communications that governs instances of unauthorized billing or overcharging by ISPs or DTH providers

What consumer protection provisions are applicable in cases of unauthorized billing or overcharging by ISPs or DTH providers

What penal or remedial actions are prescribed against ISPs or DTH providers found guilty of such unauthorized billing practices

What is the prescribed procedure that a consumer must follow to lodge a formal complaint in cases of unauthorized charges service disruption or disconnection without intimation

Is there any dedicated online or offline mechanism portal or nodal authority established for the redressal of grievances related to ISPs or DTH services

What are the official URLs helpline numbers and procedural steps for lodging complaints through such mechanisms

Are there any mobile applications or centralized digital platforms for grievance redressal maintained by TRAI or the Ministry

What notifications circulars guidelines regulations or executive instructions have been issued by TRAI or the Ministry for the handling registration and resolution of consumer complaints against ISPs or DTH providers

What is the escalation matrix and time-bound grievance disposal framework prescribed under such guidelines

Are ISPs and DTH providers mandated to establish internal grievance redressal cells or designate nodal officers

What are the relevant legal provisions and penalty clauses for non-compliance with internal grievance redressal requirements

What monitoring or supervisory mechanisms are adopted by TRAI to ensure compliance by ISPs and DTH providers with established grievance redressal standards

What remedial punitive or regulatory actions are initiated against service providers in the case of repeated violations

What is the year-wise data from 2021 to 2024 regarding the number of complaints received against ISPs and DTH providers for unauthorized billing or related issues

What is the disposal rate and average timeframe for resolution of such complaints from 2021 to 2024

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(265)/2025-RTI

Dated: 18-06-2025

To,



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

Sir,

Please refer to your RTI application dated 24.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00353, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

In order to regulate Broadcasting and Cable Services sector, TRAI has issued following Regulations and Tariff Order:

The Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 dated 3rd March 2017, as amended from time to time.

The Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 dated 3rd March 2017 as amended from time to time.

The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 dated 3rd March 2017 as amended from time to time [hereinafter referred to as 'QoS Regulations'] Consolidated QoS Regulation may be accessed on TRAI's website under the link: https://www.trai.gov.in/sites/default/files/2024-11/Consolidated_Regulation_16082024.pdf

S.No.	Reply
1.to 13	<p>Chapter VI – CUSTOMER CARE AND COMPLAINT REDRESSAL of QoS Regulations inter-alia prescribes Customer care center requirements for distributors of television channels (including DTH operators) under Regulation 25.</p> <p>Complaints handling by customer care center under Regulation 26, Time limit for redressal of complaints under Regulation 27, Redressal of complaints by nodal officers under Regulation 28, Complaints referred to the distributor of TV channels by the Authority under Regulation 29.</p> <p>TRAI doesn't envisage handling individual consumer complaints. However, complaints received in TRAI are forwarded to the concerned service provider for the necessary redressal. TRAI maintains a complaint management portal for this purpose.</p>

	<p>The helpline numbers may be fetched from the respective operator's website. Moreover, state wise list of Nodal officers of DTH operators may be accessed using the link below: https://www.trai.gov.in/consumerinfo/broadcasting/service-providerinfo</p> <p>Further, kindly refer to the Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulations, 2023 (03 of 2023) dated 11.09.2023 which is applicable to all the service providers having Unified Access Service License or Unified License with authorization for Access Service</p>
14.& 15	<p>Number of complaints forwarded during the period 1st January 2021 to 31st December 2024 to the DTH operators, under these two categories, as fetched from the complaint portal is as below: Billing/change in date of validity of recharge: 888 Billing Issue: 289 The status of these complaints is found to be 'Closed'.</p>

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

Yours Digitally signed by
SUSHIL KUMAR DUTTA
Date: 18-06-2025
12:00:29

(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00356

Date of Receipt : 26/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Status(Ru

Is Requester Below

A

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

Request Pertains to :

Information Sought :

To,
The Public Information Officer (PIO),
Department of Telecommunications (DoT), Ministry of Communications,
Sanchar Bhawan, 20 Ashoka Road, New Delhi - 110001.
Subject: RTI request seeking information regarding non-resolution of
telecom service complaint and regulatory inaction by Reliance Jio
Infocomm Ltd.
Dear Sir/Madam,
I am filing this RTI under Section 6(1) of the Right to Information Act,
2005. I am a consumer of Reliance Jio Infocomm Ltd. and am facing
persistent service disruption and non-resolution of a complaint, despite
escalation to the Appellate Authority.
The following information is sought:
: What are the specific timelines mandated by the DoT/TRAI for
resolving service disruption complaints filed by customers of telecom
providers like Reliance Jio?
: What penalties or regulatory actions are prescribed under telecom
license obligations or DoT guidelines if a service provider fails to
address service disruption complaints within the stipulated timeframe?
: Has any show-cause notice or warning ever been issued to Reliance Jio
Infocomm Ltd. for repeated failure to resolve customer complaints in
Uttar Pradesh East/Lucknow circle in the past two years?
: As per DoT or TRAI norms, what legal recourse is available to a
customer if the Appellate Authority of a telecom provider fails to provide
redressal within the time limit or misleads the customer with false
commitments?
: Kindly provide the number of unresolved complaints reported against
Reliance Jio from the Lucknow circle in the past 6 months and whether
any of these complaints were escalated for non-compliance or dereliction
of service obligations.

: Kindly share copies of any circulars, notifications, or compliance frameworks issued to Reliance Jio with regard to consumer complaint redressal and quality of service regulations applicable to this case.

Details of my complaint:

:Complaint Type: Service Disruption

: Service Request ID: S [REDACTED] R

: Date Raised: 21st May 2025 at 12:17 AM

: Status as of today: Open, Assigning an Engineer, since over 4 days

: Mobile/Service Number: [REDACTED]

This persistent failure by Reliance Jio to act even after contacting their Appellate Officer reflects possible regulatory violation and lack of customer redressal mechanism.

Kindly take cognizance and furnish the above information under the RTI Act.

Yours sincerely, [REDACTED]

Date: 25 May 2025

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RTI REQUEST DETAILS

Registration No. : TRA0I/R/T/25/00077 **Date of Receipt :** 02/06/2025

Transferred From : Department of Telecommunications on 02/06/2025 With Reference Number : DOTEL/R/T/25/00490

Remarks : DoT has no separate/additional information as sought by the RTI applicant, hence reply to the RTI request may kindly be given by CPIO, TRAI.

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

Status(

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

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

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

Information Sought : To,
The Public Information Officer (PIO),
Department of Telecommunications (DoT), Ministry of Communications,
Sanchar Bhawan, 20 Ashoka Road, New Delhi - 110001.
Subject: RTI request seeking information regarding non-resolution of telecom service complaint and regulatory inaction by Reliance Jio Infocomm Ltd.
Dear Sir/Madam,
I am filing this RTI under Section 6(1) of the Right to Information Act, 2005. I am a consumer of Reliance Jio Infocomm Ltd. and am facing persistent service disruption and non-resolution of a complaint, despite escalation to the Appellate Authority.
The following information is sought:
: What are the specific timelines mandated by the DoT/TRAI for resolving service disruption complaints filed by customers of telecom providers like Reliance Jio?
: What penalties or regulatory actions are prescribed under telecom license

obligations or DoT guidelines if a service provider fails to address service disruption complaints within the stipulated timeframe?
: Has any show-cause notice or warning ever been issued to Reliance Jio Infocomm Ltd. for repeated failure to resolve customer complaints in Uttar Pradesh East/Lucknow circle in the past two years?
: As per DoT or TRAI norms, what legal recourse is available to a customer if the Appellate Authority of a telecom provider fails to provide redressal within the time limit or misleads the customer with false commitments?
: Kindly provide the number of unresolved complaints reported against Reliance Jio from the Lucknow circle in the past 6 months and whether any of these complaints were escalated for non-compliance or dereliction of service obligations.
: Kindly share copies of any circulars, notifications, or compliance frameworks issued to Reliance Jio with regard to consumer complaint redressal and quality of service regulations applicable to this case.

Details of my complaint:

:Complaint Type: Service Disruption

: Service Request ID: S [REDACTED] R

: Date Raised: 21st May 2025 at 12:17 AM

: Status as of today: Open, Assigning an Engineer, since over 4 days

: Mobile/Service Number: [REDACTED]

This persistent failure by Reliance Jio to act even after contacting their Appellate Officer reflects possible regulatory violation and lack of customer redressal mechanism.

Kindly take cognizance and furnish the above information under the RTI Act.

Yours sincerely, [REDACTED]

Date: 25 May 2025

Original RTI Text : To,
The Public Information Officer (PIO),
Department of Telecommunications (DoT), Ministry of Communications,
Sanchar Bhawan, 20 Ashoka Road, New Delhi - 110001.
Subject: RTI request seeking information regarding non-resolution of telecom service complaint and regulatory inaction by Reliance Jio Infocomm Ltd.
Dear Sir/Madam,
I am filing this RTI under Section 6(1) of the Right to Information Act, 2005. I am a consumer of Reliance Jio Infocomm Ltd. and am facing persistent service disruption and non-resolution of a complaint, despite escalation to the Appellate Authority.
The following information is sought:
: What are the specific timelines mandated by the DoT/TRAI for resolving service disruption complaints filed by customers of telecom providers like Reliance Jio?
: What penalties or regulatory actions are prescribed under telecom license obligations or DoT guidelines if a service provider fails to address service disruption complaints within the stipulated timeframe?
: Has any show-cause notice or warning ever been issued to Reliance Jio Infocomm Ltd. for repeated failure to resolve customer complaints in Uttar Pradesh East/Lucknow circle in the past two years?

: As per DoT or TRAI norms, what legal recourse is available to a customer if the Appellate Authority of a telecom provider fails to provide redressal within the time limit or misleads the customer with false commitments?

: Kindly provide the number of unresolved complaints reported against Reliance Jio from the Lucknow circle in the past 6 months and whether any of these complaints were escalated for non-compliance or dereliction of service obligations.

: Kindly share copies of any circulars, notifications, or compliance frameworks issued to Reliance Jio with regard to consumer complaint redressal and quality of service regulations applicable to this case.

Details of my complaint:

:Complaint Type: Service Disruption

: Service Request ID: [REDACTED]

: Status as of today: Open, Assigning an Engineer, since over 4 days

: Mobile/Service Number: [REDACTED]

[REDACTED]le

This persistent failure by Reliance Jio to act even after contacting their Appellate Officer reflects possible regulatory violation and lack of customer redressal mechanism.

Kindly take cognizance and furnish the above information under the RTI Act.

Yours sincerely, [REDACTED]

[REDACTED]

Date: 25 May 2025

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(266)/2025-RTI

Dated: 19-06-2025

To,



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

Sir,

Please refer your two (02) similar RTI applications received online on the RTI portal vide Reg. No. TRAOI/R/E/25/000356, dated 26.05.2025 and another received back online from DoT vide Reg. No. TRAOI/R/T/25/00077, dated 02.06.2025, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 & 2	Kindly refer TRAI's regulation namely "The Standards of Quality of Service of Access (Wireline and Wireless) And Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)" dated 2nd August 2024 which is available in the public domain and can be accessed at the TRAI website www.trai.gov.in under the following url: https://traigov.in/sites/default/files/2024-10/Regulation_02082024.pdf
3.	The information sought is not available in TRAI.
4 & 5	TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI. In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs. At any point of time, either during the redressal of the complaint under these regulations or thereafter, a consumer can seek legal remedy under any law for the time being in force.
6.	TCCRR, 2012 can be accessed from the following link: https://www.trai.gov.in/sites/default/files/2024-10/TCCR_Regulations_05Jan2012.pdf

Contd...on page 2/-

-: 2 :-

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

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 19-06-2025
11:28:08

(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00359

Date of Receipt : 27/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Is Request

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

Request Pertains to :

Information Sought :

Sir, for SSC STENOGRAPHER 2024 exam,
1) please provide city or state of vacancy for GRADE-C if you may so that it can facilitate aspirants to fill preference near their home State.
2). How many vacancies for UR Category in grade-C for SSC stenographer 2024.
Thank you

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(267)/2025-RTI

Dated: 19-06-2025

To,



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

Sir,

Please refer to your RTI application dated 27.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00359, for providing information under the provisions of the RTI Act 2005,. In this context, the following is furnished: -

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

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

Yours faithfully signed by
 SUSHIL KUMAR DUTTA
 Date: 19-06-2025
 11:30:02

(S. K. Dutta)
 Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00361

Date of Receipt : 28/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Status(

Is Requester

Line ? :

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 writing to seek information under the Right to Information Act, 2005, pertaining to the accessibility issues faced by my websites, crex.live and cricketexchange.in (Hereinafter referred to as the Crex Domains), on certain Indian Internet Service Providers (ISPs). In this regard, we request information on the following queries under Section 6(1) of the Right to Information Act, 2005

Details of the Information Requested:

1. Has the Telecom Regulatory Authority of India (TRAI), issued any directives, orders, or communications to any ISPs, including but not limited to Reliance Jio, Bharti Airtel, Vodafone/Idea and BSNL to block or restrict access to the Crex Domains under Section 69A of the Information Technology Act, 2000 (IT Act) read with the Information Technology (Procedures and Safeguards for Blocking Access of Information by Public) Rules, 2009 (IT Rules) or any other law for the time being in force? If so, please provide a copy of such directive or order(s). If not, what action, if at all, has been taken by the DoT against the Crex Domains for blocking of websites in contravention of the above stated law.
2. If no such directive has been issued by the TRAI, has the Department received any requests or communications from other government bodies or agencies to block or restrict access to the Crex Domains? If yes, please provide details and copies of such communications.
3. Under which legal provisions or statutes does the TRAI have the authority to instruct ISPs to block or restrict access to specific websites or domains? Please provide relevant sections or clauses.
4. What is the standard procedure followed by the TRAI when issuing directives to block or restrict access to websites or domains? Please provide details of the process, including any committees involved, evaluation criteria, and notification mechanisms to the affected parties.
5. Has the Crex Domain been included in any list of websites or domains recommended for blocking by any committee or authority under the TRAI?

If yes, please provide details and copies of such listings.

I am enclosing the requisite application fee of Rs. 10/- as per the RTI Act, 2005.

I affirm that the information sought does not fall under the exemptions mentioned in Sections 8 and 9 of the RTI Act, 2005, to the best of my knowledge.

Kindly provide the requested information within the stipulated time frame as prescribed under the RTI Act, 2005.

Thank you for your assistance.

Yours sincerely,

[Redacted Signature]

Print

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(269)/2025-RTI

Dated: 27-06-2025

To,



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

Sir,

Please refer to your RTI application dated 28.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00361, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 & 2.	No such direction has been issued by TRAI. However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online to DoT on 03.06.2025 for providing the related information, if any, directly to you.
3.	The Information sought is not available with TRAI. However, all the Regulations, Recommendations, Directions etc., issued by TRAI from time to time are available in the public domain at the following URL; https://traai.gov.in/#Release-Publication
4 & 5.	The information falls under Section 2(f) of the RTI Act, 2005, "creating information by drawing inference and/or making of assumptions or interpreting information for furnishing replies to hypothetical questions namely what, how, can, if, will, when etc., do not fall under the definition of information."

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

Yours faithfully,

Digitally signed by
P JANAKI

Date: 27-06-2025

15:01:14(P. Janaki)

Central Public Information Officer- Link Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00362

Date of Receipt : 29/05/2025

Type of Receipt : Online Receipt

Language of Request : English

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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

Request Pertains to :

Information Sought :

Name, email id of the CEO, appellate authority of JIO which provides 4G, 5G, WiFi and broadband services. The said information is not available on any platform of Jio.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(270)/2025-RTI

Dated: 24-06-2025

To,



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

Sir,

Please refer to your RTI application dated 29.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00362, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought by you can be accessed from the following link: https://tccms.trai.gov.in/Queries.aspx?cid=3

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

Yours faithfully,

Digitally signed by
P JANAKI

Date: 24-06-2025

12:05:56 (P. Janaki)

Central Public Information Officer- Link Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00364

Date of Receipt : 29/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Stat

Is Requester B

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

Request Pertains to :

Information Sought :

1.provide the photocopy of terms and conditions for 4G and 5G plans of telecom service providers in india
2.is there any compensation if a consumer buys 5G plan but service provider,provides 4G plan services to a consumer

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(271)/2025-RTI

Dated: 30-06-2025

To,



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

Sir,

Please refer to your RTI application dated 29.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00364, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	"As per the regulatory provisions, tariff for telecommunication services are generally under forbearance and the service providers are free to decide the rates for calls and SMS based on input cost, competition and other commercial considerations. The service providers, therefore, can decide the components of various vouchers/packs including the MRP, validity and quantum of benefits provided. As per the Direction dated 18.09.2020, TRAI has mandated Telecom Service Providers (TSPs) to display all tariff offers on their customer care centres, point of sale, retail outlets and on the website with a view to facilitate easy and transparent comparison. The same is also available on the public domain of TRAI under "Release/Publication"-Direction.
2.	TRAI has no input to offer on the specific queries raised by you.

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

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 30-06-2025
 16:11:07

(S. K. Dutta)

Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00365

Date of Receipt : 29/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Statu

Is Requester Bel

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

Request Pertains to :

Information Sought : To
Central Public Information Officer
Telecom Regulatory Authority of India (TRAI)
Mahanagar Doorsanchar Bhawan,
Jawaharlal Nehru Marg, Old Minto Road,
New Delhi ,110002

Subject: Request for information on minimum speed and signal strength for 4G and 5G services

Respected Sir,

This is a request under RTI Act 2005. Kindly provide information for the following:

1. What is the minimum download and upload speed (in Mbps) required from telecom service providers for 4G and 5G services at home or residential locations?
2. What is the minimum signal strength in dBm required at user location for proper 4G and 5G coverage (indoors and outdoors)?
3. Are there official benchmarks or service quality standards set by DoT or TRAI for 4G and 5G network performance?
4. How is compliance with speed and signal strength verified or monitored in rural and urban areas?
5. What steps can a user take if actual internet speed or signal strength is consistently below the required level?

Please send the reply in hardcopy to the postal address mentioned on the envelope.

RTI REQUEST DETAILS

Registration No. : TRAOI/R/X/25/00015

Date of Receipt : 12/06/2025

Transferred From : Department of Telecommunications on 12/06/2025 With Reference Number :
DOTEL/R/T/25/00513

Remarks : The part information may be pertaining to DoT. Hence, in terms of Section 6 (3) (ii) of the RTI Act 2005 this RTI request is being transferred to DoT to provide the related information, if any, directly to you.

Type of Receipt : Electronically Transferred from Other
Public Authority

Language of Request : English

Status

Is

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

Request Pertains to :

Information Sought : For provisioning of information related to benchmarks of service quality standards and measures to ensure compliance.

Original RTI Text : To
Central Public Information Officer
Telecom Regulatory Authority of India (TRAI)
Mahanagar Doorsanchar Bhawan,
Jawaharlal Nehru Marg, Old Minto Road,
New Delhi ,110002

Subject: Request for information on minimum speed and signal strength for 4G and 5G services

Respected Sir,

This is a request under RTI Act 2005. Kindly provide information for the following:

1. What is the minimum download and upload speed (in Mbps) required from telecom service providers for 4G and 5G services at home or residential

locations?

2. What is the minimum signal strength in dBm required at user location for proper 4G and 5G coverage (indoors and outdoors)?
3. Are there official benchmarks or service quality standards set by DoT or TRAI for 4G and 5G network performance?
4. How is compliance with speed and signal strength verified or monitored in rural and urban areas?
5. What steps can a user take if actual internet speed or signal strength is consistently below the required level?

Please send the reply in hardcopy to the postal address mentioned on the envelope.

Thank you.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(272)/2025-RTI

Dated: 24-06-2025

To,



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

Sir,

Please refer to your (02) two similar RTI applications filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00365 dated 29.05.2025 and another vide Reg. No. TRAOI/R/X/25/00015 dated 12.06.2025, received from DoT online, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	<p>TRAI has not prescribed any minimum internet speed for 4G/5G.</p> <p>However, in this regard you may refer the following relevant regulations- "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline And Wireless) Service Regulations, 2024 (06 of 2024)" dated 2.8.2024 which are available on TRAI's website:- www.trai.gov.in at url: https://traigovinsites/default/files/2024-10/Regulation_02082024.pdf</p> <p>Further, TRAI MySpeed App/ Portal facilitates users to explore the Mobile Data experience of customers across India. Users can submit data by downloading the app and testing their data speeds. TRAI MySpeed Portal provides Crowdsourced data, technology wise, Licensed Service Area (Circle) wise and operator wise. For more details the portal may be accessed through the following link:- https://myspeed.trai.gov.in</p>
2.	<p>TRAI has not prescribed any minimum signal strength in dBm required at user location for proper 4G and 5G coverage (indoors and outdoors).</p> <p>However, vide QoS regulation-- "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline And Wireless) Service Regulations, 2024 (06 of 2024)" dated 2.8.2024, TRAI has mandated all the service providers for publishing the geospatial coverage map at their websites. The subscribers can visit TRAI website</p>

	(https://www.trai.gov.in/consumer-info/mobile-coverage-map/service-providers) for accessing geospatial coverage map as published by telecom service providers.
3.	Kindly refer Regulation 9 of TRAI's regulations namely "The Standards of Quality of Service of Access (Wireline and Wireless) And Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)" dated 2nd August 2024 which is available in the public domain and can be accessed at the TRAI website www.trai.gov.in under the following url: https://traigov.in/sites/default/files/2024-10/Regulation_02082024.pdf
4.	TRAI has not prescribed any standards for internet speed or signal strength. However, TRAI conducts field measurements & assessments through Independent Drive Test. These drive tests are conducted on selected routes either through its own officers or by engaging independent agencies. The results of the drive tests are published on TRAI website www.trai.gov.in at url: https://www.trai.gov.in/release-publication/qos-reports/idt-reports
5.	The Information sought is not available with TRAI.

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

Yours faithfully,
Digitally signed by
P JANAKI
Date: 24-06-2025
12:17:56

(P. Janaki)

Central Public Information Officer- Link Officer

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

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00366

Date of Receipt : 30/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Statu

Is Requester Be

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

Request Pertains to :

Information Sought : Kindly provide the category-wise vacancy details in Telecom Regulatory Authority of India under the Ministry of Telecommunication for the posts of Stenographer Grade C which is to be filled through the Stenographer Grade C and D Examination, 2024 conducted by SSC.

Note: Please provide the above details as early as possible, as the post preference is expected to be released shortly.

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RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00367

Date of Receipt : 30/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Status

Is Requester Bel

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

Request Pertains to :

Information Sought :

Kindly provide the State-wise and category-wise vacancy details in Telecom Regulatory Authority of India under the Ministry of Telecommunication for the posts of Stenographer Grade C which is to be filled through the Stenographer Grade C and D Examination, 2024 conducted by SSC.

Note: Please provide the above details as early as possible, as the post preference is expected to be released shortly.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(273)/2025-RTI

Dated: 24-06-2025

To,



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

Sir,

Please refer to your two (02) similar RTI applications filed online on the RTI portal vide Reg. Nos. TRAOI/R/E/25/00366, dated 30.05.2025 and Reg. No. TRAOI/R/E/25/00367, dated 30.05.2025, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

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

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

Yours faithfully,

Digitally signed by
P JANAKI

Date: 24-06-2025

12:31(P8Janaki)

Central Public Information Officer- Link Officer

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

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00368

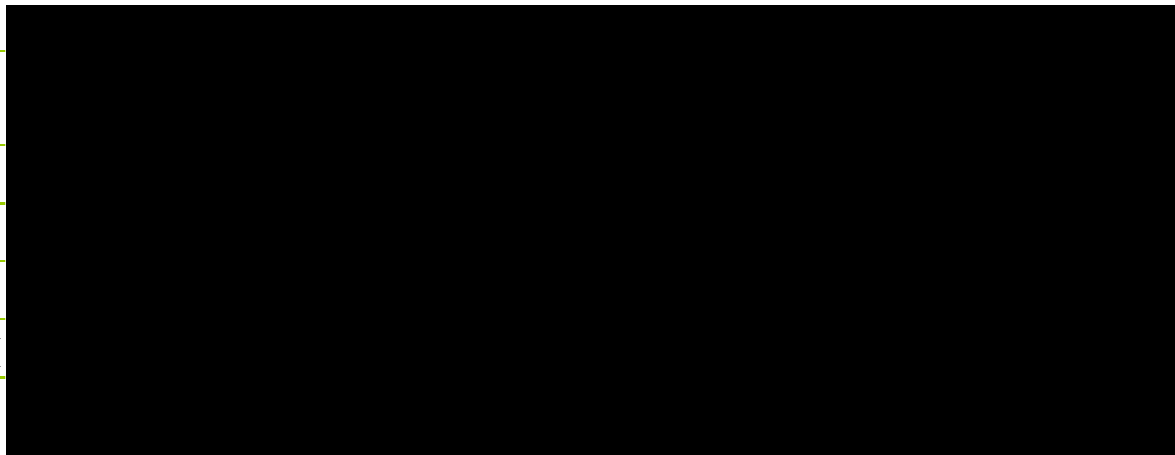
Date of Receipt : 30/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Status(

Is Requester Belo



Amount Paid : 10)

Mode of Payment Payment Gateway

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

Request Pertains to :

Information Sought :

I wish to bring to your attention a grievance regarding the refund of my security deposit collected by Reliance Jio during my postpaid mobile subscription.

I had ported my mobile number [REDACTED] from Jio Postpaid to Prepaid in 2023. Despite the completion of the porting process and the considerable time that has since passed, I have not received the refund of the security deposit that was collected as part of my postpaid service.

I have contacted Jio customer support multiple times, but the issue remains unresolved. The lack of response and refund has caused me considerable inconvenience.

Therefore, I kindly request your intervention in the matter and urge you to direct Jio to process my security deposit refund at the earliest.

Thank you for your assistance.

Regards,
[REDACTED]

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(274)/2025-RTI

Dated: 24-06-2025

To,



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

Sir,

Please refer to your RTI application dated 30.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00368, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1.	<p>TRAI has no information on the specific query raised by you through your grievance/complaint in RTI request.</p> <p>Further, it is informed that the converting from a postpaid to a prepaid mobile plan and vice versa, within the same telecom operator is considered an internal migration and does not fall under the Mobile Number Portability (MNP) regulations framed by TRAI.</p>

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

Yours faithfully,

Digitally signed by

P JANAKI

Date: 24-06-2025

12:19:40 (P. Janaki)

Central Public Information Officer- Link Officer

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

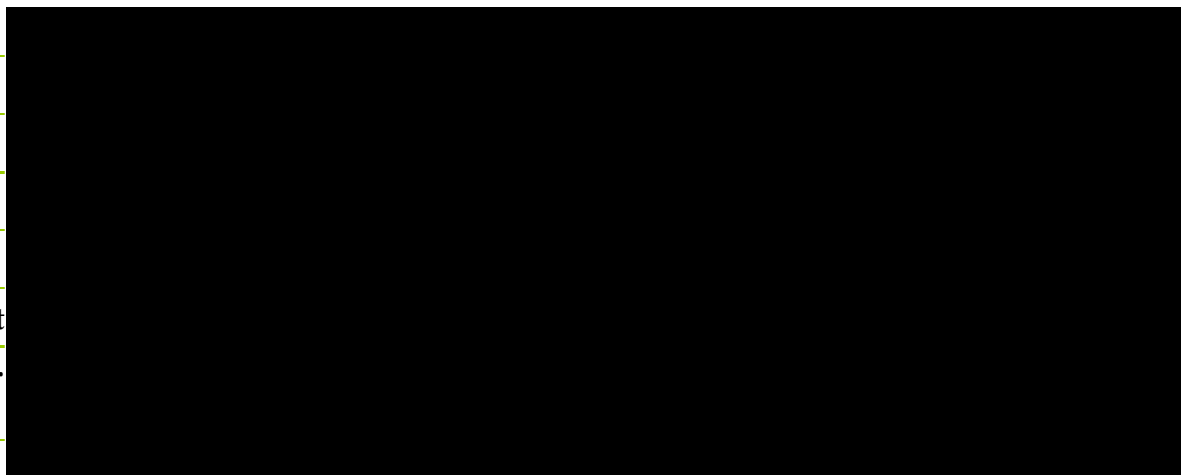
RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00369

Date of Receipt : 31/05/2025

Type of Receipt : Online Receipt

Language of Request : English



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way

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

Request Pertains to :

Information Sought :

Dear Madam/Sir,
Under the provisions of RTI, kindly inform
a) about the outcome of any official discussion pertaining to the carry forward of the unused data validity to next periodicity - the next day, next billing cycle, and so on.
b) the link to the TRAI dashboard whereby the quantum and value of the gross Unused DATA charged for by forfeited by various telecom companies on a monthly and yearly basis is documented.
c) the link to the Comprehensive TeleCom Plan DataSheet of various Telecom Players is put out whereby the unbundled and bundled offerings across Voice, Data, SMS and Value Added Services in terms of OTT etc is published and updated.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]



F.No. RT-2/7/(275)/2025-RTI

Dated: 25-06-2025

To,



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

Sir,

Please refer to your RTI application dated 31.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00369, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
(a) to (c).	TRAI has no information to offer on the specific queries raised by you.

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

Yours faithfully,

Digitally signed by
P JANAKI

Date: 25-06-2025

11:02:38 (P. Janaki)

Central Public Information Officer- Link Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/25/00371

Date of Receipt : 31/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Statu

Is Requester Bel

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

Request Pertains to :

Information Sought :

RTI Request Content
Information Regarding Validity Recharge Rules and Lifetime Validity Commitments

1) Please provide the current policy guidelines or regulations issued by TRAI regarding mandatory minimum recharge required to keep a prepaid mobile number active for incoming or outgoing services.

2) Has TRAI issued any orders to telecom operators regarding affordable recharge plans for users who only need incoming call facility? If yes, please provide a copy of such orders.

3) What was the status of lifetime validity recharges offered by telecom companies in the past? Were they permitted to unilaterally change or cancel those plans? Please share policy documents or circulars related to this.

4) Has TRAI conducted any public consultation or consumer impact study regarding the burden of frequent validity recharges on dual SIM users, senior citizens, or low usage consumers? If yes, kindly share details.

5) Are telecom operators allowed to disconnect incoming call services within 3 to 7 days of recharge expiry? What is the minimum grace period mandated by TRAI?

I request that the above information be provided digitally to my registered email ID under the RTI Act, 2005

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(276)/2025-RTI

Dated: 25-06-2025

To,



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

Sir,

Please refer to your RTI application dated 31.05.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00371, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 & 4.	TRAI has no information to offer on the specific queries raised by you.
2, 3 & 5.	<p>As per the existing tariff framework, the tariff for mobile and data services is under forbearance except for services such as National Roaming and Rural fixed line services, mobile number portability, leased circuits and USSD. The service providers have the flexibility to decide the rates for various types of calls, SMS or data offers with multiple combinations for different service areas of their operation. Private telecom service providers have introduced tariff plans wherein the terms and conditions include the condition of recharge with a certain amount at stipulated period to continue to avail uninterrupted services and benefits of the tariff plans. Failure to comply with the prescribed mandatory recharge will result in stoppage of service in a phased manner.</p> <p>However, the Telecommunication Tariff (43rd Amendment) Order 2006 dated 1.09.2008 issued by TRAI, <i>inter-alia</i>, provides that tariff plan once offered by an Access Provider shall be available to a subscriber for a minimum period of Six Months from the date of enrolment of the subscriber to that tariff plan. Further, any tariff plan presented, marketed or offered as valid for any prescribed period exceeding six months or having lifetime or unlimited validity in lieu of an upfront payment shall continue to be available to the subscriber for the duration of the period as prescribed in the plan and in the case of lifetime or unlimited validity plans, as long as the Service Provider is permitted to provide such telecom service under the current license or renewed license. In the case of plan with lifetime validity or unlimited validity, the service provider shall also inform the subscribers of the month and year of expiry of his current license.</p>

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

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

Yours faithfully,

Digitally signed by

P JANAKI

Date: 25-06-2025

11:03:48 (P. Janaki)

Central Public Information Officer- Link Officer

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

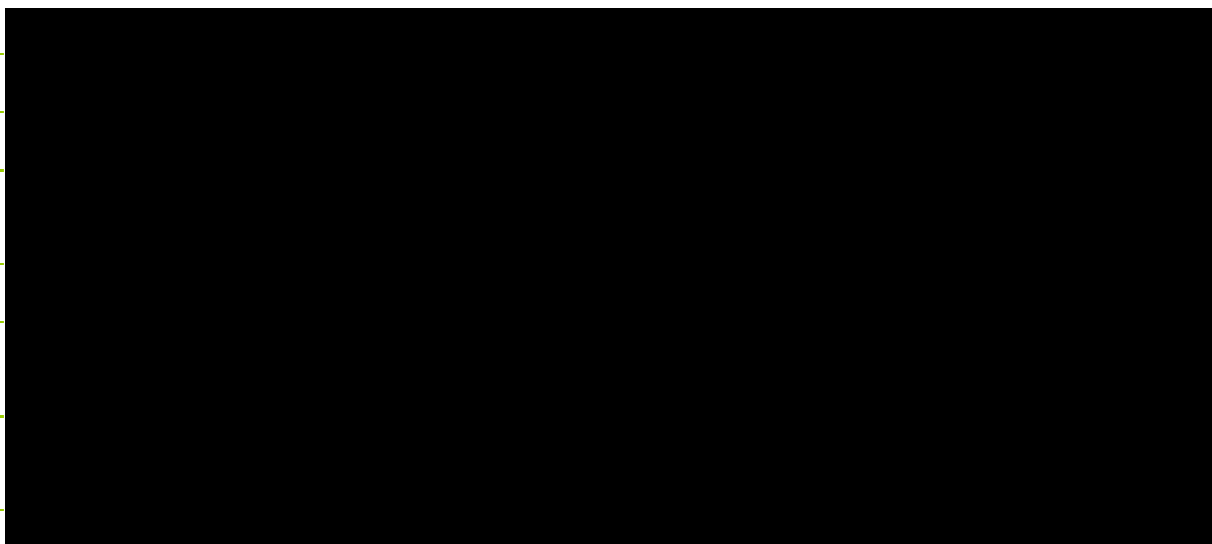
RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00374

Date of Receipt : 02/06/2025

Type of Receipt : Online Receipt

Language of Request : English



Stat

Is Requester B

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

Request Pertains to :

Information Sought : The information sought herein relates to the deployment of Airtel security system designed to detect and block fraudulent websites. Please provide information regarding the following:

1. Please provide information on whether TRAI has received any proposals, representations, or communications from Airtel or its affiliates concerning this AI-based security system.
2. Please state if TRAI has issued any guidelines, recommendations, or regulatory directives concerning the deployment of AI-based website blocking or content filtering systems by ISPs such as Airtel. Please provide copies of any consultation papers, stakeholder responses, or final recommendations related to the oversight of such systems.
3. Please provide information on whether any meetings, consultations, or correspondences (physical or electronic) have been held between TRAI, DoT and Airtel regarding the design, deployment, or operation of this system and its impact on user privacy, net neutrality, or lawful interception and regulatory approvals, licensing, or compliance requirements.
4. Please state if TRAI has received any complaints, reports, or evaluations concerning net neutrality violations linked to Airtel system or other ISPs.
5. Please provide information on whether TRAI has issued any guidance or direction regarding the legality or permissibility of AI-based traffic filtering or blocking at the network level by telecom service providers.

6. Please provide information on whether any public consultations have been held or are planned regarding the implementation of AI-based cybersecurity or traffic management systems by telecom operators.

7. Please provide copies of any file notes, internal memos, emails, minutes of meetings, or records of communication between TRAI, DoT and Airtel (or other telecom service providers) concerning the said system, if any.

In case any information or part of the information sought above is sensitive in nature, the part of the information that cannot be disclosed may be severed per Section 10 of the Right of Information Act, 2005.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(277)/2025-RTI

Dated: 30-06-2025

To,



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

Sir,

Please refer to your RTI application dated 02.06.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00374, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1, 3, 5, 6 & 7.	The information sought not available with TRAI. However, it is informed that all the Regulations, Recommendations, Directions etc., issued by TRAI from time to time are available in the public domain of TRAI at the following URL; https://traigov.in/#Release-Publication
2.	TRAI has not issued any guidelines/information on website blocking system.
4.	The TCCCPR, 2018 & 2025 (2 nd Amendment) regulations are available on the following link: https://traigov.in/release-publication/regulations

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

Yours faithfully signed by
 SUSHIL KUMAR DUTTA
 Date: 30-06-2025
 15:10:16

(S. K. Dutta)
 Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00401

Date of Receipt : 12/06/2025

Type of Receipt : Online Receipt

Language of Request : English

St

Is Requester

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

Request Pertains to :

Information Sought :

MERA JIO FIBER CONNECTION 6MONTHS SE CHAL RHA THA LEKIN JIO STORE PE SHIVAM JPW MERE CALL KIYE BOLE SIR AAP BAHUT PURANE CUSTOMER HAI MAI APKO GOLD PASS WALA PLAN ACTIVE KR DUNGA JO CHARGE AAYAGA DIJIYEGA USKE BAD JIO STORE PE BULA KR SIM BOOKING KIYE OR 599 CASH ME DEMAND KIYE MAINE DE DIYA USKE PASS SIM ORDER KA PAYMENT MERE MOBILE SE 349 KA KIYE OR ORDER BOOK KIYE OR BOLE 4 5 DINO ME LAG JAYGA PHLE MUJHE BAHUT PRESAN KARNE KE BAD MERE GHAR PE FIBER ENGINEER AMIT KUMAR KO BHEJA O MUJHSE PAISO KA DEMAND KIYA LEKIN MAINE MANA KR DIYA USKE BAD O BINA LAGAYE SAMAN RAKH KE CHALA BOLA BUILDING ID GALAT H BAD ME LAGEGA USKE BAD MERA NOB BLOCK KR DIYA GYA OR DAILY PUCHNE PE AAJ KAL KARTE H YE JIO STORE PE RAHNE WALE SARE LARKE CUSTOMER KO TRAP ME FASA KR PAISA LETE H MAI BAHUT DISTRUB HO CHUKA MAIN JIO SE SARE PAISA KA DEMAND KRTA HU OR MERA CONNECTION JALD JALD LAGWANE KA KRIPA KRE OR JO V JIO STORE PE JPW SHIVWAM OR AMIT KUMAR PE LEGALL ACTION LIYA JAYE

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ACTION HISTORY OF RTI REQUEST No.TRAOI/R/E/25/00401

Applicant Name

[REDACTED]

Text of Application

MERA JIO FIBER CONNECTION 6MONTHS SE CHAL RHA THA LEKIN JIO STORE PE SHIVAM JPW MERE CALL KIYE BOLE SIR AAP BAHUT PURANE CUSTOMER HAI MAI APKO GOLD PASS WALA PLAN ACTIVE KR DUNGA JO CHARGE AAYAGA DIJIYEGA USKE BAD JIO STORE PE BULA KR SIM BOOKING KIYE OR 599 CASH ME DEMAND KIYE MAINE DE DIYA USKE PASS SIM ORDER KA PAYMENT MERE MOBILE SE 349 KA KIYE OR ORDER BOOK KIYE OR BOLE 4 5 DINO ME LAG JAYGA PHLE MUJHE BAHUT PRESAN KARNE KE BAD MERE GHAR PE FIBER ENGINEER AMIT KUMAR KO BHEJA O MUJHSE PAISO KA DEMAND KIYA LEKIN MAINE MANA KR DIYA USKE BAD O BINA LAGAYE SAMAN RAKH KE CHALA BOLA BUILDING ID GALAT H BAD ME LAGEGA USKE BAD MERA NOB BLOCK KR DIYA GYA OR DAILY PUCHNE PE AAJ KAL KARTE H YE JIO STORE PE RAHNE WALE SARE LARKE CUSTOMER KO TRAP ME FASA KR PAISA LETE H MAI BAHUT DISTRUB HO CHUKA MAIN JIO SE SARE PAISA KA DEMAND KRTA HU OR MERA CONNECTION JALD JALD LAGWANE KA KRIPA KRE OR JO V JIO STORE PE JPW SHIVWAM OR AMIT KUMAR PE LEGALL ACTION LIYA JAYE

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	12/06/2025	Nodal Officer	
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	19/06/2025	Nodal Officer	Information sought is not held by or under the control of Public Authority and hence does not come under the purview of 'Right to Information' in terms of section 2(j) of the RTI Act, 2005. Therefore, no information is available.

Print

RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00068 **Date of Receipt :** 16/05/2025

Transferred From : Department of Telecommunications on 16/05/2025 With Reference Number : DOTEL/R/E/25/00415

Remarks : RTI is marked to concerned CPIOs in DOT and also transferred u/s 6(3) to DGT and TRAI for points concerned

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

St

Is Requ

Line ? :

Status

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

Mode of Payment Payment Gateway

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

Request Pertains to :

Information Sought : Subject: Request for Information Regarding Jio AirFiber Installations and Related Regulatory Guidelines

Respected Public Information Officer,

Under the provisions of the Right to Information Act 2005, I request the following information regarding the installation and regulation of Jio AirFiber services in Anushakti Nagar Mumbai 400094

1. Installation Data

1a. How many Jio AirFiber and Jio AirFiber Max connections have been successfully installed in the locality of Anushakti Nagar Mumbai 400094 from 1 January 2025 to 5 May 2025

1b. How many pending Jio AirFiber installation requests exist in this locality

2. Installation Authorization and Rules

2a. What are the government or regulatory rules for installing Jio AirFiber or

any private telecom broadband service in residential buildings
2b. What is the minimum or maximum height requirement for the installation of Jio AirFiber Max devices
2c. Can telecom providers deny installation after KYC

3. Licensee Information

3a. How many individuals or vendors are authorized or licensed by Reliance Jio or DoT to install Jio AirFiber in Anushakti Nagar PIN 400094
3b. Please provide the names mobile numbers and email addresses of such authorized personnel

4. Consumer Rights and Remedies

4a. What steps can a consumer take if a telecom company eg Reliance Jio gives false promises and delays installation after KYC is completed
4b. If an order for Jio AirFiber is cancelled by the company is the user entitled to a full refund of the payment
4c. What is the maximum time limit within which a telecom company is expected to install Jio AirFiber after successful KYC
4d. Which government authority or officer can a consumer approach if the installation is delayed or not completed

5. Aadhaar and Biometric KYC Legality

5a. Are private telecom companies such as Reliance Jio legally authorized to collect Aadhaar numbers and perform biometric KYC eg fingerprint facial scan for Jio AirFiber
5b. What specific legal provisions government notifications or regulatory guidelines allow such data collection
5c. What types of consumer data are telecom companies permitted to collect during KYC eg Aadhaar number biometric data photo video KYC mobile number address
5d. Are telecom providers allowed to store or share this data with third parties or subcontractors
5e. What are the data protection and privacy safeguards enforced by DoT TRAI or UIDAI in such KYC processes

6. Additional Information

6a. Are there any penalties imposed by the Department of Telecommunications on private telecom providers for delay or false commitment in service installation

Original RTI Text : Subject: Request for Information Regarding Jio AirFiber Installations and Related Regulatory Guidelines

Respected Public Information Officer,

Under the provisions of the Right to Information Act 2005, I request the following information regarding the installation and regulation of Jio AirFiber services in Anushakti Nagar Mumbai 400094

1. Installation Data

1a. How many Jio AirFiber and Jio AirFiber Max connections have been successfully installed in the locality of Anushakti Nagar Mumbai 400094 from 1 January 2025 to 5 May 2025
1b. How many pending Jio AirFiber installation requests exist in this locality

2. Installation Authorization and Rules

- 2a. What are the government or regulatory rules for installing Jio AirFiber or any private telecom broadband service in residential buildings
- 2b. What is the minimum or maximum height requirement for the installation of Jio AirFiber Max devices
- 2c. Can telecom providers deny installation after KYC

3. Licensee Information

- 3a. How many individuals or vendors are authorized or licensed by Reliance Jio or DoT to install Jio AirFiber in Anushakti Nagar PIN 400094
- 3b. Please provide the names mobile numbers and email addresses of such authorized personnel

4. Consumer Rights and Remedies

- 4a. What steps can a consumer take if a telecom company eg Reliance Jio gives false promises and delays installation after KYC is completed
- 4b. If an order for Jio AirFiber is cancelled by the company is the user entitled to a full refund of the payment
- 4c. What is the maximum time limit within which a telecom company is expected to install Jio AirFiber after successful KYC
- 4d. Which government authority or officer can a consumer approach if the installation is delayed or not completed

5. Aadhaar and Biometric KYC Legality

- 5a. Are private telecom companies such as Reliance Jio legally authorized to collect Aadhaar numbers and perform biometric KYC eg fingerprint facial scan for Jio AirFiber
- 5b. What specific legal provisions government notifications or regulatory guidelines allow such data collection
- 5c. What types of consumer data are telecom companies permitted to collect during KYC eg Aadhaar number biometric data photo video KYC mobile number address
- 5d. Are telecom providers allowed to store or share this data with third parties or subcontractors
- 5e. What are the data protection and privacy safeguards enforced by DoT TRAI or UIDAI in such KYC processes

6. Additional Information

- 6a. Are there any penalties imposed by the Department of Telecommunications on private telecom providers for delay or false commitment in service installation

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(251)/2025-RTI

Dated: 09-06-2025

To,



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

Sir,

Please refer to your RTI application dated 16.05.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00068, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 (a to b) 2 (a to c) 3 (a to b) 4 (b) 5 (a to e) & 6 (a).	The Information sought is not available with TRAI.
4 (a) & 4 (d)	<p>The Information sought is not available with TRAI.</p> <p>However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p> <p>At any point of time, either during the redressal of the complaint under these regulations or thereafter, a consumer can seek legal remedy under any law for the time being in force.</p>
4 (c)	<p>TRAI has issued TCCRR, 2012 regulation whereby the time limit for redressal of complaints or addressing service requests of consumers is prescribed. This regulation can be accessed from the following link: https://www.trai.gov.in/sites/default/files/2024-09/CA_05012012.pdf</p>

Contd. on next page 02.

::2::

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

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 09-06-2025
10:04:29

(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00070 **Date of Receipt :** 19/05/2025

Transferred From : Department of Telecommunications on 19/05/2025 With Reference Number : DOTEL/R/E/25/00424

Remarks : RTI is being transferred u/s 6(3) to TRAI and DGT

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

Status(

provided

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

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

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

Information Sought : Case Details:
On 22 February 2024, I attempted a recharge via Paytm UPI.
Transaction ID: [REDACTED]
The payment was successfully debited from my bank account.
However, no recharge benefit was credited to my Jio number.
On 26 February 2025, I made another recharge using Google Pay.
Transaction ID: [REDACTED]
The payment was successfully debited from my bank account.
However, no recharge benefit was credited to my Jio number.

I kindly seek the following information:

As per DoT/TRAI regulations, how can a consumer verify to which mobile number a UPI-based online recharge was actually applied, if not to their intended number?

What are the regulatory obligations of Jio in case of successful UPI payments but unfulfilled recharges?

Is Jio required to provide a detailed reconciliation or refund policy for such cases?

What is the official process of grievance escalation when a private telecom operator like Jio fails to resolve such issues?

What penalties or actions can be taken against the operator for non-resolution?

Case Details:

On 22 February 2024, I attempted a recharge via Paytm UPI.

Transaction ID: 5 [REDACTED]

The payment was successfully debited from my bank account.

However, no recharge benefit was credited to my Jio number.

On 26 February 2025, I made another recharge using Google Pay.

Transaction ID: [REDACTED]

The payment was successfully debited from my bank account.

However, no recharge benefit was credited to my Jio number.

Original RTI Text :

I kindly seek the following information:

As per DoT/TRAI regulations, how can a consumer verify to which mobile number a UPI-based online recharge was actually applied, if not to their intended number?

What are the regulatory obligations of Jio in case of successful UPI payments but unfulfilled recharges?

Is Jio required to provide a detailed reconciliation or refund policy for such cases?

What is the official process of grievance escalation when a private telecom operator like Jio fails to resolve such issues?

What penalties or actions can be taken against the operator for non-resolution?



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

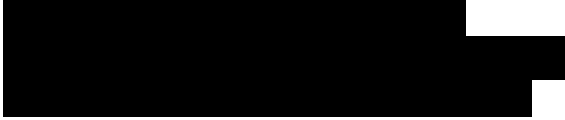
[भारत सरकार / Government of India]



F.No. RT-2/7/(255)/2025-RTI

Dated: 09-06-2025

To,



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

Sir,

Please refer to your RTI application dated 19.05.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00070, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 3 & 5.	The nature of the information sought in your RTI request is in the form of a grievance/complaint and therefore the same does not fall under the definition of information as per section 2(f) of the RTI Act 2005.
4.	<p>The TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI.</p> <p>In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.</p> <p>Grievance redressal mechanism as prescribed in TCCRR, 2012 can be accessed from the following link: https://www.trai.gov.in/sites/default/files/2024-10/TCCR_Regulations_05Jan2012.pdf</p>

Contd. on next page 02.

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

Yours Digitally signed by
SUSHIL KUMAR DUTTA
Date: 09-06-2025
13:08:41

(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00071 **Date of Receipt :** 20/05/2025

Transferred From : Department of Telecommunications on 20/05/2025 With Reference Number : DOTEL/R/E/25/00434

Remarks : RTI is marked to concerned CPIO in DoT and also transferred u/s 6(3) to TRAI for furnishing information directly to the applicant

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

Status(Ru

Is Requester B

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

Mode of Payment Payment Gateway

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

Request Pertains to :

Information Sought : Subject: Request for Information Regarding Mobile Number Revocation from Indian Bank Account and Inclusion in MNRL

Text of Application:

I, [REDACTED], am the registered user of mobile number [REDACTED], which was recently removed from my Indian Bank savings account (Vettavalam branch) citing its inclusion in a Mobile Number Revocation List (MNRL) allegedly received from the Department of Telecommunications (DoT). The bank claims this action was taken due to a possible misuse of my identity and failed reverification. However, I was never informed or contacted for such reverification, and I deny any misuse of my identity.

Under Section 6(1) of the RTI Act, 2005, I am seeking the following information:

Inclusion in MNRL:

Whether mobile number [REDACTED] (registered under my name, [REDACTED]) was included in the MNRL list maintained or circulated by the Department of Telecommunications (DoT) or any of its subordinate agencies during the period 01March2025 to 10May2025.

If yes, provide the exact date of inclusion in the MNRL list.

The reason for inclusion, including whether it was based on KYC mismatch, facial recognition failure, misuse of identity, or any other criteria.

A copy of the directive or circular under which this number was flagged or included.

Whether the concerned telecom provider was instructed by DoT to remove or restrict this number, and on what date.

Verification and Fraud Information:

Was any attempt made to re-verify the mobile number before such inclusion? If yes, provide details.

Was any FIR or internal fraud complaint registered related to this number?

Was any directive sent by Cyber Crime or any other authority regarding this specific number?

Authority and Procedures:

The name and designation of the officer(s) or department that processed or authorized the inclusion of this mobile number in the MNRL list.

What guidelines are followed by DoT when including a number in the MNRL?

What is the standard operating procedure (SOP) followed by DoT before including any number in the MNRL?

Is there any provision for an individual to appeal or request clarification before their number is marked for revocation?

Confirmation of Non-Inclusion:

If the mobile number was not included in the MNRL, kindly provide a certificate or statement to that effect.

I request that you provide the above details and any relevant documents in PDF format via email or post. The information will help me understand the reason behind the disruption of my financial services and safeguard my identity from misuse.

Thank you for your time and consideration.

Sincerely,
[REDACTED]

Original RTI Text : Subject: Request for Information Regarding Mobile Number Revocation from Indian Bank Account and Inclusion in MNRL

Text of Application:

I, [REDACTED], am the registered user of mobile number 9 [REDACTED] which was recently removed from my Indian Bank savings account (Vettavalam branch) citing its inclusion in a Mobile Number Revocation List (MNRL) allegedly received from the Department of Telecommunications (DoT). The bank claims this action was taken due to a possible misuse of my identity and failed reverification. However, I was never informed or contacted for such reverification, and I deny any misuse of my identity.

Under Section 6(1) of the RTI Act, 2005, I am seeking the following information:

Inclusion in MNRL:

Whether mobile number [REDACTED] (registered under my name, Mohamed Shafi) was included in the MNRL list maintained or circulated by the Department of Telecommunications (DoT) or any of its subordinate agencies during the period 01March2025 to 10May2025.

If yes, provide the exact date of inclusion in the MNRL list.

The reason for inclusion, including whether it was based on KYC mismatch, facial recognition failure, misuse of identity, or any other criteria.

A copy of the directive or circular under which this number was flagged or included.

Whether the concerned telecom provider was instructed by DoT to remove or restrict this number, and on what date.

Verification and Fraud Information:

Was any attempt made to re-verify the mobile number before such inclusion? If yes, provide details.

Was any FIR or internal fraud complaint registered related to this number?

Was any directive sent by Cyber Crime or any other authority regarding this specific number?

Authority and Procedures:

The name and designation of the officer(s) or department that processed or authorized the inclusion of this mobile number in the MNRL list.

What guidelines are followed by DoT when including a number in the MNRL?

What is the standard operating procedure (SOP) followed by DoT before including any number in the MNRL?

Is there any provision for an individual to appeal or request clarification before their number is marked for revocation?

Confirmation of Non-Inclusion:

If the mobile number was not included in the MNRL, kindly provide a certificate or statement to that effect.

I request that you provide the above details and any relevant documents in PDF format via email or post. The information will help me understand the reason behind the disruption of my financial services and safeguard my identity from misuse.

Thank you for your time and consideration.

Sincerely,

[REDACTED]

Print

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(258)/2025-RTI

Dated: 09-06-2025

To,



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

Sir,

Please refer to your RTI application dated 20.05.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00071, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 11.	The Information sought is not available with TRAI. However, it is informed that, TRAI is no longer responsible for publishing the monthly 'Mobile Number Revocation List' (MNRL). The publication of the MNRL on the TRAI's MNRL portal has been discontinued after MNRL for the month ending January 2025.

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

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 09-06-2025
 14:53:57

(S. K. Dutta)
 Central Public Information Officer

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

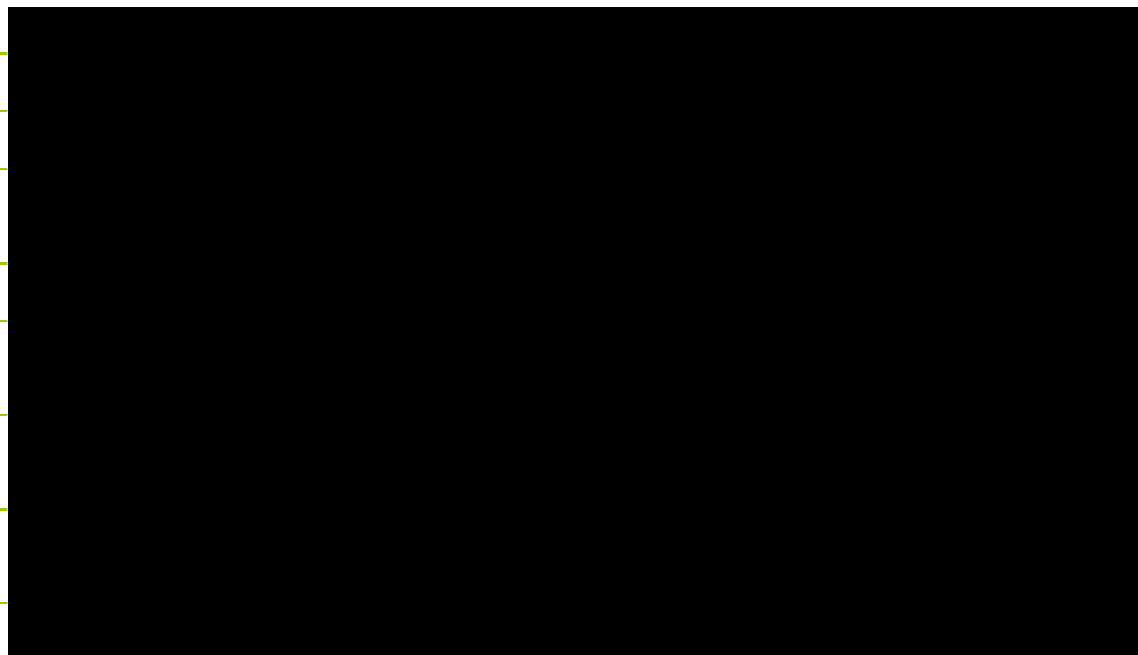
RTI REQUEST DETAILS

Registration No. : TRA01/R/T/25/00072 **Date of Receipt :** 20/05/2025

Transferred From : Department of Telecommunications on 20/05/2025 With Reference Number : DOTEL/R/T/25/00375

Remarks : Matter related to tariffs/metering/billing raised in the subject RTI is being dealt by TRAI.

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



Status(

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Is Requester

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Payment

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

Request Pertains to :

Information Sought : Requesting Information on Fair Usage Policy (FUP) and Unlimited 5G Data Plans by Airtel
Respected Sir/Madam,

I request the following information under the Right to Information Act, 2005 regarding telecom service providers Fair Usage Policy (FUP) and Airtel Truly Unlimited 5G claims:

1. Is there an officially defined FUP (Fair Usage Policy) for Unlimited 5G Plans?
2. Has Airtel informed TRAI or DoT about a speed restriction after 300GB?
3. Does TRAI or DoT regulate how telecom companies define Unlimited in advertisements?
4. Has TRAI or DoT received any complaints regarding Airtel misleading customers about Unlimited 5G?

5. Are telecom companies required to clearly mention Fair Usage Policies (FUP), speed limitations, or data restrictions on the recharge page itself, rather than hiding them in separate terms and conditions or external links?
6. What action can TRAI or DoT take against misleading advertisements of Unlimited Data Plans?
7. Provide a copy of any official policy or directive issued by TRAI or DoT regarding Fair Usage Policies and speed throttling in unlimited plans.

I request you to provide the requested information in electronic form (PDF via email) or hard copy via postal mail.

I hope for a prompt response as per the RTI Act timeline.

Sincerely,

[Redacted Signature]

Original RTI Text : Requesting Information on Fair Usage Policy (FUP) and Unlimited 5G Data Plans by Airtel
Respected Sir/Madam,

I request the following information under the Right to Information Act, 2005 regarding telecom service providers Fair Usage Policy (FUP) and Airtel Truly Unlimited 5G claims:

1. Is there an officially defined FUP (Fair Usage Policy) for Unlimited 5G Plans?
2. Has Airtel informed TRAI or DoT about a speed restriction after 300GB?
3. Does TRAI or DoT regulate how telecom companies define Unlimited in advertisements?
4. Has TRAI or DoT received any complaints regarding Airtel misleading customers about Unlimited 5G?
5. Are telecom companies required to clearly mention Fair Usage Policies (FUP), speed limitations, or data restrictions on the recharge page itself, rather than hiding them in separate terms and conditions or external links?
6. What action can TRAI or DoT take against misleading advertisements of Unlimited Data Plans?
7. Provide a copy of any official policy or directive issued by TRAI or DoT regarding Fair Usage Policies and speed throttling in unlimited plans.

I request you to provide the requested information in electronic form (PDF via email) or hard copy via postal mail.

I hope for a prompt response as per the RTI Act timeline.

Sincerely,



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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(259)/2025-RTI

Dated: 09-06-2025

To,



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

Sir,

Please refer to your RTI application dated 20.05.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00072, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 3 & 5.	TRAI has no input to offer on the specific information sought by you. However, it is informed that TRAI has not prohibited offers of unlimited tariff plans/products with restriction of usage of voice & data by way of usage policy or commercial usage policy. TRAI vide direction 18-09-2020 on tariff publication directed to disclose complete details of all material conditions including, but not limited to, details of applicable Fair Usage Policy.
4,6 & 7.	TRAI has issued the direction on 26.03.2012 and 18.09.2020 on Tariff advertisement which is available online in the public domain of TRAI.

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

Yours faithfully,
 Digitally signed by
 SUSHIL KUMAR DUTTA
 Date: 09-06-2025
 14:43:45

(S. K. Dutta)
 Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00073

Date of Receipt : 21/05/2025

Transferred From : Department of Telecommunications on 21/05/2025 With Reference Number :
DOTEL/R/T/25/00437

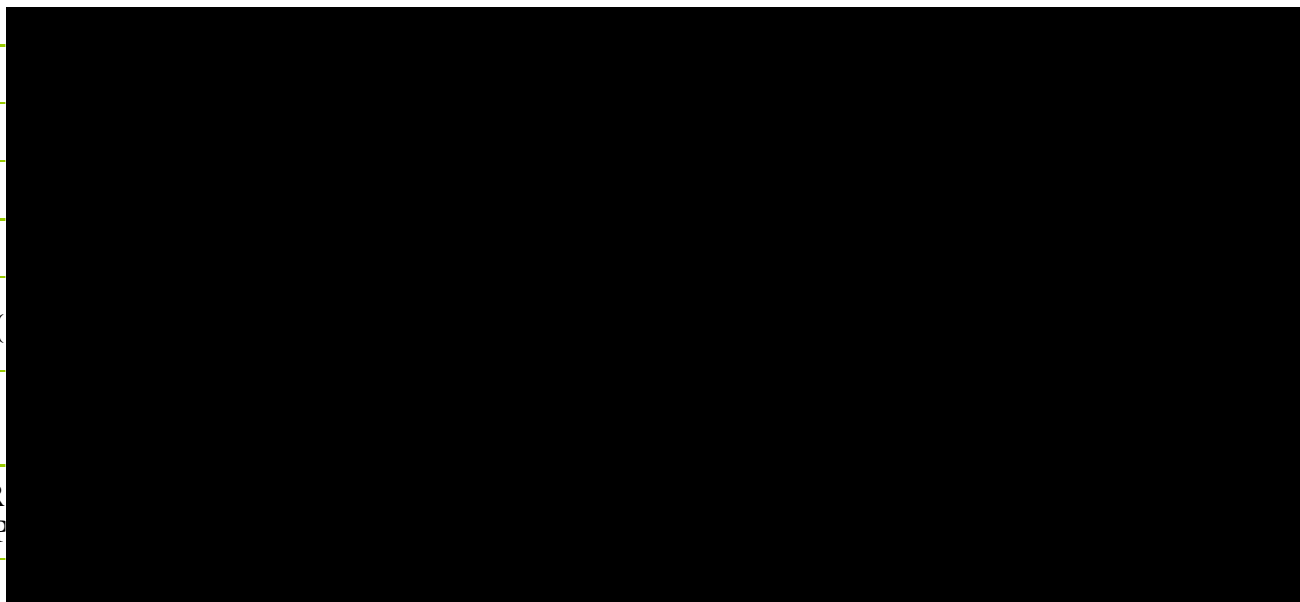
Remarks : The information sought in the RTI Application pertains to TRAI. The applicant is seeking copy of all documents, emails and other communications between Truecaller and TRAI from 1 Jan 2020 till date. Accordingly, the RTI Application has been transferred to TRAI under the Section 6(3) of RTI Act 2005 for providing information, if any, directly to the applicant

Type of Receipt : Electronically Transferred from Other Public Authority

Language of Request : English

Status(

**Is R
P**



Amount Paid : Regulatory Authority of India (original recipient)

Payment Gateway

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

Request Pertains to :

Information Sought :

I am requesting a copy of all documents, emails and other communications between Truecaller and TRAI from 1 Jan 2020 till date.
Truecaller has 2 different companies: Truecaller International LLP in India and True Software Scandinavia AB in Sweden.
I am requesting a copy of communications from both these companies and their officers or representatives.

Please note that I am an NRI (currently not Indian citizen, however holding a OCI card). As per the Delhi HC ruling that NRIs can request RTI, I am submitting this. The form does not allow me to choose my citizenship (other than Indian). I assume that this form was not updated after the Delhi HC ruling. Hence I am submitting this form.

If NRIs should use a different way to request RTI, please let me know.

I am requesting a copy of all documents, emails and other communications between Truecaller and TRAI from 1 Jan 2020 till date.

Truecaller has 2 different companies: Truecaller International LLP in India and True Software Scandinavia AB in Sweden.

I am requesting a copy of communications from both these companies and their officers or representatives.

Original RTI Text :

Please note that I am an NRI (currently not Indian citizen, however holding a OCI card). As per the Delhi HC ruling that NRIs can request RTI, I am submitting this. The form does not allow me to choose my citizenship (other than Indian). I assume that this form was not updated after the Delhi HC ruling. Hence I am submitting this form.

If NRIs should use a different way to request RTI, please let me know.

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RTI REQUEST DETAILS

Registration No. : TRA0I/R/E/25/00307

Date of Receipt : 09/05/2025

Type of Receipt : Online Receipt

Language of Request : English

Status(

Is Requester Below



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

Request Pertains to :

Information Sought :

I am requesting a copy of all documents, emails and other communications between Truecaller and TRAI from 1 Jan 2020 till date. Truecaller has 2 different companies: Truecaller International LLP in India and True Software Scandinavia AB in Sweden. I am requesting a copy of communications from both these companies and their officers or representatives.

Please note that I am an NRI (currently not Indian citizen, however holding a OCI card). As per the Delhi HC ruling that NRIs can request RTI, I am submitting this. The form does not allow me to choose my citizenship (other than Indian). I assume that this form was not updated after the Delhi HC ruling. Hence I am submitting this form.

If NRIs should use a different way to request RTI, please let me know.

Print

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

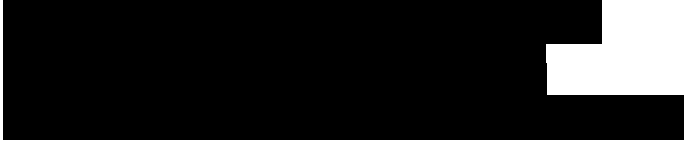
[भारत सरकार / Government of India]



F.No. RT-2/7/(241)/2025-RTI

Dated: 02-06-2025

To,



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

Sir,

Please refer your two (02) similar RTI applications received online on the RTI portal vide Reg. No. TRA0I/R/E/25/00307, dated 09.05.2025 and another received back through transferred online from DoT vide Reg. No. TRA0I/R/T/25/00073 dated 21.05.2025, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought pertains to the 'Third Party' and is exempt from disclosure under Section 8(1)(d) and 8(1)(j) of the RTI ACT, 2005.

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

Yours faithfully signed by

SUSHIL KUMAR DUTTA

Date: 02-06-2025

16:18:24

(S. K. Dutta)

Central Public Information Officer

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

RTI REQUEST DETAILS

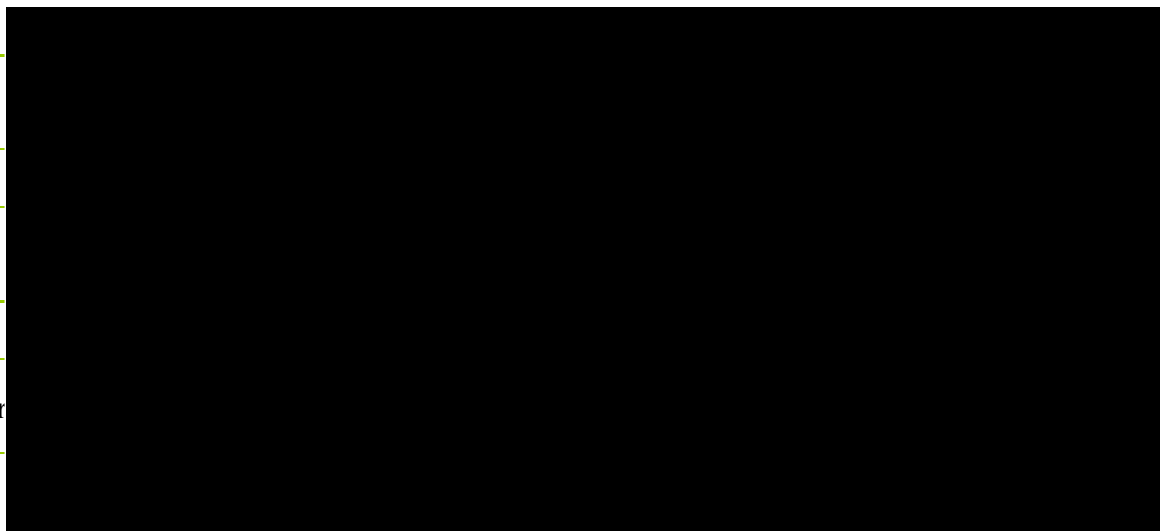
Registration No. : TRAOI/R/T/25/00075 **Date of Receipt :** 28/05/2025

Transferred From : Department of Telecommunications on 28/05/2025 With Reference Number : DOTEL/R/E/25/00455

Remarks : RTI is also being transferred u/s 6(3) to DGT and TRAI for furnishing reply to point(s) concerned

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

Status(Rur



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

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

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

Information Sought : I am a resident of [REDACTED]. I would like to bring to your kind attention the serious issue of poor mobile network coverage and internet connectivity in our village and 2-3 [REDACTED].

Due to the absence of proper mobile towers or network infrastructure, we are facing continuous difficulty in making voice calls and using the internet for essential services. This issue is not limited to a few individuals, it is affecting more than 1500 residents in our area, including school students, office workers, farmers, and the elderly.

Additionally, we have a functioning Post Office in our village, and this poor connectivity is severely affecting daily postal operations, especially digital transactions and Aadhaar-enabled services. Many essential services are delayed or disrupted due to network failure, which causes great inconvenience to the public.

In this regard, we humbly request the department to take immediate steps by coordinating with network service providers such as BSNL, Jio, Airtel, etc to install a new mobile tower or improve the signal coverage in our region. We, the residents, are also willing to provide land for tower installation if needed.

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

1. What action has been taken so far to improve mobile network and internet connectivity in our village and surrounding areas?
2. Is there any plan to install a mobile network tower in our area in the near future?
3. What is the procedure to request installation of a tower, and which telecom companies can be approached for this?
4. What role do local authorities or the Panchayat play in this process?

We request your kind attention and prompt action in resolving this long-pending and serious issue.

I am a resident of [REDACTED]. I would like to bring to your kind attention the serious issue of poor mobile network coverage and internet connectivity in our village and 2-3 surrounding villages, K T Palya, Anchepalya, Kaggalpura, Thorehalli.

Due to the absence of proper mobile towers or network infrastructure, we are facing continuous difficulty in making voice calls and using the internet for essential services. This issue is not limited to a few individuals, it is affecting more than 1500 residents in our area, including school students, office workers, farmers, and the elderly.

Additionally, we have a functioning Post Office in our village, and this poor connectivity is severely affecting daily postal operations, especially digital transactions and Aadhaar-enabled services. Many essential services are delayed or disrupted due to network failure, which causes great inconvenience to the public.

Original RTI Text :

In this regard, we humbly request the department to take immediate steps by coordinating with network service providers such as BSNL, Jio, Airtel, etc to install a new mobile tower or improve the signal coverage in our region. We, the residents, are also willing to provide land for tower installation if needed.

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

1. What action has been taken so far to improve mobile network and internet connectivity in our village and surrounding areas?
2. Is there any plan to install a mobile network tower in our area in the near future?
3. What is the procedure to request installation of a tower, and which telecom companies can be approached for this?
4. What role do local authorities or the Panchayat play in this process?

We request your kind attention and prompt action in resolving this long-pending and serious issue.



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(268)/2025-RTI

Dated: 24-06-2025

To,



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

Sir,

Please refer to your RTI application dated 28.05.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00075, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 4.	The information sought vide your above mentioned RTI application is not available/dealt in TRAI.

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

Yours faithfully,
 Digitally signed by
 P JANAKI
 Date: 24-06-2025
 12:04:33

(P. Janaki)

Central Public Information Officer- Link Officer

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

RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00079 **Date of Receipt :** 05/06/2025

Transferred From : Department of Telecommunications on 05/06/2025 With Reference Number : DOTEL/R/E/25/00475

Remarks : marked to CPIO in DoT and also transferred u/s 6(3) to TRAI.

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

Status(

Is Requester

Line ? :

Status

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

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

Information Sought : I seek information regarding changes made by Reliance Jio Infocomm Ltd to its customer support and escalation system

Has Reliance Jio officially informed TRAI or DoT about the removal of live human support from its IVR or chat-based support system If yes please provide copies of such communication

Are telecom service providers required to obtain approval or inform TRAI or DoT before removing human escalation from IVR or online chat support

Are service providers required to inform or notify customers before removing access to human agents from toll free numbers and chat

Please provide a copy of any TRAI or DoT guidelines circulars or compliance rules that mention requirements for human support in customer grievance redressal systems

Does the current IVR and chat support model of Reliance Jio comply with TRAI Telecom Consumers Complaint Redressal Regulations 2012 and

related Quality of Service rules

Has TRAI or DoT received any complaints or consumer reports about Reliance Jio blocking escalation or failing to provide live support through IVR or chat

I seek information regarding changes made by Reliance Jio Infocomm Ltd to its customer support and escalation system

Has Reliance Jio officially informed TRAI or DoT about the removal of live human support from its IVR or chat-based support system If yes please provide copies of such communication

Are telecom service providers required to obtain approval or inform TRAI or DoT before removing human escalation from IVR or online chat support

Are service providers required to inform or notify customers before removing access to human agents from toll free numbers and chat

Original RTI Text :

Please provide a copy of any TRAI or DoT guidelines circulars or compliance rules that mention requirements for human support in customer grievance redressal systems

Does the current IVR and chat support model of Reliance Jio comply with TRAI Telecom Consumers Complaint Redressal Regulations 2012 and related Quality of Service rules

Has TRAI or DoT received any complaints or consumer reports about Reliance Jio blocking escalation or failing to provide live support through IVR or chat

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RTI REQUEST DETAILS

Registration No. : TRAOI/R/T/25/00080

Date of Receipt : 06/06/2025

Transferred From : Department of Telecommunications on 06/06/2025 With Reference Number :
DOTEL/R/E/25/00475

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

Type of Receipt : Electronically Transferred from Other
Public Authority

Language of Request : English

Status(R

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

Request Pertains to :

Information Sought : I seek information regarding changes made by Reliance Jio Infocomm Ltd to its customer support and escalation system

Has Reliance Jio officially informed TRAI or DoT about the removal of live human support from its IVR or chat-based support system If yes please provide copies of such communication

Are telecom service providers required to obtain approval or inform TRAI or DoT before removing human escalation from IVR or online chat support

Are service providers required to inform or notify customers before removing access to human agents from toll free numbers and chat

Please provide a copy of any TRAI or DoT guidelines circulars or compliance rules that mention requirements for human support in customer grievance redressal systems

Does the current IVR and chat support model of Reliance Jio comply with TRAI Telecom Consumers Complaint Redressal Regulations 2012 and related Quality of Service rules

Has TRAI or DoT received any complaints or consumer reports about Reliance Jio blocking escalation or failing to provide live support through IVR or chat

I seek information regarding changes made by Reliance Jio Infocomm Ltd to its customer support and escalation system

Has Reliance Jio officially informed TRAI or DoT about the removal of live human support from its IVR or chat-based support system If yes please provide copies of such communication

Are telecom service providers required to obtain approval or inform TRAI or DoT before removing human escalation from IVR or online chat support

Original RTI Text : Are service providers required to inform or notify customers before removing access to human agents from toll free numbers and chat

Please provide a copy of any TRAI or DoT guidelines circulars or compliance rules that mention requirements for human support in customer grievance redressal systems

Does the current IVR and chat support model of Reliance Jio comply with TRAI Telecom Consumers Complaint Redressal Regulations 2012 and related Quality of Service rules

Has TRAI or DoT received any complaints or consumer reports about Reliance Jio blocking escalation or failing to provide live support through IVR or chat

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RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00084	Date of Receipt :	11/06/2025
Transferred From :	Department of Telecommunications on 11/06/2025 With Reference Number : DOTEL/R/T/25/00529		
Remarks :	CPIO, TRAI may provide information as sought to the RTI applicant directly, in terms of Section 6 (3) of the RTI Act 2005.		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
Status	[REDACTED]		
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	0 (RTI fee is received by Department of Telecommunications (original recipient))	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	<p>I seek information regarding changes made by Reliance Jio Infocomm Ltd to its customer support and escalation system</p> <p>Has Reliance Jio officially informed TRAI or DoT about the removal of live human support from its IVR or chat-based support system If yes please provide copies of such communication</p> <p>Are telecom service providers required to obtain approval or inform TRAI or DoT before removing human escalation from IVR or online chat support</p> <p>Are service providers required to inform or notify customers before removing access to human agents from toll free numbers and chat</p> <p>Please provide a copy of any TRAI or DoT guidelines circulars or compliance rules that mention requirements for human support in customer grievance redressal systems</p> <p>Does the current IVR and chat support model of Reliance Jio comply with</p>		

TRAI Telecom Consumers Complaint Redressal Regulations 2012 and related Quality of Service rules

Has TRAI or DoT received any complaints or consumer reports about Reliance Jio blocking escalation or failing to provide live support through IVR or chat

I seek information regarding changes made by Reliance Jio Infocomm Ltd to its customer support and escalation system

Has Reliance Jio officially informed TRAI or DoT about the removal of live human support from its IVR or chat-based support system If yes please provide copies of such communication

Are telecom service providers required to obtain approval or inform TRAI or DoT before removing human escalation from IVR or online chat support

Are service providers required to inform or notify customers before removing access to human agents from toll free numbers and chat

Original RTI Text :

Please provide a copy of any TRAI or DoT guidelines circulars or compliance rules that mention requirements for human support in customer grievance redressal systems

Does the current IVR and chat support model of Reliance Jio comply with TRAI Telecom Consumers Complaint Redressal Regulations 2012 and related Quality of Service rules

Has TRAI or DoT received any complaints or consumer reports about Reliance Jio blocking escalation or failing to provide live support through IVR or chat

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

[भारत सरकार / Government of India]



F.No. RT-2/7/(278)/2025-RTI

Dated: 30-06-2025

To,



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

Sir,

Please refer to your three (03) similar RTI applications received through transferred online on the RTI portal from DoT vide Reg. Nos. TRAOI/R/T/25/00079, dated 05.06.2025, vide Reg. No. TRAOI/R/T/25/00080, dated 06.06.2025 and vide Reg. No. TRAOI/R/T/25/00084, dated 11.06.2025, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 5.	The information sought is not available with TRAI.
6.	TRAI Act, 1997 does not envisage redressal of individual Consumer Complaints by TRAI. However, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI. In terms of this Mechanism, a Consumer can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.

Contd. on next page 02.

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

Yours faithfully,
Digitally signed by
SUSHIL KUMAR DUTTA
Date: 30-06-2025
15:50:00

(S. K. Dutta)
Central Public Information Officer

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