

सूचना का अधिकार अधिनियम 2005 की धारा (6)(1) के अंतर्गत
आवेदन-पत्र



आवेदन देने का दिनांक 10.02.2021

कार्यालय का नाम श्रीमान पुन्यज्योति महोदय (T.RAI) राई रेजिजेशन रेगुलेटरी अथॉरिटी ऑफ इण्डिया नई दिल्ली

प्राप्त हुई जानकारी का विवरण : 1. आवेदन द्वारा दिनांक 10/09/2020 को ~~मेरे~~ तीनो जेपित आवेदन पत्र पर आवेदन गणों के विरुद्ध सगुचित कार्यवाही कर आवेदन गणों से नगद / चेक द्वारा राशि मुगतान सम्बन्धी जानकारी देने का बखर्

2. श्रीमान पुन्यज्योति महोदय (T.RAI) राई आवेदन गणों के विरुद्ध सगुचित कार्यवाही कर आवेदन के चेक खाते में नगद / चेक रई मुगतान सम्बन्धी जानकारी बखर् जेपित करने की कृपा करे।

यथा चाहते हैं मरुत / निरीक्षण / रिकार्ड : आवेदन पत्र दिनांक 10/09/2020 पर आवेदन गणों के विरुद्ध निरीक्षण/रिकार्ड की प्रमाणित प्रति/प्रमाणित नपुना सगुचित कार्यवाही की जावकारी ~~आवेदन के चेक खाते में नगद / चेक रई मुगतान सम्बन्धी जानकारी देने का बखर्~~
आवेदन के साथ अथ चिठे जाने वाले : 10/- नगद/रुपय (शुपीएल सूची के तदनुसार को देव नहीं)

रसीद क्रमांक एवं दिनांक

यथा आवेदन गरीबी को रखा से भीवे है :

अथवा नहीं : हाँ/नहीं, यदि हाँ तो शुपीएल सूची का अनुक्रमांक :

हस्ताक्षर (आवेदक)

जयश्री मी फोटोकॉपी, कोर्ट परिसर, लुडवा

1. यदि आवेदन द्वारा उक्त से आवेदन प्रेषित किया जाता है तो आवेदन पत्र पर रुपये 10/- का नॉन जपुडाबल नपुना चरवा फावै हुए स्वयं का पता अंकित करवै 2. आवेदन पत्र राशि का काल रिफंड लगा लिखाफा रसिद प्रेषित करे।

प्राप्तकर्ता

1. आवेदन प्राप्त होने का दिनांक
2. आवेदनकर्ता को वांछित जानकारी काल प्राप्त के संबंध में अग्रिम कार्यवाही हेतु उपस्थित होने का दिनांक
3. संबंधित शाखा/अधिकारी जहाँ से जानकारी उपलब्ध होगी

प्राप्तकर्ता को हस्ताक्षर
(लोक - धना अधिकारी/सहायक लोक सूचना अधिकारी द्वारा प्राधिकृत)
आवेदन पत्र (यदि हो) एवं दिनांक

RT-277/(66)/2021-RTI

4683(1)/2021/GA



अति-आवश्यक मामला
आरटीआई अधिनियम के तहत

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

संख्या : आरटी-2/7/(66)/2021-आरटीआई

दिनांक 02/03/2021

सेवा में



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

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत सूचना प्राप्त करने के लिए आपके दिनांकित 10.02.2021 के आवेदन पत्र का संदर्भ ग्रहण करें जिसमें आपने दिनांक 10/09/2020 को भेजे तीन पत्रों पर कार्यवाही से संबंधित जानकारी मांगी है। इस संदर्भ में निम्नलिखित जानकारी प्रस्तुत है।

बिंदु संख्या	उत्तर
1 से 2	इस संदर्भ में, यह सूचित किया जाता है कि रिकार्ड के अनुसार आपके द्वारा भेजे गए दिनांक 10.09.2020 के तीनों आवेदन पत्र भादूविप्रा में प्राप्त नहीं हुए हैं।

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

भवदीय,

(एस. के. दत्ता)

केन्द्रीय लोक सूचना अधिकारी
दूरभाष : 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00009	Date of Receipt :	03/01/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear CPIO, I have attached my RTI application with the supporting document. The information is very vital to me and please send this on urgent basics.		

5036/2021/RTI

Dear Sir/Ma'am,

[REDACTED]
On [REDACTED]
2005.

1. The Activation date (dd/mm/yy) of my number [REDACTED]
2. Kindly provide the list number of recharges with date and time that done against my Airtel no. [REDACTED] from the activation date to till today **31-12-2020**.
3. Certified copy of the SMS details (send and received with date & time) of my Airtel no. [REDACTED] from **01-01-2020** to **01-01-2021**.
4. Certified copy of the **incoming & outgoing** call details with date & time of my Airtel no. [REDACTED] from **01-01-2020** to **31-12-2020**.
5. The following information regarding my complaints filed through **TRAI DND 2.0 (Do Not Distrub) app** with **Airtel, Odisha** under **TCCCPR, 2018** for receiving **unsolicited voice calls/SMS's** on my [REDACTED] the **Status/Action** taken during the period **07-02-2020** to **31-12-2020**.
 - (a) Date of Complaint Lodged.
 - (b) Telemarketers Telephone Number against which complaint was lodged by me.
 - (c) Category of complaint lodged.
 - (d) Registered Complaint number (UCC) given by **Airtel**.
 - (e) Action taken by service provider on the above complaints, as per TCCCPR Act.
6. Out of total telephone numbers against which I made and registered the complaint
 - (a) Total numbers of complaints received against the particular telephone number from the customer, who received DND Call/SMS from that particular telephone number.
 - (b) How many telephone numbers have been disconnected as per TCCCPR Act, 2018. Please furnish the information giving telephone numbers and the UCC Complaint Number.
 - (c) On how many telephone numbers/service providers/telemarketers you have levied penalty (Financial penalty as well as the other penalties under TCCCPR) and what is the amount of penalty levied and the actual amount of recovered penalties from these service providers/telemarketers.
 - (d) How many telemarketers have been blacklisted? Please furnish the name of the Telemarketers who have been blacklisted on my complaint. Please provide copies of the document through which these blacklisted telemarketers were/are intimated formally about the blacklisting.
7. Kindly provide the **TRAI/DOT Circular/Direction/Govt. Letters/Notification** etc. which states that It's mandatory that telecom providers must use Amitabh barchans Covid-19 message tune as pre call pattern for users.
8. Provide the Higher Authority's name, designation, official email id, mobile no. of Telecom Regulatory Authority of India (TRAI) for queries, suggestions and grievances.

Additional Fee, if any, will be deposited on intimation. Kindly send the information through registered post to my address or send the clear scanned copy to my email address: [REDACTED] further I request you to scan the documents on printer at 300DPI for better results. Please do not fold or staple the paper before scanning.

Anticipating for your earliest reply.

[REDACTED]

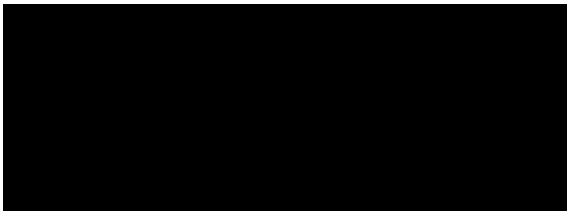


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal NehruMarg
(Old Minto Road), New Delhi – 110 002

F.No. RT-2/7/(9)/2021-RTI

Dated: 4th March, 2021

To



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

Sir,

Please refer to your application dated 03.01.2021 filed online in the RTI portal of TRAI Vide registration no.TRAOI/R/E/21/00009 for providing information under the provisions of the Right to Information Act, 2005 regarding SMS details and status of DND registration related matter. In this context, the following is furnished:

S.No.	Reply
1 & 3	Information sought by you vide these points is not available in TRAI. However, a copy of your application has already been transferred to Bharat Sanchar Nigam Limited (BSNL) online on 12.01.2021 in terms of section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information.
2, 4 to 6	You may approach to your Access Provider for the same and may also visit website of your Access Provider to know status of their complaints. There is as such no provision of penalty as per the regulation issued by TRAI. However, to curb the Unsolicited Commercial Communication (UCC), TRAI has issued regulations i.e. Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018. Telecom Service Providers are responsible to take action on registered UCC complaints 2018. The copy of TCCCPR, 2018 is available on public domain at URL https://traigov.in/sites/default/files/RegulationUcc19072018.pdf. In case the consumer is not satisfied with the resolution of his complaint he may file an appeal with the Appellate Authority of the telecom service provider, as provided in

	Telecom Consumers Complaint Redressal (TCCRR), 2012, which is available on public domain at URL https://www.trai.gov.in/sites/default/files/TCCR_Regulations_05Jan2012.pdf Point
7	No such direction issued by TRAI.
8	The question is vague, as no specific report/location on the website has been mentioned.

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

Yours faithfully



(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS

Registration No. : TRAOLR/E/21/00089

Date of Receipt : 13/02/2021

Type of Receipt : Online Receipt

Language of Request : English

Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

Amount Paid : 10)

Mode of Payment : Payment Gateway

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

Request Pertains to :

Information Sought :

Dear Sir,
Please supply the information regarding the complaints filed by me with Airtel under TCCCPR for receiving unsolicited voice calls/SMSs on my Mobile No. [REDACTED] during the period 8th July 2020 to till date.

1. Status/ Action taken on all complaints lodged by me with Airtel, comprising of following details/information:

(i) Date of Complaint Lodged.

(ii) List of Telephone Numbers against which complaint was lodged by me.

(iii) List of Categories of complaint lodged.

(iv) Registered Complaint numbers (UCC) given by Airtel.

(v) Action taken by service provider on the above complaints, as per TCCCPR Act.

2. Out of total telephone numbers against which I made and registered the complaint:

(i) Supply the copies of records where it is mentioned that who were Registered Telemarketers and who were unregistered telemarketers.

(ii) Total numbers of complaints received against the particular telephone number from all the customers, who received DND Call/SMS from that particular telephone number.

(iii) List of telephone numbers which have been disconnected as per TCCCPR Act. Please furnish the information giving telephone numbers and the UCC ComplaintNumber.

QoS, CA

15/12

(iv) Supply the copies of records pertaining to how many telephone numbers/service providers/telemarketers you have levied penalty (Financial penalty as well as the other penalties under TCCCPR) and what is the amount of penalty levied and the actual amount of recovered penalties from these service providers/telemarketers. Supply the copies of related records.

(v) How many telemarketers have been blacklisted? Please furnish the name of the Telemarketers who have been blacklisted on my complaint. Please provide copies of the document through which these blacklisted telemarketers were/are intimated formally about the blacklisting.

Regards.

Print

Save

Close

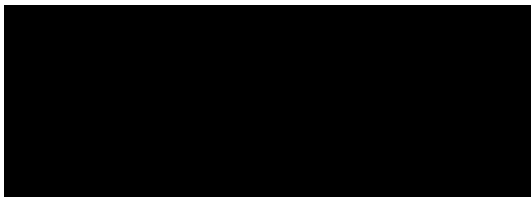


TELECOM REGULATORY AUTHORITY OF INDIA
MahanagarDoorsancharBhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(56)/2021-RTI

Dated: 1st March, 2021

To



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

Sir,

Please refer to your application dated 13.02.2021 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/21/00089 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint against M/s. Airtel under TCCCPR for unsolicited voice calls/SMSs related matter. In this context, the following is furnished:

S.No.	Reply
1 to 2	TRAI does not hold such information.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS

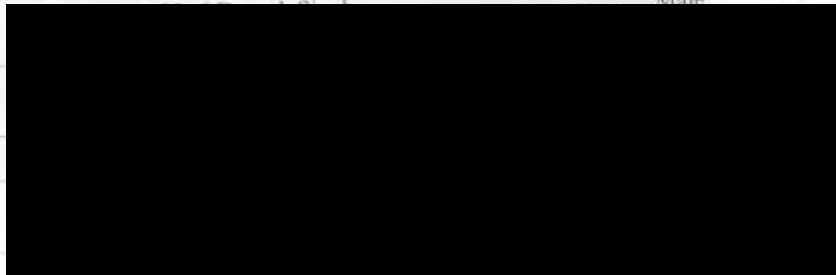
Registration No. : TRAOL/R/E/21/00091

Date of Receipt : 15/02/2021

Type of Receipt : Online Receipt

Language of Request : English

Male



Email : regan@regan.com

Status (Current 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 :

please provide information on below given queries

Information Sought :

1. what is the standard operating procedure for laying overhead and underground optical fibers in Delhi.
2. kindly provide the information about areas served by Excitel broadband Pvt ltd in Delhi along with the copy of permission for the same.
3. As per Telecom Consumer Complaints Monitoring System (TCCMS) Excitel Broadband Pvt. Ltd do not provide broadband services in Delhi (screenshot attached) kindly provide information on same

Print

Save

Close

BBPA
17/2



Telecom Consumer Complaints Monitoring System (TCCMS)



Complaint Center Details

[Home](#)

* Mandatory Fields

- * Service Provider
- * State
- * District

Search

Complaint Centre Details

M/s Excitel Broadband Pvt. Ltd doesn't Provide services in , New Delhi, state Delhi

Disclaimer:

Though all efforts have been made to ensure the accuracy of the contents on this Portal, the same should not be construed as accurate.

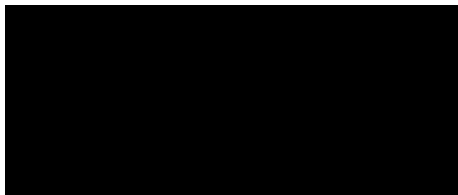


TELECOM REGULATORY AUTHORITY OF INDIA
MahanagarDoorsancharBhawan, JawaharLalNehruMarg,
(Old Minto Road), New Delhi – 110 002

F.No. RT-2/7/(63)-2021-RTI

Dated: 3rd March, 2021

To



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

Sir,

Please refer to your application dated 15.02.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00091 for providing information under the provisions of the Right to Information Act, 2005 about M/s. Excitel Broadband Pvt. Ltd. related matter. In this context, the following is furnished:

S.No.	Reply
1 to 2	Information sought is not available in TRAI. However, a copy of your application has already been transferred to DoT online on 26.02.2021 in terms of Section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information of the relevant issues.
3	As per records available in TRAI M/s Excitel Broadband Pvt. Ltd. provides Broadband Services in Delhi Licensed Service Area.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

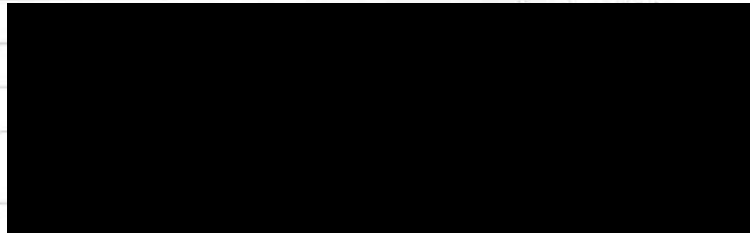
RTI REQUEST DETAILS

Registration No. : TRAOI/R/E/21/00094

Date of Receipt : 16/02/2021

Type of Receipt : Online Receipt

Language of Request : English



Is Requester Below Poverty Line ? : No

Citizenship Status Indian

Amount Paid : 10)

Mode of Payment Payment Gateway

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

Request Pertains to :

Information Sought :

Would you please like to inform:
the regulatory functions of trai relating to dth and
internet/data
Speed?
the permitted 3G speed?
the permitted 4G speed?
What is the devised speed of 5G?
Criteria of fixing mvp/product or speed?

Print

Save

Close

BACS, BBPA

12/12



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

F.No. 2/7/(60)/2021-RTI

Dated: 3rd March, 2021

To



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

Sir,

Please refer to your application dated 16.02.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00094 for providing information under the provisions of the Right to Information Act, 2005 regarding DTH and internet data speed related matter. In this context, the following is furnished:

S.No.	Reply
1	In this regard, it is informed that TRAI has issued the new regulatory framework of broadcasting & cable services dated 03rd March 2017, which comprises of the following: -The Telecommunication (Broadcasting and Cable) Services (Eighth)(Addressable Systems) Tariff Order, 2017 -The Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 -The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Subscriber Protection (Addressable Systems) Regulations, 2017. Later on, 1st January 2020 TRAI has issued the following amendments: -The Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Second Amendment) Regulations, 2020.

	-Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) (Third Amendment) Regulations, 2020. -The Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order Amendment, 2020 The amendments are challenged in Bombay High Court, hence the matter is sub-judice. The full text of regulations/tariff orders and its amendments can be retrieved from TRAI website. Functions of TRAI are mentioned under Section 11 of TRAI Act 1997. The TRAI Act is available at: https://traigov.in/sites/default/files/The_TRAI_Act_1997.pdf
2 to 3	TRAI has not laid down any benchmark minimum/maximum speed of 3G/4G mobile internet connection. The speed of mobile internet is dependent on several factors such as closeness to the cell serving the customer, the number of users being served by the cell, the traffic handled by the cell, the user equipment/mobile handset used by the customer etc. As such, the mobile users may experience different speeds at different locations and time of usages
4	Information sought is not available in TRAI.
5	TRAI has nil information on criteria of fixing MRP/product of speed. As per the existing tariff framework, the tariff for mobile services is under forbearance except for a few services. Accordingly, the telecom service providers have full flexibility in deciding on the rates and other conditions

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

Yours faithfully



(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS

Registration No. : TRA01/R/E/21/00095

Date of Receipt : 16/02/2021

Type of Receipt : Online Receipt

Language of Request : English

P

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 :

Date: 16-02-2021
To
Nodal officer
Trai
New delhi

Information Sought :

Dear sir,
Pl provide the information under RTI ACT 2005:-
1. pl provide the copy of information as per norms/circular/guideline when any
service provider will be deactivate the prepaid the mobile sim connection

Pl mention original rti number when reply and rti not close before complete
information in not pertain to one dept then nodal officer collect the all
information related to this rti or transfer to other dept and ministry

Pl provide the information with in time

Print

Save

Close

ESD, 17/2/21
NSC-D, 17/2/21
17/2/21

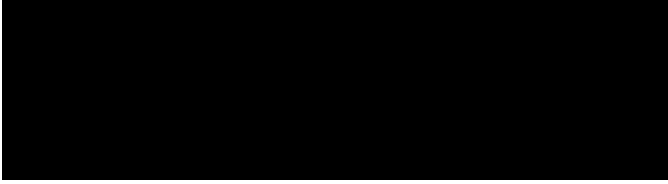


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(59)/2021-RTI

Dated: 3rd March, 2021

To



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

Sir,

Please refer to your application dated 16.02.2021 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/21/00095 for providing information under the provisions of the Right to Information Act, 2005 regarding guidelines for deactivation of prepaid mobile connection related matter. In this context, the following is furnished:

S.No.	Reply
1	The service provider can deactivate the mobile SIM connection under the following regulations/circumstances:- i. As per the sixth amendment to the TCPR, 2012 regarding Automatic Number Retention Scheme for pre-paid customers. Detailed regulation may be accessed from TRAI website tra.gov.in. As per Sub-regulation No. 3 of TCCPR, 2018, for making repeated violations of regulations regarding commercial communications, the telecom resources of telecom customers can be disconnected. Details regulation may be accessed from TRAI website tra.gov.in. TRAI has not issued any guidelines on deactivation of prepaid mobile sim connection. However, 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 public domain on TRAI website at link https://tra.gov.in/sites/default/files/Sixth_Amedment_21_FEB_2013.pdf

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/T/21/00010	Date of Receipt :	03/03/2021
Transferred From :	Telecom Regulatory Authority of India on 03/03/2021 With Reference Number : DGTHQ/R/T/21/00091		
Remarks :	Respected Sir, In RTI No. DGTHQ/R/T/21/00063 complaint says that SDMC South Delhi MCD get the said Tower SEALED but it was unsealed by TRAI License. Hence comment of TRAI is needed on this points. comment Please		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
	[REDACTED]		
	[REDACTED]		
Letter No. :	Details not provided	Letter Date :	Details not provided
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	0 (Received by Telecom Regulatory Authority of India)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Comment of TRAI is needed whether TRAI has got the Indus Tower Unsealed at Vishnu garden Delhi. Respected Sir,		
Original RTI Text :	INDUS TOWER LTD POLT NO6 KH NO 18 2 2 WZ283 6 WEST BLOCK VISHNU GARDEN 110018 Sir we request that a mobile tower is installed near our house which was so heavy tower on an old building that we protested against such a heavy tower in a residential colony which has towers of many companies which is a heavy radiation The reason against which we have been complained to mcd many times is that sdmc also sealed but has been turned on by trai license If there is a tower here how did the trai allow it please be pleased to cancel the license of this heavy tower in the middle of the houses		

Letter No. 016682/05062018

Date: 05/06/2018

विषय : मोबाइल टावर को हटाये जाने के सन्दर्भ में

इस पत्र के साथ मैं रेजिस्टर्ड वेलफेयर एसोसिएशन वेस्ट ब्लॉक, विष्णु गार्डन द्वारा मिली मोबाइल टावर से संबंधित शिकायत की कॉपी संलग्न कर रहा हूँ। मुझे वेस्ट ब्लॉक विष्णु गार्डन की आरडब्ल्यूए से शिकायत प्राप्त हुई कि [REDACTED] [REDACTED] में एक मोबाइल टावर लगा हुआ है जिसकी वजह से वहां पर रहने वाले निवासियों को तमाम किस्म की परेशानियों का सामना करना पड़ रहा है व असुविधा हो रही है। प्राप्त जानकारी के अनुसार यहां के निवासी आपके विभाग में वर्ष 2015 से इसकी शिकायत कर रहे हैं जिस पर अभी तक आपके विभाग द्वारा कोई उपयुक्त कार्रवाई नहीं की गई।

कृपया करके इस पर शीघ्र कार्यवाही की जाए व की गई कार्यवाही की जानकारी दी जाये।

भवदीय

(जरनैल सिंह)

उपायुक्त (पश्चिमी)
दक्षिण दिल्ली नगर निगम,
राजा गार्डन, नई दिल्ली

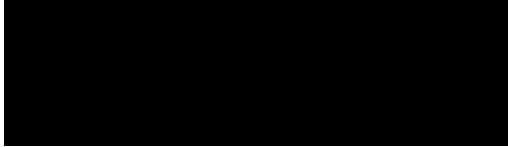


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. RT-2/7/(67)/2021-RTI

Dated: 8th March, 2021

To



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

Madam,

Please refer to your four applications dated 22.02.2021 filed online in the RTI portal of DoT vide registration No: **DGTHQ/R/T/21/00063** which is received through transferred on the RTI Portal of TRAI vide registration No. TRAOI/R/X/21/00010 for providing information under the provisions of the Right to Information Act, 2005 regarding installation of mobile tower related matter. In this context, the following is furnished:

S.No.	Reply
1	The information sought by you is not available in TRAI records. It may be noted that for installation of mobile towers, no permission/NOC/license is issued by TRAI. TRAI does not deals with such cases. It is also informed that it seems a case of fraud. In this reference following may be noted please: i. TRAI has released a Press Release regarding such frauds, Ref:- https://www.trai.gov.in/sites/default/files/PR_No.54of2019.pdf. ii. There is a banner on the TRAI website regarding beware of fraudulent offers. iii. As per the instruction of TRAI, Telecom Service Providers (TSPs) periodically send SMSs to their customer/subscriber, sensitizing the alert of possible tower fraud

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

Yours faithfully

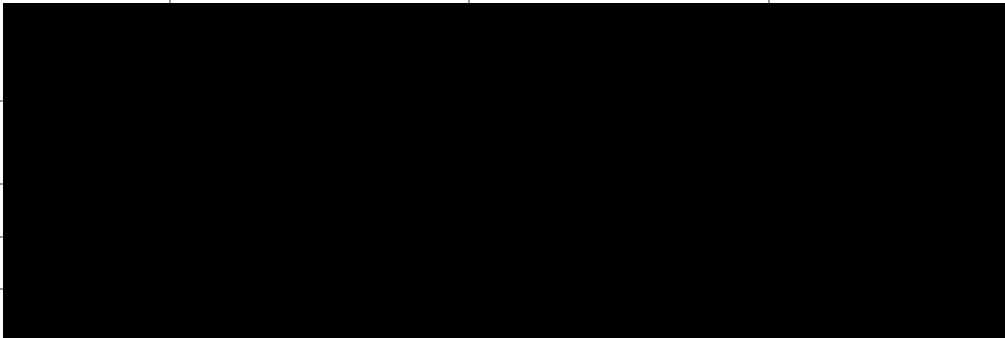
(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to

The Dy. Secy. & Nodal Officer (RTI) Deptt. Of Telecommunications Ministry of Information & Technology Sanchar Bhawan, 20 Ashoka Road New Delhi -110001	For information w.r.t. the above mentioned online RTI applications vide registration no. DGTHQ/R/T/21/00063 dated 22.02.2021.
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RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00101	Date of Receipt :	19/02/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	1. WHAT IS MINIMUM INTERNET SPEED SHOULD BE GIVEN IN 4G NETWORK TO CONSTUMER ? 2. IS THAT ANY LIMIT FOR TELECOMUNICATION COMPANY TO MAXIMUM CONSTUMER AROUND TOWER OF COMPANY ? IF YES , SO HOW MUCH ? 3. HOW MUCH TOWER OF RELIANCE JIO REQUIRED FOR SERVICE IN PALANPUR (385001 , GUJRAT) ? 4. IS THAT ANY PENLATY FOR THE SPEED ISSUE IN JIO ?		

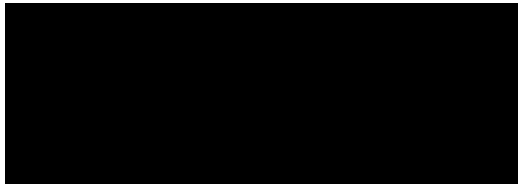


TELECOM REGULATORY AUTHORITY OF INDIA
MahanagarDoorsancharBhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(68)/2021-RTI

Dated: 1st March, 2021

To



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

Sir,

Please refer to your application dated 19.02.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00101 for providing information under the provisions of the Right to Information Act, 2005 regarding internet speed related matter. In this context, the following is furnished:

S.No.	Reply
1	TRAI has not laid down any benchmark for minimum/maximum speed of 4G mobile internet connection. The speed of mobile internet is dependent on several factors such as closeness to the cell serving the customer, the number of users being served by the cell, the traffic handled by the cell, the user equipment/mobile handset used by the customer etc. As such, the mobile users may experience different speeds at different locations and time of usages.
2 to 3	TRAI has not issued any regulation regarding limits for maximum number of consumers by the Telecom Companies. However, a copy of your application has already been transferred to Department of Telecommunications (DoT) online on 23.02.2021 in terms of Section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information.
4	There is as such no provision of penalty as per the regulations issued by TRAI.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00103	Date of Receipt :	20/02/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Sir/madam, I write to seek the following information under Right To Information Act, 2005 Please provide the following information. 1. Why validity of the recharge plans of mobile is valid for only 28 days instead for a month having 30 days. 2. The rules and regulations for the pricing of the mobile prepaid and the validity time of the plans. 3. The functional details about the website for Unsolicited commercial communication(UCC)(www.nccptrai.gov.in) mentioning about the website status and availability. 4. The grievance portal for registering the UCC complaints with the TRAI(Telecom Regulatory Authority of India) after registering with the service provider. 5. The process of registering the grievance for the UCC complaints with TRAI(Telecom Regulatory Authority of India). If the information is not available in your office. kindly forward to the concerned public authority as per section 6(3). Thank you		

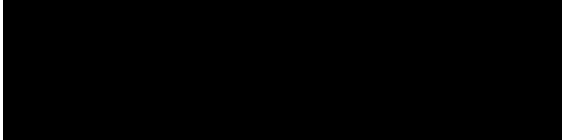


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(69)/2021-RTI

Dated: 3rd March, 2021

To



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

Sir,

Please refer to your application dated 20.02.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00103 for providing information under the provisions of the Right to Information Act, 2005 regarding validity and related matter. In this context, the following is furnished:

S.No.	Reply
1 to 2	As per the existing tariff framework, the tariff for mobile services is under forbearance except for a few services. Accordingly, the telecom service providers have full flexibility in deciding on the rates and conditions such as validity period. Moreover, billing of postpaid connection is on monthly basis and validity of prepaid recharge voucher is normally expressed in days and not on months subject to regulatory guidelines in vogue.
3 to 5	To curb the Unsolicited Commercial Communication (UCC), TRAI has issued regulations i.e. Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018. According to the provisions of TCCCPR, 2018, Telecom Service providers are responsible to take action on UCC complaints. For more information, please refer the Regulation 23 to 25 of the TCCCPR, 2018. The copy of TCCCPR, 2018 is available on public domain at URL https://traigov.in/sites/default/files/RegulationUcc19072018.pdf. If even after registration of number on DND, consumer receives UCC, then can make complaint against Unsolicited Commercial Communication by sending SMS or making voice call at 1909 or through TRAI DND App. In case the consumer is not satisfied with the resolution of his complaint he may file an appeal with the Appellate Authority of the telecom service provider, as provided in Telecom Consumers Complaint Redressal (TCCRR), 2012, which is available on public domain at URL https://www.traigov.in/sites/default/files/TCCR_Regulations_05Jan2012.pdf.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00104	Date of Receipt :	20/02/2021
Type of Receipt :	Online Receipt	Language of Request :	English
P			
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 :	NAMASTE, MY SELF VIKRANT DESAI I WOULD LIKE TO HAVE INFORMATION ABOUT THE TRAI RULES AND REGULATION FOR TELE COMPANY LIKE, JIO, VODAFONE, IDEA, AIRTEL ETC. AS PER MY KNOWLEDGE I HAVE PAID ONE TIME FEES TO ACTIVATE MY MOBILE NUMBER AND I REMEMBERED THAT WAS FOR LIFE TIME NO NEED TO RENEW EVERY MONTH. NOW PRIVATE COMPANY CHARGE EVERY MONTH TO KEEP MOBILE NUMBER ACTIVATE OR ELSE THEY WILL STOP SERVICE LIKE OUTGOING, INCOMING ETC. IF I HAVE PAID ONCE FOR LIFETIME ACTIVATION THEN HOW TELE COMPANY CHARGED ME AND OTHER COMMON MEN TO PAY EVERY MONTH. WHO GIVEN THEM RIGHT TO COLLECT EVERY MONTH ACTIVATION CHARGE IF THEY ALREADY CHARGED BEFORE. WHY TRAI IS KEEP ITSELF SHUTS AND IF TRAI ALLOWED THEM TO DO SO THEN WHAT ABOUT OUR CHARGES WHICH WE PAID WHILE ACTIVATING OUR MOBILE NUMBER FIRST TIME. HOW TRAI CAN WORK, NOW A DAYS ALL THE TELE COMPANIES CHARGE AS THEY FEEL AND AS THEY WANT. TRAI REALLY WORKS FOR COMMON MEN OR IS THERE ANY OTHER BENEFITS TRAI GET FROM PRIVATE COMPANIES ?		

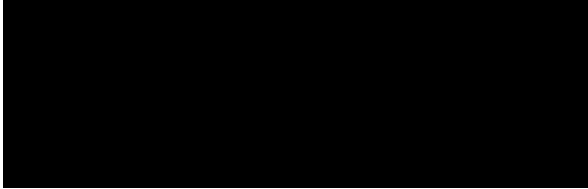


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(70)/2021-RTI

Dated: 4th March, 2021

To



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

Sir,

Please refer to your application dated 20.02.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00104 for providing information under the provisions of the Right to Information Act, 2005 regarding validity and activation charges related matter. In this context, the following is furnished:

S.No	Reply
1	As per the existing tariff framework, the tariff for mobile services is under forbearance except for national roaming, rural fixed line services and leased circuits and the service providers have the flexibility to decide various components of tariff plan including the call rate, validity and other terms and conditions of services. Some telecom service providers have introduced tariff plans wherein the terms and conditions include the condition of recharge with a certain amount at stipulated period to continue to avail uninterrupted services and benefits of the tariff plans. Failure to comply with the prescribed mandatory recharge will result in stoppage of service in a phased manner. As per the Telecommunication Tariff Order 1999 Section-III clause 6 amended through Telecommunication Tariff (43rd Amendment) Order dated 21.03.2006 mandates as under: (v) A tariff plan once offered by an Access Provider shall be available to a subscriber for a minimum period of Six Months from the date of enrolment of the subscriber to that tariff plan. However, 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 life time or unlimited validity plans, as long as the Service Provider is permitted to provide such telecom service under the current license or renewed license. In the case of plan with lifetime validity or unlimited validity, the service provider shall also inform the subscribers of the month and year of expiry of his current license. The above referred TTO is also available in public domain on TRAI website at Linkhttps://www.trai.gov.in/sites/default/files/43Forty_third_Amendment_21_Mar_2006.pdf As per the Telecommunication Tariff Order 1999 clause 6 amended through Telecommunication Tariff (48th Amendment) Order dated 01.09.2008 mandates asunder: (viii) Where 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 periods 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 months: The above referred TTO is also available in public domain on TRAI website at Linkhttps://www.trai.gov.in/sites/default/files/48Forty_Eight_Amendment_01_Sep_2008.pdf
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2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully



(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS	
Registration No. : TRAOLR/E/21/00108	Date of Receipt : 22/02/2021
Type of Receipt : Online Receipt	Language of Request : English
[REDACTED]	
[REDACTED]	
Is Requester Below Poverty Line ? :	No
Citizenship Status	Indian
Amount Paid :	10)
Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)
Request Pertains to :	
Dear Team, Please tell what is the meaning of special numbers? Information Sought : I want to know this, because Airtel is charging 2rs/min from its customers while calling to special numbers. For example as per Airtel numbers starting with 1860... Regards, Brijesh	
<i>FREE / NSC II</i> <i>hmr</i> Print Save Close	

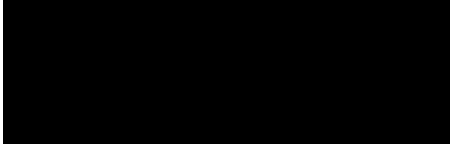


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. RT-2/7/(72)-2021-RTI

Dated: 4th March, 2021

To



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

Sir,

Please refer to your application dated 22.02.2021 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/21/00108 for providing information under the provisions of the Right to Information Act, 2005 about special numbers related matter. In this context, the following is furnished:

S.No.	Reply
1 to 2	Information sought is not available in TRAI. However, National Numbering Plan 2003 and various circulars regarding special numbers are available on DoT website. DoT has defined Special Service Number in 1800 series as National Toll-Free Numbers Series/Free Phone Service and are of 8 to 13 digit numbers (1800+YYY+IN number). The 1860 number series are called Universal Access Services and calls on these numbers are chargeable. However, TRAI has issued a Telecommunication Tariff (51 Amendment) Order dated 20.04.2012 on premium rate service which is available in public domain on TRAI website at https://www.trai.gov.in/sites/default/files/51Fifty_First_Amendment_20_Apr_2012.pdf Link

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

सेवा में

श्रीमान डापेरेक्टर महोदय
दा टेलीकॉम रेगुलेटरी ऑथोरिटी ऑफ इण्डिया
दूरसंचार भवन नैक्स्ट टू जाकिर हुसैन कॉलेज
जवाहर लाल नेहरू मार्ग ओल्ड मिन्दू रोड न्यू देहली,

विषय, सूचना का अधिकार अधिनियम 2005 की धारा 6 (1)
के अर्न्तगत प्रार्थना पत्र

महोदय, गोपनी सूचनाओं निम्न प्रकार हैं।

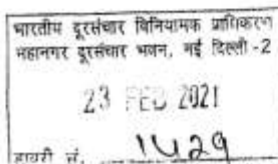
- 1- यह कि प्रार्थी ने दिनांक 3-02-2021 उपरोक्त कार्यालय के पते पर वजिरीय रजिस्टर्ड डॉक द्वारा सिकायती पत्र प्रेषित किया गया प्रार्थना पत्र किस अधिकारी महोदय द्वारा प्राप्त किया गया था नाम व पद अवगत करायें ?
- 2- यह कि प्रार्थी के प्रार्थना पत्र पर प्राप्त होने के बाद आज तक क्या कार्रवाई की गई स्पष्ट रूप अवगत करायें ?

अतः श्रीमान जी से प्रार्थना है कि उपरोक्त सूचनाओं समय
अवधि के दौरान अवगत करने की कृपा करें।
श्रीमान जी की आस्थिरता होगी।

दिनांक

प्रतिनिधि

श्रीमान सूचना आयोग महोदय,
व्यवहार लक्ष्मण (30 प्र०)



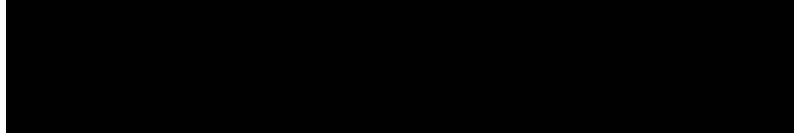
सेवा में,

श्रीमान डायरेक्टर महोदय,

दा टेलीकाम रेगुलेटरी अथॉरिटी ऑफ इण्डिया

दूरसंचार भवन नैक्स्ट टू जाकिर हुसैन कॉलिज

जवाहार लाल नेहरू मार्ग ओल्ड मिन्टू रोड न्यू देहली.



सम्बन्धित तह0 ठाकुरद्वारा जि0 मुरादाबाद उ0 प्र0

महोदय,



बरकार है फिर जियो कम्पनी द्वारा टावर लगाया गया उसके पश्चात भी जियो मोबाईल सेवा सही ढंग से नहीं चल रही है। ऐसी स्थिति में उपरोक्त ग्राम में आईडिया ऐयरटेल का सिग्नल टावर जनहित में लगाया जाना अति आवश्यक है।

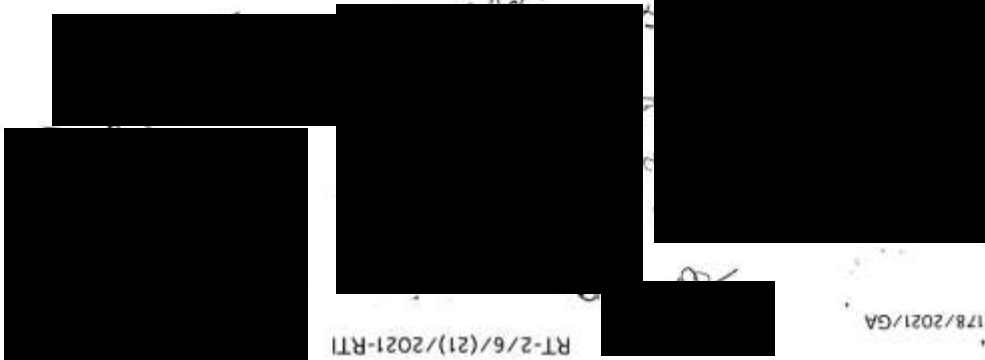
अतः श्रीमान जी से निवेदन है कि ग्राम मुडियामोहिउददीनपुर ब्लाक व थाना डिलारी तह0 ठाकुरद्वारा जि0 मुरादाबाद उ0 प्र0 में जनहित में आईडिया व ऐयरटेल का सिग्नल टावर लगाये जाने की कृपा करें।

श्रीमानजी की अति कृपा होगी।

दिनांक— 3-02-2021



प्राथीगण



RT-2/2/6/(21)/2021-RTI

5178/2021/GA



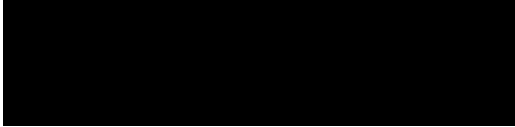
TO BE ISSUED IN HINDI

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

F.No. 2/7/(21)/2021-RTI

Dated: 22nd March, 2021

To



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

Sir,

Please refer to your application dated Nil received in TRAI on 23.02.2021 for providing information under the provisions of the Right to Information Act, 2005 regarding action taken status on complaint dated 03.02.2021 about signal tower related matter. In this context, the following is furnished:

S.No.	Reply
1 to 2	TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. Your letter dated 3.2.2021 had received in TRAI however was a demand for installation of tower and not a complaint but the same had been forwarded to concerned service providers. It is also informed that installation of Towers does not come under the purview of TRAI.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

Ref: 1

Dated
23/02/2021

To
The Public Information officers
TRAI, New Delhi 110001.

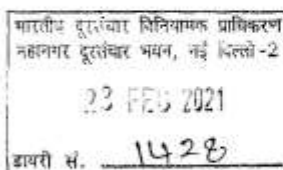
Sub : Information Under RTI.

Respected Sir,

This has reference to the captioned subject. Please provide the following information under RTI: -

1. M/s Indraprastha Services provided the call basis vehicles in TRAI during April 2019 upto March 2020.
2. Is payment was made on time with respect to call basis bills to M/s Indraprastha Services?
3. Please provide month wise details with respect to submission of call basis bills by M/s Indraprastha Services.
4. Please provide month wise details with respect to payment of call basis bills by TRAI.
5. Is any request letter was given by M/s Indraprastha Services with respect to payment?
6. Are vehicles were not provided by M/s Indraprastha Services when demanded by TRAI?
7. Please provide details with respect to deny to provide vehicles when demanded by TRAI from M/s Indraprastha Services.
8. How many requests were made in the month of January 2020 and February 2020 to provide vehicles in TRAI by M/s Indraprastha Services?
9. Is any warning letter was given to M/s Indraprastha Services with respect to not providing vehicles during the month of January 2020 and February 2020?
10. Is M/s Indraprastha Services was blacklisted in TRAI?
11. Is blacklisting of M/s Indraprastha Services was clearly stated in termination letter or just mentioned the clause number of the contract?
12. When only one month was left of completion of contract, then what was the reason for terminating the contract?
13. How many time vehicles were demanded in the month of March 2020 from other agency?
14. Please provide details with respect to vehicles demand by TRAI along with the dates in the month of March 2020.

Thanking You
Yours Truly



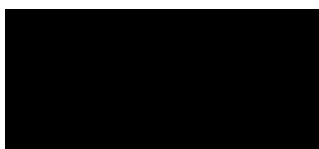


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/6/(22)/2021-RTI

Dated: 22nd March, 2021

To



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

Sir,

Please refer to your application dated 23.02.2021 for seeking information under the provisions of the Right to Information Act, 2005 M/s. Indraprastha Services related matter. In this context, the following is furnished:

S.No.	Reply
1 to 14	In this regard, it is submitted that, the information sought by you under RTI Act, 2005, is in the form of questions. In terms of 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, etc., which do not fall under the definition of 'information'. Replying to questions tantamount to giving opinion of the official which falls beyond the scope of RTI Act.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOLR/E/21/00109	Date of Receipt :	26/02/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :		Citizenship Status	Indian
Amount Paid :		Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :		Request Pertains to :	
Information Sought :		Dear Madam/Sir, I am a citizen of the Republic of Bharat and Under the provisions of RTI ACT, wish to seek the following information: a) the policy prescription pertaining to telecom bills during the lockdown period of locked down premises whereby the said telecom connection was not used from March 25th till September 30th, something in consonance with the RBI EMI Moratorium.	
Print Save Close			



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

F.No. RT-2/7/(73)/2021-RTI

Dated: 4th March, 2021

To



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

Sir,

Please refer to your application dated 26.02.2021 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00109 for providing information under the provisions of the Right to Information Act, 2005 regarding telecom bills during the lockdown period related matter. In this context, the following is furnished:

S.No.	Reply
a)	Information sought by you vide the above referred 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 S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/X/21/00011	Date of Receipt :	23/02/2021
Transferred From :	Ministry of Information & Broadcasting on 23/02/2021 With Reference Number : MOIAB/R/E/21/00070/2		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
Letter No. :	Details not provided	Letter Date :	Details not provided
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	0 (Received by Ministry of Information & Broadcasting)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Forwarded to TRAI		
Original RTI Text :	please provide the information requested as below 1. what action was taken on Grievance number MOIAB/E/2020/03653 filed on https://pgportal.gov.in on date 16/10/2020. give detailed information regarding this with supporting documents 2.In last 5 years how many complaints received by the ministry of information broadcasting regarding illegally broadcasting all Indian paid tv channels through china made wifi-enabled satellite tv receivers, please provide a copy of the complaints and also give information about action taken on these complaints 3. above satellite receiver using DISHTV and AIRTEL DTH signal for providing all paid tv channels free of cost to the customers illegally . so is any technical audit done by the ministry of information and broadcasting. and what action was taken by the ministry of information and broadcasting on these two DTH OPERATORS to stop this piracy. 4 . THOP TV android application providing all paid tv channels free of cost to Indian users using OTT PLATFORM and make huge GST LOSS TO INDIAN GOVERNMENT. what action was taken by the ministry of information and broadcasting to stop this piracy and PREVENT loss in GST REVENUE		

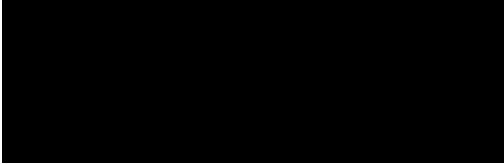


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLalNehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(74)/2021-RTI

Dated: 4th March, 2021

To



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

Sir,

Please refer to your application dated 23.02.2021 filed online in the RTI portal of MIB vide registration No: **MOIAB/R/E/21/00070/2** which is received through transferred on the RTI Portal of TRAI vide registration No. TRAOI/R/X/21/00011 and through the Under Secy./CPIO, MIB vide their letter No.48/14/2021-BP&L dated 23.02.2021 for providing information under the provisions of the Right to Information Act, 2005 regarding illegal broadcasting of all Indian TV channels related matter. In this context, the following is furnished:

S.No.	Reply
1	Grievance no. MOIAB/E/2020/03653 on CPGRAM portal has been received in TRAI on 15.02.2021 and responded appropriately. Further, in this regard, it is informed that TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. Considering your grievance as individual complaint, the same has been forwarded to the respective service providers (i.e. M/s Dish TV India Ltd. and M/s Bharti Telemedia Ltd. (Airtel)).
2 to 4	Matter pertains to MIB.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:

The Under Secretary/CPIO Ministry of Information and Broadcasting 'A' Wing, Shastri Bhawan New Delhi.	For information w.r.t. the above mentioned online RTI application vide registration no. MOIAB/R/E/21/00070/2 and Letter No.48/14/2021-BP&L dated 23.02.2021.
--	---

Ref. No. 115
Dated - 26/02/2021

To
The Public Information officers
TRAI, New Delhi 110001.

Ref No.: GEM/2021/B/1008430 Dated: 02-02-2021.
(Hiring of 21 Vehicles).

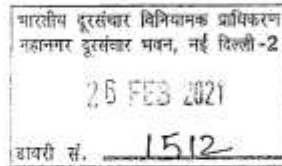
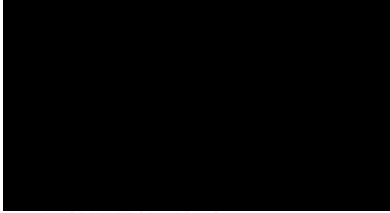
Sub : Information Under RTI.

Respected Sir,

This has reference to the captioned subject. Please provide the following information under RTI: -

1. Please provide the list of 21 sedan commercial vehicles of 2019 model onwards details only registered in the name of the agency or in the name of owner of the agency of the qualified bidders with respect to the above stated GeM bid.
2. Are these bidders qualified on the basis of these 21 sedan commercial vehicles?

Thanking You
Yours Truly



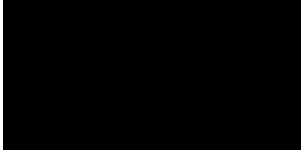


TELECOM REGULATORY AUTHORITY OF INDIA
MahanagarDoorsancharBhawan, JawaharLalNehruMarg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/6/(30)/2021-RTI

Dated: 22nd March, 2021

To



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

Sir,

Please refer to your application dated 26.02.2021 for seeking information under the provisions of the Right to Information Act, 2005 about details of 21 Sedan commercial vehicles and related matter. In this context, the following is furnished:

S.No.	Reply
1 to 2	In this regard, it is submitted that, the information sought by you vide these points relates to third party information which cannot be provided as per Section 11 (1) of RTI Act 2005

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00113	Date of Receipt :	28/02/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	I am continued complaining in the mail, Twitter, and WhatsApp for jio fiber refund but after 4 months nobody cares about it even in PG grievances, they did not revert why it took so much time, need to know their action report in the last 4 month for my refund. What is the TRAI responsibility on it if the telecom operator does this with the customer? 12-digit service 1 [REDACTED] Registered mobile number - [REDACTED] Registered mobile number - [REDACTED] ORN (Order reference number NO0000FCD0KC Jio fiber connection with jiofixed voice number device number [REDACTED]		

Details for registration number : DOTEL/E/2021/06899

Name Of Complainant

[REDACTED]

Date of Receipt

25/02/2021

Received By Ministry/Department

Telecommunications

Grievance Description

Telecommunications >> Broadband Related >> Others

B

Service Provider : Reliance JIO Infocom Limited ----- My connection number 01 [REDACTED] JIO FIBER Bhopal location, I have been used this only for 19 days under trial offer as per the policy they will refund it but it is almost 4 months gone, device and there every equipment pick up by them, on continues communication and multiple SR created same replied I had received but none of the resolution I have received . Kindly take serious action in this regards why they haven't refunded my amount and do the needful for this

Current Status

Case closed

Date of Action

28/02/2021

Remarks

This is with reference to your DoT complaint number DOTEL/E/2021/06899 with regard to refund of JioFiber Trial offer. Based on the complaint,refund has been considered and processed to customers account. Refund will get processed within 14 working days. Our team out called the customer however was unable to establish contact hence email sent to customer.

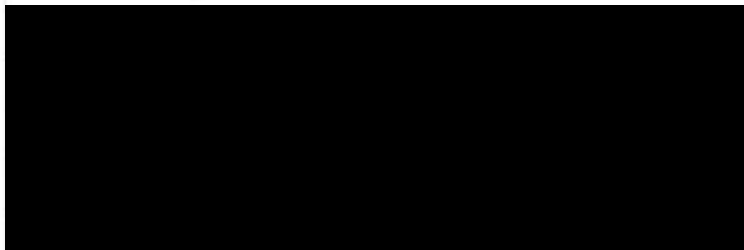
Rating

1

Rating Remarks

I need to why the refund has been taking 4 months and still, you have required 14 days time period. 12 digit service ID- 300266383925 Registered mobile number -9424303503 Registered mobile number -9424303503 ORN (Order reference number NO0000FCD0KC Jio fiber connection with jiofixed voice number device number [REDACTED] Refund pending from November .

Officer Concerns To



Print

Close

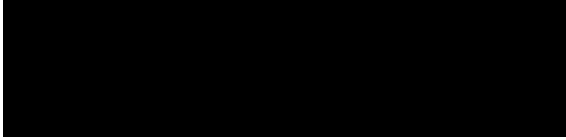


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/ (75)/2021-RTI

Dated: 8th March, 2021

To



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

Sir,

Please refer to your application dated 28.02.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00113 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint against M/s. JIO for refund related matter. In this context, the following is furnished:

S.No.	Reply
1	TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service provider for appropriate action. Your complaint email dated 26.2.2021 received in TRAI and the same has been forwarded to the concerned service provider i.e. M/s. Reliance Infocomm Ltd for taking appropriate action. It is also for information that TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers(TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse. However, a copy of your application has already been transferred to Department of Telecommunications (DoT) online on 02.03.2021 in terms of Section 6(3)(ii) under the provisions of the RTI Act for providing the information.

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

Yours faithfully

(S.K. Dutta)7

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS	
Registration No. : TRA01/R/E/21/00114	Date of Receipt : 28/02/2021
Type of Receipt : Online Receipt	Language of Request : English
[REDACTED]	
[REDACTED]	
Is Requester Below Poverty Line ? : No	Citizenship Status Indian
Amount Paid : 10)	Mode of Payment Payment Gateway
Does it concern the life or Liberty of a Person ? : No(Normal)	Request Pertains to :
Information Sought :	1.) None of the telecom oprater (jio,vi,airtel,bsnl) work properly in our village 361240 (Madhapur) In 4g cost they even not gives us 2g speed and we have to pay full amount of 4g without service.. Is there any action that can be take by your side to fix this issue... 2). Is use of the network signal booster is illegal in india..?
Print Save Close	

Qos / NSL
1/3

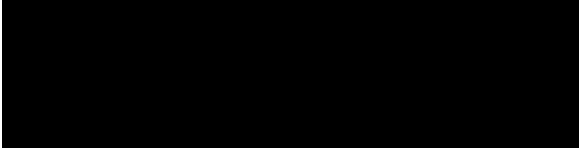


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. RT-2/7/ (76)/2021-RTI

Dated: 11th March, 2021

To



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

Sir,

Please refer to your application dated 28.02.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00114 for providing information under the provisions of the Right to Information Act, 2005 regarding 4G speed and network signal booster related matter. In this context, the following is furnished:

S.No.	Reply
1	The information sought is vague. No specific name of the service provider has been mentioned. However, it is informed that "The internet speed in wireless network cannot be guaranteed as it depends on a number of factors such as coverage, distance from the cell, traffic, customer equipment/ handset etc; so the customer may experience different speed at different places and different point of time. Internet speed may be further affected by various factors in addition to factors affecting data speed. For any grievance related to the service, the applicant may approach his concerned service provider through the toll-free consumer care number or through post or e-mail or in person. In case he/she is not satisfied with the resolution of his grievance, he may approach the Appellate Authority of the service provider. As per clause 8 of Telecom Consumers Redressal Regulations, 2012, the service provider shall ensure redressal of the complaints and service requests at the complaint center, in accordance with the time frame as specified under the Quality of Service regulations issued by the Authority. The Telecom Consumers Redressal Regulations, 2012 are available on traï website www://traï.gov.in ."
2	Information sought does not pertain to TRAI. However, a copy of your application has already been transferred to Department of Telecommunications (DoT) online on 11.03.2021 in terms of Section 6 (3) (ii) under the provisions of RTI Act, 2005.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00115	Date of Receipt :	28/02/2021
Type of Receipt :	Online Receipt	Language of Request :	English
S			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Sir, With this RTI I want following information: 1. What is the current mechanism in place if a telecom postpaid user port to another TSP (telecom service provider) with some unpaid balance with previous TSP ? 2. Is new TSP have right under extant regulations, if any, to dis-connect/debar the services of that particular number which was ported out to new TSP ? If yes, then how this unpaid balance details is shared between two TSPs involved ? 3. If resuming of service is automatic after user pays the pending dues of previous postpaid TSP ? If no, whether TRAI have any mechanism to check that users are not distressed/harassed un-necessarily on the pretext of pending dues with previous operator ? 4. What are the remedies under present regulations available to a user if his/her number is arbitrarily not resumed even after clearing of dues with previous operator resulting in financial losses due to linkage of number with banks/depositories and other entities.		



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

F.No. 2/7/ (77)/2021-RTI

Dated: 11th March, 2021

To



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

Sir,

Please refer to your application dated 28.02.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00115 for providing information under the provisions of the Right to Information Act, 2005 regarding porting related matter. In this context, the following is furnished:

S.No.	Reply
1 to 2	Clause (c) of sub-Regulation (2) of Regulation 7 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) provide: - <i>7. Request or porting of mobile number.</i> <i>(2) The porting request form as specified by the Recipient Operator shall, inter alia, incorporate.....</i> <i>(c) in the case of a postpaid subscriber, as undertaking by the subscriber that he has already paid all dues as per the last bill to the Donor Operator and that he shall be bound to pay all dues to the Donor Operator pertaining to the mobile number sought to be ported till its eventual porting and that he understands and agrees that in the event of non-payment of any such dues to the Donor Operator, the ported mobile number shall, without prejudice to any other remedies available to the Donor Operator under law for recovery of such dues, be liable to be disconnected by the Recipient Operator;</i> These Regulations are available in the TRAI website.
3	The relevant provisions of the Telecommunication Mobile Number Portability Regulations, 2009 are: Regulation (14) – ‘Rights and Obligation of Donor Operator’ Regulation (15) – ‘Rights and Obligation of Recipient Operator’ The said Regulations are available in TRAI website www.trai.gov.in

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

Yours faithfully



(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

To,
The Central Public Information Officer,
Telecom Regulatory Authority of India,
Mahanagar Doorsanchar Bhawan,
Jawaharlal Nehru Marg, Old Minto Road,
New Delhi - 110 002

Sub: Request for information u/s - 6, The R. T. I. Act, 2005

Sir,

Kindly allow me to obtain the following information(s) for the interest of justice.

1) Name of the applicant :

2) Address :

3) Particulars of Information :

a) State Public Information Officer, Airtel.

b) Threatening call received from
9997222360 on 14/08/2019 at 15:40 PM

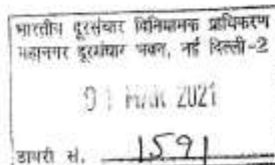
at

- Let me know the name and
address of the person(s) made the
threat calls on 14/08/2019 and
25/02/2019 respectively.

4) I state that the information sought does not call within the restrictions
contained in Section - 6 of the Act and to the best of my knowledge pertains
to your office.

5) A fee of Rs. 10/- is paid by affixing Court fees of the value.

Date - 22/02/21





URGENT RTI MATTER

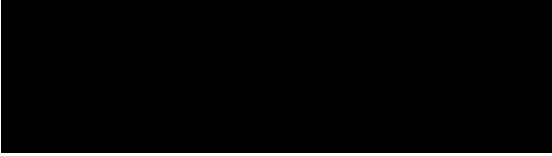
भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

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

F.No.: RT-2/6/(26)/2021-RTI

Dated: 8th March, 2021.

To



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

Sir,

Please refer to your RTI application dated 22.02.2021 received in TRAI office on 02.03.2021 under the provisions of the RTI (Regulation of Fee and Cost) Rule, 2005 dated 16.9.2005, for seeking information regarding provide the name and address of the person made the threat calls related matter.

2. In this regard, it is noticed that you have not paid RTI Fee as stipulated in RTI Act, 2005, therefore, TRAI is not able to process your application as per the RTI provisions.

3. Further, you may consider sending the application to DOT as the matter in your application pertains to Department of Telecommunication (DoT). Hence, you are requested to pay the RTI fee of Rs.10/- through one of the acceptable modes as prescribed in Section 3 of RTI (Regulation of Fee and Cost) Rules, 2005 and send a fresh application directly to Department of Telecommunication (DoT) for seeking the aforesaid information. Accordingly, your application in original is returned herewith.

Yours faithfully,

S.K. Dutta)

Encl.: As above

Central Public Information Officer
Tele: 011-23664503



TO
THE PUBLIC INFORMATION OFFICER
TELECOMREGULATORY AUTHORITY OF INDIA
MAHANAGAR DOOR SANCHAR BHAWAN
OLD MINTO ROAD
NEW DELHI 110002

SUBJECT:-Request for getting some information under right to information act,2005

Respected sir,

I S [REDACTED]
Bengal .Current [REDACTED]
circle . I made several times call to a no [REDACTED] According to Right To
Information act (2005) I want to know some information.

My query is

1. The whole Call details (the exact time of calls, duration of call, whether it was incoming or outgoing) between my no [REDACTED] on the particular date of 30/01/2021 and 31/01/2021 .

[REDACTED]

I am requesting you according to RTI act 2005 kindly provide the above information.A court fee of worth RS 10 is attached herewith towards as per the provision of RTI act 2005.

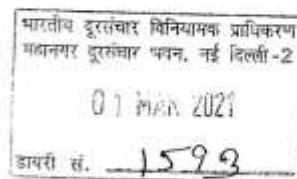
I will be very thankful to you if kindly grant my RTI application and make a response .I attached one photo copy of my Aadhaar card to validate my identification.

Looking forward to get your reply as early as possible.

Thanking you

yours faithfully,

Date:- 22/02/2021





URGENT RTI MATTER

भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

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

F.No.: RT-2/6/(25)2021-RTI

Dated: 8th March, 2021.

To



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

Madam,

Please refer to your RTI application dated 22.02.2021 received in TRAI office on 02.03.2021 under the provisions of the Right to Information Act, 2005 for seeking information regarding Call details and Tower location related matter.

2. In this regard, it is noticed that you have paid RTI Fee in the form of Stamp of Rs. 10/- which is not acceptable modes of paying fee as stipulated in RTI (Regulation of Fee and Cost) Rule, 2005, therefore, TRAI is not able to process your application as per the RTI provisions.

3. Further, it is informed that the matter in your application does not pertain to TRAI which is pertains to Department of Telecommunication (DoT). Hence, for seeking information you may please pay the RTI fee of Rs.10/- through one of the acceptable modes as prescribed in Section 3 of RTI (Regulation of Fee and Cost) Rules, 2005 and send your fresh application directly to Department of Telecommunication (DoT) for seeking the aforesaid information. Accordingly, your application in original is returned herewith.

Yours faithfully,

(S.K. Dutta)

Encl: As above

Central Public Information Officer
Tele: 011-23664503

[Handwritten signatures and dates are present over the form fields]

5. Whether information is required By Post or By Hand: By Post

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

6. Deposited Fee's details by

Demand Draft/Indian Postal Order/B.A 16 no. receipt: Postal Order: 94G-311983

Place: Mullanpur, Ludhiana

Date: 12/02/2021



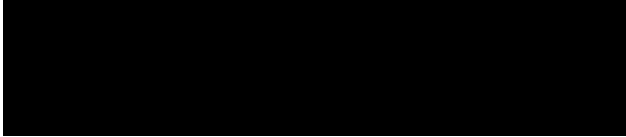


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. RT-2/6/(24)/2021-RTI

Dated: 25th March, 2021

To



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

Sir,

Please refer to your applications dated 12.02.2021 received through Shri Harish Chandra Arya, Section Officer (RTI) vide their letter no.9-02/2021-RTI(3) dated 25.02.2021 and the Director (AS-II) & CPIO, DOT vide their letter no.800-01/2021/AS-II/18 dated 26.02.2021 for providing information under the provisions of the Right to Information Act, 2005 regarding validity, recharge, and related matter. In this context, the following is furnished:

S.No.	Reply
1 to 3	Information sought by you vide these points is not available in TRAI.
4 to 5	As per the existing tariff framework, the tariff for mobile services is under forbearance except for national roaming, rural fixed line services and leased circuits. The telecom service providers have full flexibility in deciding on the rates and related conditions including validity period. Moreover, 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.
6	TRAI has issued general guidelines to all access providers on 08.07.2005 that the security deposit after adjustment of dues, if any, is required to be refunded to subscribers within a time frame of 60 days. The service provider has also to pay an interest @ 10% per annum for any delay in making refund within the stipulated period. The referred Direction is available in public domain on TRAI website at link https://www.trai.gov.in/sites/default/files/Directions-08-07-2005.pdf

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

Copy to:

Shri Harish Chandra Arya Section Officer (RTI) Deptt. Of Telecommunications Ministry of Communications & IT Sanchar Bhawan, 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned letter dated 25.02.2021.
Shri Robin Adaval Director (AS-II) & CPIO Deptt. Of Telecommunications Ministry of Communications & IT Sanchar Bhawan, 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned letter dated 26.02.2021.

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00122	Date of Receipt :	01/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
[REDACTED]			
[REDACTED]			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear Public Information Officer, I am the owner of Airtel number 8 [REDACTED] Under the Right to Information Act 2005, Section 6, I need some information. The details of the information are as follows (i) The call data/call logs of my own airtel number [REDACTED] of the months July, August and September of the year 2020. So, I kindly request you to provide me with the above information. If the above details are not available, I request you to kindly forward the application to the concerned authority as per 6(3) of the RTI Act, 2005. Sd/- [REDACTED]		

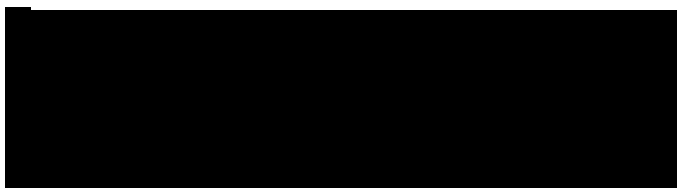


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(81)/2021-RTI

Dated: 8th March, 2021

To



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

Sir,

Please refer to your application dated 01.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00122 for providing information under the provisions of the Right to Information Act, 2005 regarding call data/logs related matter. In this context, the following is furnished:

S.No.	Reply
(i)	All Telecom Service Providers are governed by the Department of Telecommunications (DoT), As per the license agreements instructions relating to CDRs are issued by DoT, therefore, your application has already been transferred to DoT online on 17.02.2021 in terms of Section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/T/21/00008	Date of Receipt :	02/03/2021
Transferred From :	Department of Telecommunications on 02/03/2021 With Reference Number : DOTEL/R/E/21/00136		
Remarks :	transfer u/s 6(3) of RTI Act, 2005		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
			
Status(Rural/Urban) :	Rural	Education Status :	
Letter No. :	Details not provided	Letter Date :	Details not provided
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	0 (Received by Department of Telecommunications)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	The mobile SIM card company used to sell its SIM card in its initial days. Then the SIM was sold to its consumers by saying that the phone calls for life time on the SIM would be free. Consumers will not be charged for the arrival of calls, but at the present time every month calls need a recharge. On what basis did this happen?		
Original RTI Text :	The mobile SIM card company used to sell its SIM card in its initial days. Then the SIM was sold to its consumers by saying that the phone calls for life time on the SIM would be free. Consumers will not be charged for the arrival of calls, but at the present time every month calls need a recharge. On what basis did this happen?		

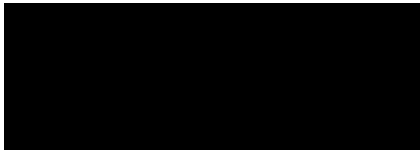


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. RT-2/7/(78)/2021-RTI

Dated: 25th March, 2021

To



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

Sir,

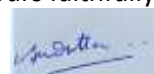
Please refer to your four applications dated 02.03.2021 filed online in the RTI portal of DoT vide registration No: **DOTEL/R/E/21/00136** which is received through transferred on the RTI Portal of TRAI vide registration No.TRAOI/R/T/21/00008 for providing information, if any under the provisions of the Right to Information Act, 2005 regarding plan recharge related matter. In this context, the following is furnished:

S.N o.	Reply
1	As per the existing tariff framework, the tariff for mobile services is under forbearance except for national roaming, rural fixed line services and leased circuits and the service providers have the flexibility to decide various components of tariff plan including the call rate, validity and other terms and conditions of services. Some telecom service providers have introduced tariff plans wherein the terms and conditions include the condition of recharge with a certain amount at stipulated period to continue to avail uninterrupted services and benefits of the tariff plans. Failure to comply with the prescribed mandatory recharge will result in stoppage of service in a phased manner. As per the Telecommunication Tariff Order 1999 Section-III clause 6 amended through Telecommunication Tariff (43rd Amendment) Order dated 21.03.2006 mandates as under: (v) A tariff plan once offered by an Access Provider shall be available to a subscriber for a minimum period of Six Months from the date of enrolment of the subscriber to that tariff plan. However, any tariff plan presented, marketed or offered as valid for any prescribed period exceeding six months or having lifetime or unlimited validity in lieu of an upfront payment shall continue to be available to the subscriber for the duration of the period as prescribed in the plan and in the case of lifetime or unlimited validity plans, as long as the Service

	Provider is permitted to provide such telecom service under the current license or renewed license. In the case of plan with lifetime validity or unlimited validity, the service provider shall also inform the subscribers of the month and year of expiry of his current license. The above referred TTO is also available in public domain on TRAI website at Linkhttps://www.trai.gov.in/sites/default/files/43Forty_third_Amendment_21_Mar_2006.pdf As per the Telecommunication Tariff Order 1999 clause 6 amended through Telecommunication Tariff (48th Amendment) Order dated 01.09.2008 mandates as under: (viii) Where 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 periods 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 months. The above referred TTO is also available in public domain on TRAI website at Linkhttps://www.trai.gov.in/sites/default/files/48Forty_Eight_Amendment_01_Sep_2008.pdf As per the Telecom Tariff (52nd Amendment) Order dated 19th September 2012 inter-alia mandate that“ (vii) No service provider shall terminate any existing tariff plan without giving a notice of not less than thirty days to the subscriber of its intention to terminate the tariff plan. ”The above referred TTO is also available in public domain on TRAI website at Linkhttps://www.trai.gov.in/sites/default/files/52Fifty_Second_Amendment_19_Sep_2012.pdf
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2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully



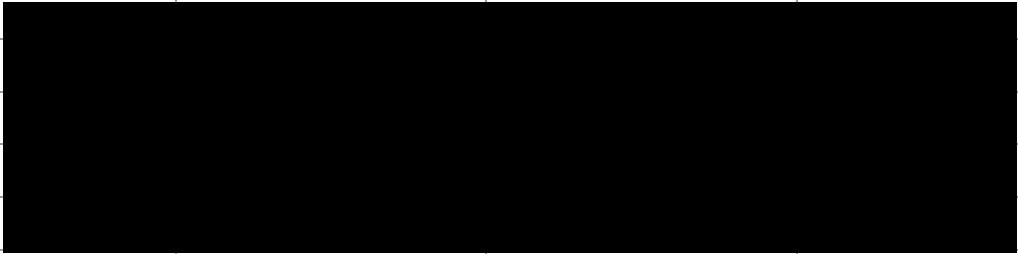
(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:

The Dy. Secy. & Nodal Officer (RTI) Deaptt. Of Telecommunications Ministry of Information & Technology Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned online RTI applications vide registration no. DOTEL/R/E/21/00136 dated 02.03.2021.
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RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00124	Date of Receipt :	02/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear sir, please refer my RTI bearing reference no TRAOI/R/E/21/00028 dated 11 Jan 21 and your reply on 08 Feb 21. It is evident from your reply to question No 1 that the license of M/S Independent TV has been suspended and not cancelled. Hence, the company has to abide be the law and regulation set up by the Company Act. Hence, the answer to the question no 2 can not be avoided. In view of the above it is requested that the answers to the question No. 2(a),(b),(c) and 3(a) may be provided to me for processing further legal proceedings against the company. The extract of the question is appended below for your reference. 2(a) Please provide registration details of M/S Independent TV Pvt. Ltd. 2(b) Details of Owners/ Directors of M/S Independent TV Pvt. Ltd. 2(c) Registered address and contact details of M/S Independent TV Pvt. Ltd for serving legal notice as neither Noida Office nor Mumbai office of the said company is serviceable. 3(a) Please provide the contact and address of the person/ company to be held responsible for the hard earned money looted by M/S Independent TV Pvt. Ltd.		



सत्यमेव जयते

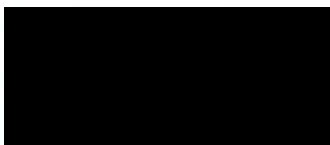


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLalNehruMarg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(80)2021-RTI

Dated: 9th March, 2021

To



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

Sir,

Please refer to your application dated 02.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00124 for providing information under the provisions of the Right to Information Act, 2005 about M/s. Independent TV Pvt. Ltd. related matter. In this context, the following is furnished:

S.No.	Reply
2 (a to c) & 3 (a)	Ministry of Information & Broadcasting (MIB) is the licensor of DTH operators, therefore, your application has already been transferred to Ministry of Information & Broadcasting (MIB) online on 09.03.2021 in terms of Section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00126	Date of Receipt :	03/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	This RTI against BHARATI AIRTEL LIMITED, by not following rule and regulations Approximately 600 officers are residing in Mathura refinery township, Mathura 281006 and majority of officers are using Airtel 4G post paid service with high end data plans. Last 6 months onwards data speed and signal strength both are too low. Many customers are made complaint individually but problem still persist. So, I ask the some query. 1 Why BHARATI AIRTEL LIMITED is not resolving the problem. 2 Why Airtel is not following rule and regulation as per data plans. 3 How much time required for resolution of this problem.		



सत्यमेव जयते

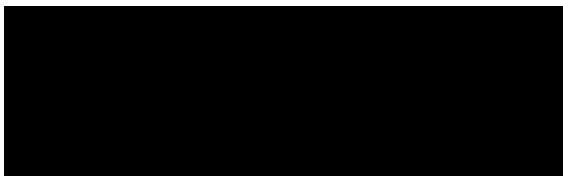


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(79)/2021-RTI

Dated: 11th March, 2021

To



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

Sir,

Please refer to your application dated 03.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00126 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint against M/s. Bharti Airtel Ltd. For data speed and signal strength related matter. In this context, the following is furnished:

S.No.	Reply
1 to 3	Information sought by you vide these points does not fall under the definition of 'information' as per section 2(f) of the RTI Act, 2005.

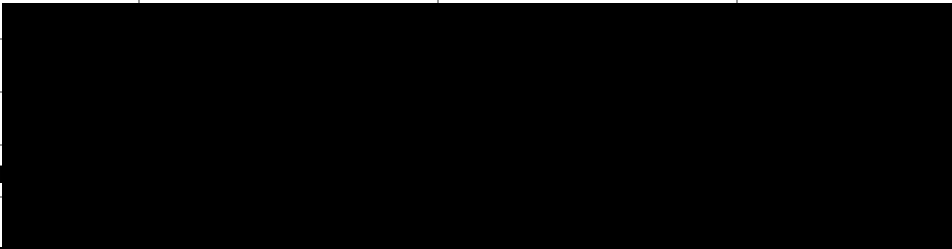
2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00130	Date of Receipt :	04/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
Is Requester Below Poverty Line ? :	Yes	Citizenship Status	Indian
Amount Paid :	0)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	sir, please provide me the details of following questions 1. how many coustomers ported out from jio, airtel, idea vodafone from jan 1 2020 to feb 28 2021/ upto details u have in 2021. 2. how many coustomers ported in to jio, airtel, idea vodafone from jan 1 2020 to feb 28 2021/ upto details u have in 2021.		



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

F.No. 2/7/(82)/2021-RTI

Dated: 16th March, 2021

To



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

Sir,

Please refer to your application dated 04.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00130 for providing information under the provisions of the Right to Information Act, 2005 regarding porting related matter. In this context, the following is furnished:

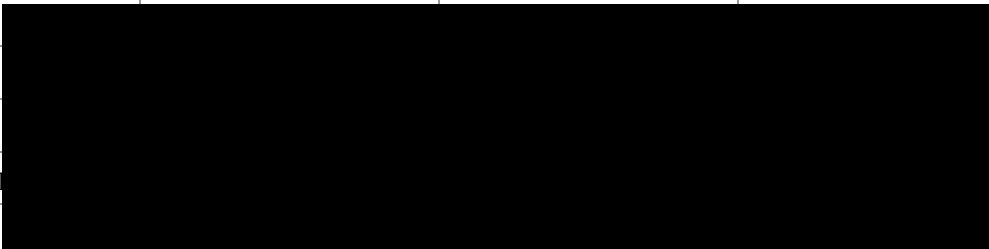
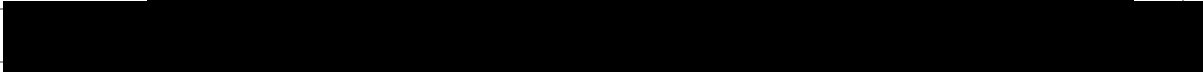
S.No.	Reply
1-2	The information sought is not available. However, the number of porting requests received is published in the monthly Press Release which is accessible in TRAI website www.trai.gov.in under the link Release/Publications --> Reports --> Telecom Subscription Reports. The latest Report for the month of December 2020 is available in the URL https://traigov.in/sites/default/files/PR_No.06of2021_0.pdf 3. Further, your application has already been transferred to Department of Telecommunications (DoT) online on 05.03.2021 in terms of Section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00131	Date of Receipt :	04/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	How many mobile networks in all the companies in the state of Bihar, according to the district.		

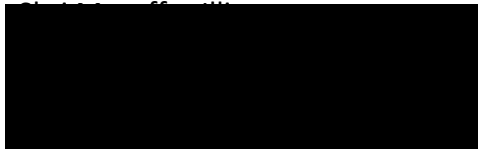


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(83)/2021-RTI

Dated: 16th March, 2021

To



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

Sir,

Please refer to your application dated 04.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00131 for providing information under the provisions of the Right to Information Act, 2005 regarding number of mobile networks related matter. In this context, the following is furnished:

S.No.	Reply
1	Information sought is not available in TRAI. All Telecom Service Providers are governed by the Department of Telecommunications (DoT), therefore, your application has already been transferred to DoT online on 05.03.2021 in terms of Section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/T/21/00011	Date of Receipt :	04/03/2021
Transferred From :	Department of Telecommunications on 04/03/2021 With Reference Number : DOTEL/R/E/21/00127		
Remarks :	may pertains to TRAI.		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
Letter No. :	Details not provided	Letter Date :	Details not provided
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	How much imposition of penalty has been to Telecom Operators Company by Non-compliance with the Quality of Service standards laid down by TRAI or Department of Telecommunications amounts to violation of the Quality of Service Regulations of TRAI from period 01-04-2014 to 31-03-2020 ? Provide All details in Telecom Operators Company wise and quarter wise separately. (As per Page no- 52,Point - 9) of (F. No.- 305-25/2008-QoS) Explanatory Memorandum to the -- Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March, 2009) ?		
Original RTI Text :	How much imposition of penalty has been to Telecom Operators Company by Non-compliance with the Quality of Service standards laid down by TRAI or Department of Telecommunications amounts to violation of the Quality of Service Regulations of TRAI from period 01-04-2014 to 31-03-2020 ? Provide All details in Telecom Operators Company wise and quarter wise separately. (As per Page no- 52,Point - 9) of (F. No.- 305-25/2008-QoS) Explanatory Memorandum to the -- Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March, 2009) ?		

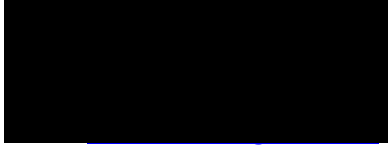


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. RT-2/7/(84)/2021-RTI

Dated: 11th March, 2021

To



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

Sir,

Please refer to your four applications dated 04.03.2021 filed online in the RTI portal of DoT vide registration No: **DOTEL/R/E/20/00127** which is received through transferred on the RTI Portal of TRAI vide registration No. TRAOI/R/T/21/00011 for providing information, if any under the provisions of the Right to Information Act, 2005 regarding imposition of penalty and related matter. In this context, the following is furnished:

S.No.	Reply
1	As per "The Standards of Quality of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service, Regulations, 2009 (7 of 2009)", there is no provision of imposition of penalty. The issues relating to non-compliance with the benchmarks fixed, are followed up with Service Providers and financial disincentives are imposed as per the procedure laid down in these Regulations.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:

The Dy. Secy. & Nodal Officer (RTI) Deaptt. Of Telecommunications Ministry of Information & Technology Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned online RTI applications vide registration no. DOTEL/R/E/20/00127 dated 04.03.2021.
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RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00127	Date of Receipt :	03/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
	[REDACTED]		
[REDACTED]			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Kindly provide CDR with corresponding location history of my mobile number [REDACTED] Operator: Airtel for the period 10.10.2020 to 29.10.2020. The aforesaid number is registered in my name and used by me (currently in Delhi region). Copy of my Aadhar card is attached. Since the information sought is of my own call records no violation of privacy of a third person arises. The aforesaid information is required in relation to F.I.R No.40/2021 filed in Prasad Nagar Police Station, Delhi.		

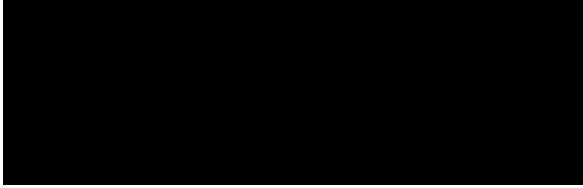


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(85)/2021-RTI

Dated: 16th March, 2021

To



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

Sir,

Please refer to your application dated 03.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00127 for providing information under the provisions of the Right to Information Act, 2005 regarding CDR and related matter. In this context, the following is furnished:

S.No.	Reply
1	Information sought is not available in TRAI. All Telecom Service Providers are governed by the Department of Telecommunications (DoT), As per the license agreements instructions relating to CDRs are issued by DoT, therefore, your application has already been transferred to DoT online on 03.03.2021 in terms of Section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00128	Date of Receipt :	03/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
[REDACTED]			
[REDACTED]			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Resp sir/ mam i want to inquire and know under right to information act if the company ie airtel in my case , is unable to provide me the adequate network and speed at my place even after so many of my grievances and complaints none of my concerns have been addressed . [REDACTED] , has been experiencing poor communication network at my place causing me to complaint to their toll free , then to nodal officer then to applettes but all seems to be in vain and no one from them is taking the matter seriously . i want to get information 1.) i as a costumer , desire to get good network at my place . is that wrong thing or i can ask them to provide . 2) why are they harassing me .by not giving me any answers even to their higher authorities 3.) is their any agency or authority in india which suggests them or pay heed to our cocerns and ask the network providers ie airtel in this case to redress the grievances of the consumer 4.) why cant the provider install any equipment at my place or appratus in this area to boost the network and signals of this location while everybody living their experiencing the same . 5. i want the company to provide all the answers to my concerns and provide me with the appropriate solution. All the complaints [REDACTED]		



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

F.No. 2/7/(86)/2021-RTI

Dated: 16th March, 2021

To



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

Sir,

Please refer to your application dated 03.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00128 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint against M/s. Airtel for network and speed related matter. In this context, the following is furnished:

S.No.	Reply
1 to 2	Vide the application, you have not sought any specific information under RTI Act, 2005 rather you want to solve your complaints regarding adequate network and speed in his area. However, it is informed that TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.
3	For any grievance, related to the service, the applicant may approach his concerned service provider through the toll-free consumer care number or through post or e-mail or in person. In case, he is not satisfied with the resolution of his grievance, he may approach the Appellate Authority of the service provider. As per clause 8 of Telecom Consumers Redressal Regulations, 2012, the service provider shall ensure redressal of the complaints and service requests at the complaint centre, in accordance with the time frame as specified under the Quality of Service regulations issued by the Authority. The Telecom Consumers Redressal Regulations, 2012 may be accessed from TRAI website www://traigov.in .

4 to 5	Information sought by you does not fall under the definition of 'information' as per section 2(f) of the RTI Act, 2005. Moreover, the details sought by you is pertaining to the Service Provider and the same are not available in TRAI.
-----------	---

-2-

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

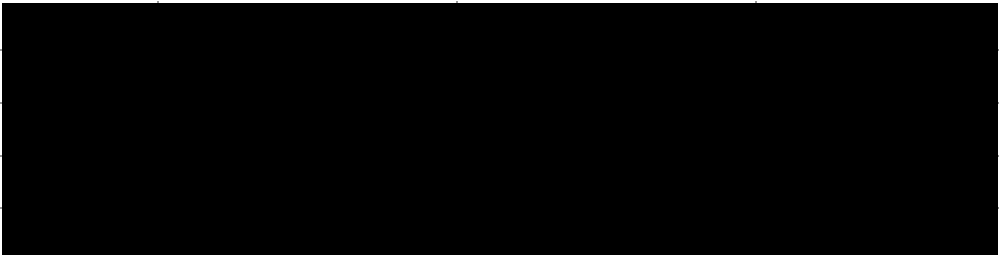
Yours faithfully



(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00133	Date of Receipt :	05/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Respected PIO, Please provide me below requested information under RTI ACT, 2005 Sec (6) 1. Provide me complete detailed action taken by TRAI against the Complaints from mail id ver [REDACTED]@gmail.com dated 28 February 2021 relates to Bharti Airtel network and 4G internet speed issue. 2. Provide me information of whether the problem solved and exact present status of Complaint as on date.		



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

F.No. 2/7/ (87)/2021-RTI
2021

Dated: 16th March,

To



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

Sir,

Please refer to your application dated 05.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00133 for providing information under the provisions of the Right to Information Act, 2005 regarding action taken status on complaint against M/s. Bharti Airtel for network and speed related matter. In this context, the following is furnished:

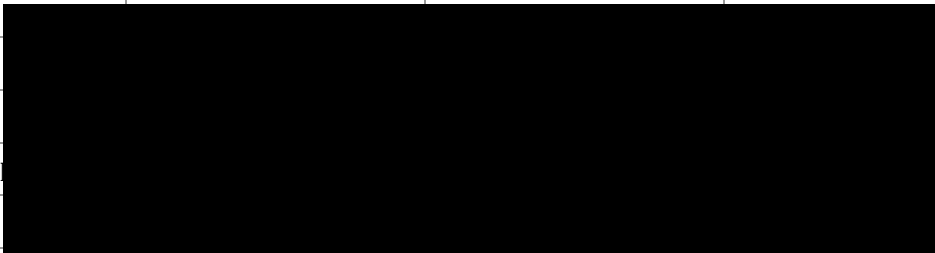
S.No.	Reply
1 to 2	TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service provider for appropriate action. Your complaint email dated 28.02.2021 received in TRAI and the same has been forwarded to the concerned service provider i.e. M/s. Bharti Airtel Ltd. for taking appropriate action. It is also for information that TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers(TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00135	Date of Receipt :	07/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
P			
			
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 :	Would you please like to inform: The data speed sellers name?		



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

F.No. RT-2/7/(88)/2021-RTI
2021

Dated: 18th March,

To



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

Sir,

Please refer to your application dated 07.03.2021 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/21/00135 for providing information under the provisions of the Right to Information Act, 2005 regarding data speed sellers name related matter. In this context, the following is furnished:

S.No.	Reply
1	The licenses to provide various types of telecom services, including data services, are issued by Department of Telecommunications (DoT). The information about data services and service providers is available at http://dot.gov.in/dataservices/data-services. However, your application has already been transferred to Department of Telecommunications (DOT) online on 18.03.2021 in terms of section 6 (3) (ii) under the provisions of RTI Act, 2005 for providing the information.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS

Registration No. : TRA01/R/E/21/00136

Date of Receipt : 07/03/2021

Type of Receipt : Online Receipt

Language of Request : English

Is Requester Below Poverty
Line ? : No

Citizenship Status Indian

Amount Paid : 10)

Mode of Payment Payment Gateway

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

Request Pertains to :

Information Sought :

Please share the material information in form of paper document under the Right to Information Act-2005 as requested below.

1. Whether a Citizen, i.e. a Customer to a Telecom Service Provider is eligible to get a Pre-Paid Data Card Connection, i.e. as an example I want to buy to 4G Hotspot Device from Bharti Airtel, same as the Telecom Service Provider, whether I have the Freedom to purchase the 4G Hotspot Device from Bharti Airtel with the same as Telecom Service Provider in Pre-Paid Mode.

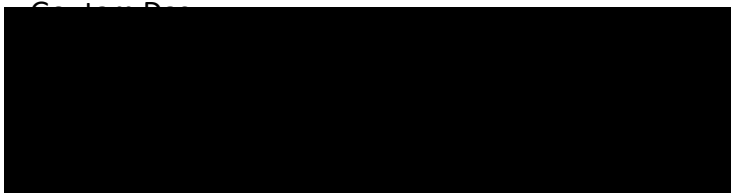
2. Is there any official circular or Notification from the Telecom Regulatory Authority of India, i.e. TRAI, that Bharti Airtel will sell the 4G Hotspot Device only in Post-Paid Mode.

3. Please share both of the above requested information in form of paper document under the Right to Information Act-2005, at the earliest.

Print

Save

Close



This is in reference to you complaint to DOT vide reference number DOTEL/E/2021/07184 dated 28th February 2021,

regarding 4G hotspot device issue on mobile number 9851112650

As per your telephonic conversation on [REDACTED] dated 02nd March 2021, this is to apprise you that post validation of our record we have found that 4G hotspot is not available in prepaid mode.

However, You can purchase a hotspot device and can use airtel SIM if device is compatible with your airtel prepaid SIM.

If you have any further queries/concerns, please feel free to contact us. We will make every effort to revert with a resolution as soon as possible.

Regards
Sudhanshu Kumar
Customer Experience
bharti airtel limited

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited . The information contained in this mail is propriety and strictly confidential.

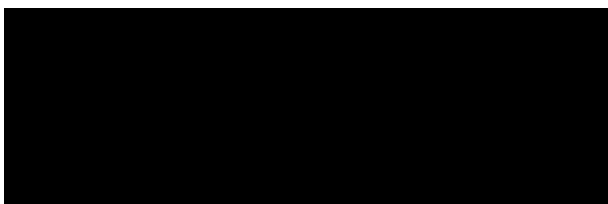


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(89)/2021-RTI

Dated: 25th March, 2021

To



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

Sir,

Please refer to your application dated 07.03.2021 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/21/00136 for providing information under the provisions of the Right to Information Act, 2005 regarding pre-paid data card connection, 4G Hotspot Device related matter. In this context, the following is furnished:

S.No.	Reply
1 to 3	Information sought by you vide these points is not available in TRAI.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00137	Date of Receipt :	07/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	I have raised so many complain to airtel regarding internet speed but i got no respond from them They just tell me that airtel network team is working on it And after 10 to 15 days of complain they send me a message that whether i am satisfied with there service or not But there is no improvement. I cannot even send a WhatsApp message using airtel 4g. I have complained so many times to airtel but there is no respond so i am filing a RTI to TRIA Hope so you will take necessary action I can give you screenshots of the compalin raised by me through twitter		

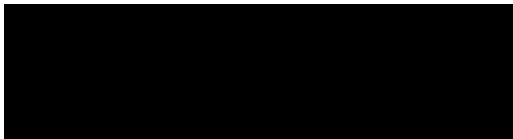


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(90)/2021-RTI

Dated: 17th March, 2021

To



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

Sir,

Please refer to your application dated 07.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00137 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint redressal against M/s. Airtel for internet speed related matter. In this context, the following is furnished:

S.No.	Reply
1	Vide the application, you have not sought any specific information under RTI Act, 2005 rather than you are requesting to solve your complaint regarding network issue. However, it is inform that TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse. Further, it is informed that internet speed in wireless network cannot be guaranteed as it is dependent on a number of factors such as coverage, distance from the cell, traffic, customer equipment/ handset etc; so the customer may experience different speed at different places and different point of time. Internet speed may be further affected by various factors in addition to factors affecting data speed. For any grievance related to the service, the applicant may approach his service provider through the toll-free consumer care number or through post or e-mail or in person. As per clause 8 of Telecom Consumers Redressal Regulations, 2012, the service provider shall ensure redressal of the complaints and service requests at the complaint centre, in accordance with the time frame as specified under the Quality of Service regulations issued by the Authority.

2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar

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

Yours faithfully

A handwritten signature in blue ink, appearing to read 'S.K. Dutta', is placed over a light blue rectangular background.

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00138	Date of Receipt :	08/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Status (Rural/Urban) :	Rural	Education Status :	
Is Requester Below Poverty Line ? :	Yes	Citizenship Status	Indian
Amount Paid :	0)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Q1: We paid as per service provider tariff plan. mobile internet service providers (Airtel, Jio, Vi, Bsnl) not giving quality of internet in Karnataka, Dakshina Kannada District. TRAI Reply: The speed of mobile internet is dependent on several factors such as closeness to the cell serving the customer, the number of users being served by the cell, the traffic handled by the cell, the user equipment/mobile handset used by the customer etc. As such, the mobile users may experience different speed at different locations and time of usage Q2: What kind of action taken for Mobile network coverage improvement?		



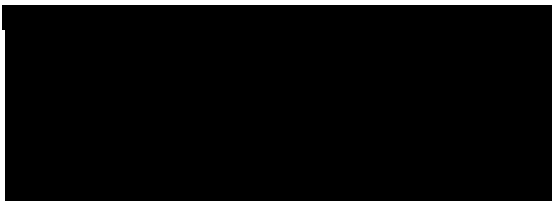
TELECOM REGULATORY AUTHORITY OF INDIA

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

F.No. RT-2/7/ (91)/2021-RTI

Dated: 16th March, 2021

To



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

Sir,

Please refer to your application dated 08.03.2021 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/21/00138 for providing information under the provisions of the Right to Information Act, 2005 regarding mobile network coverage related matter. In this context, the following is furnished:

S.No.	Reply
2	TRAI has issued the Standards of Quality of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20 th March, 2009. The regulatory frameworks and directions are issued to TSPs from time to time which are available on TRAI's website www.trai.gov.in . Consequences in case of failure to meet the requirements of the regulations, such as financial disincentives are imposed in case of violations.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00139	Date of Receipt :	08/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Kindly provide information whether the following Mobile Numbers belonging to me are being %tapped% or not. The word %tapped% may kindly be interpreted as general term in vogue as %Phone tapping% %eavesdropping on phone calls% etc., Phone Number 1: 9[REDACTED] - Operator: Reliance Jio Phone Number 2: 7[REDACTED] - Operator: Airtel The above phone number are in my name and belong to me.		

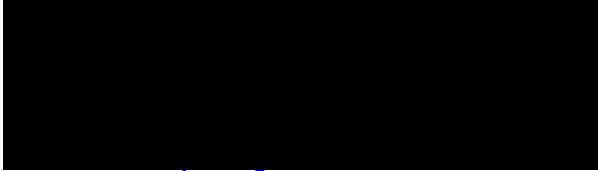


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(92)/2021-RTI

Dated: 17TH March, 2021

To



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

Sir,

Please refer to your application dated 08.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00139 for providing information under the provisions of the Right to Information Act, 2005 regarding tapping of mobile numbers [REDACTED] related matter. In this context, the following is furnished:

S.No.	Reply
1	The information regarding surveillance, tapping or interception is neither available with TRAI nor it can seek the same from the TSP for the purposes of the RTI Act. However, the same may be available with Department of Telecommunications (DoT) or Ministry of Home Affairs (MHA), therefore, a copy of your application has already been transferred to DoT/MHA online on 10.03.2021 in terms of section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/21/00140	Date of Receipt :	08/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :		Citizenship Status	Indian
Amount Paid :		Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :		Request Pertains to :	
Information Sought :		Required information of CIRCLE WISE AND SERVICE PROVIDER WISE DETAILS OF ACTIVE ILL LINKS, PRI LINKS AND SIP LINKS, TILL 28TH FEBRUARY 2021.	
97		Print Save Close	



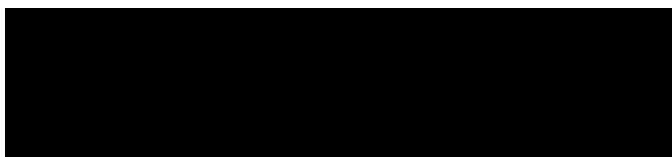
TELECOM REGULATORY AUTHORITY OF INDIA

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

F.No. RT-2/7/ (93)/2021-RTI

Dated: 24th March, 2021

To



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

Sir,

Please refer to your application dated 08.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00140 for providing information under the provisions of the Right to Information Act, 2005 regarding details of ILL Links, PRI Links and SIP Links related matter. In this context, the following is furnished:

S.No.	Reply
1	TRAI does not maintain the data of ILL, PRI and SIP Links, hence, the information sought is not available in TRAI. However, the information may be available with Department of Telecommunications (DoT), therefore, your application has already been transferred to DoT online on 24.03.2021 in terms of Section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00142	Date of Receipt :	08/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	The text for the RTI application is attached in the supporting document section, kindly go through the document		

RTI Application

To,

Date: 08/03/2021

The concerned authority

Subject: Request to provide the following information under RTI Act (2005)

Recently **TRAI (Telecom Regulatory Authority of India)** is sending **SMS's** to people (kindly refer **Appendix 1** for the **SMS**) regarding non issue of **NOC** by **TRAI** for installing mobile towers.

Part A:

As per the provision of **Official Language Act, 1963** and **Official Language Rules, 1976**, the provision of bilingual policy (**Hindi and English**) is applicable in the office of Centre Govt for communication and other administrative purpose. But the above-mentioned **SMS** sent by **TRAI** is only in **Hindi** language.

Regarding this kindly provide the following information:

- 1) Details regarding why bilingual policy (**Hindi and English**) was not followed while sending the above-mentioned **SMS** by **TRAI**.

Part B:

As per **Official Language Rules 1976**, under the heading **Communications to States etc. other than to Central Government offices**, -
It states that

"Communications from a Central Government office to State or Union Territory in Region "C" or to any office (not being a Central Government office) or person in such State shall be in English".

Since, even I have received the above-mentioned **SMS** by **TRAI** on **06/03/2021**, as I belong to **Karnataka** which belongs to **Region C** as per **Official Language Rules 1976**, I was supposed to receive the above-mentioned **SMS** in **English** language. But this is not the case.

Regarding this kindly provide the following information:

- 1) Details regarding why the above-mentioned rule of **Official Language Rules 1976** was not followed while sending the above-mentioned **SMS** by **TRAI**.

Note:

Kindly provide all the necessary communication / information in **English** language only.

If the requested information does not come under your purview kindly transfer the application to the concerned authority so as to provide me with the requested information.

In order to reduce carbon foot print, **kindly do not send any reply or communication via post** please send all the information/communication through electronic means via Email.

Regards

G

Appendix 1





TELECOM REGULATORY AUTHORITY OF INDIA

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

F.No. RT-2/7/ (94)/2021-RTI
2021

Dated: 22nd March,

To



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

Sir,

Please refer to your application dated 08.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00142 for providing information under the provisions of the Right to Information Act, 2005 regarding bilingual policy about non-issuance of NOC for installing mobile towers related matter. In this context, the following is furnished:

S.No.	Reply
Part A & B	It is to bring to your kind notice that in terms of 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, etc., which do not fall under the definition of 'information'. However, as per the instructions of TRAI, TSPs were required to send SMSs in local language(s) to all consumers/subscribers stating that: "TRAI does not issue NOC for installation of mobile towers and if a fraudster approach you with such a letter, the matter may be reported to the concerned mobile service provider."

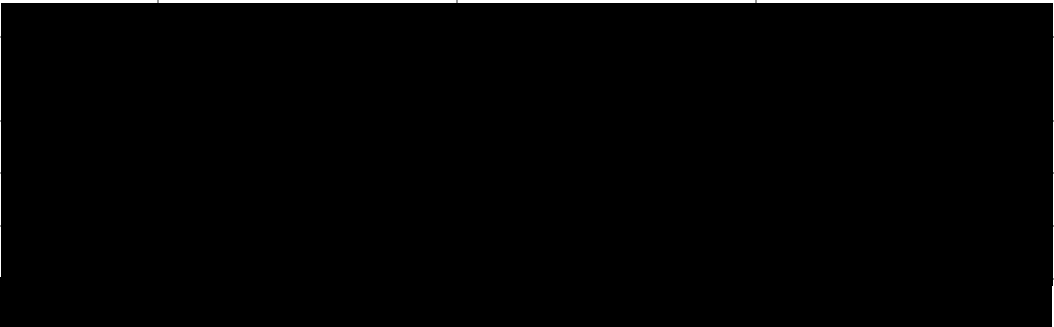
2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00144	Date of Receipt :	09/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear Sir, I, D  want to state that, I want to be aware of the following information regarding complaint against LEGAL METROLOGY (WEIGHING SCALE) REPAIRER, HORI OMM TRADER: Commercial Breaks in TV-Serial that last 30minutes the commercial-breaks are taken at frequent interval, each break has a duration of FOUR minutes, of which only TWO minutes are measured by clock only. I want to know, as a Senior Citizen, that due to COVID we are locked up in the apartment, Tv forms for many a recreational outlet. What is the laid down norm of %time that can be taken for commercial break if it is abused, who is responsible to control this Please provide me all information regarding the same as I mentioned above. Kindly provide me the details along with all the information, under RTI Act 2005. As per section 6(3) of the RTI Act 2005, In case, the requested information is held by another public authority, I request the PIO to transfer the application or part of it within FIVE days and immediately inform me about such transfer. As per section 7(8)(iii) and 7(3)(ii) of the RTI Act 2005 I request the PIO to Inform me of the particulars of First Appellate Authority.		

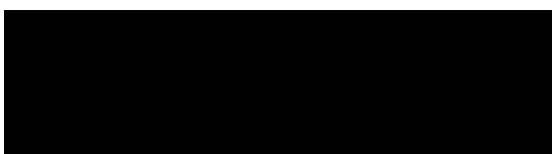


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/ (95)/2021-RTI
2021

Dated: 17th March,

To



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

Sir,

Please refer to your application dated 09.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00144 for providing information under the provisions of the Right to Information Act, 2005 about commercial breaks in TV serial related matter. In this context, the following is furnished:

S.No	Reply
1	TRAI had notified the regulation namely “Standards of Quality of Service (Duration of Advertisements in Television Channels) (Amendment) Regulation, 2013 (3 of 2013) dated 22ndMarch, 2013. The complete text of the Regulation dated 22ndMarch 2013 is available on the TRAI website under the link . https://main.trai.gov.in/sites/default/files/StdofQoS_DurationOfAdvtTVChannels_Reg_Amends_22032013.pdf. Regulation 3 of the said regulation reads as under:- <i>“3. Duration of advertisements in a clock hour–No broadcaster shall, in its broadcast of a programme, carry advertisements exceeding twelve minutes in a clock hour</i> <i>Explanation: The clock hour means a period of sixty minutes commencing from 00.00 of an hour and ending at 00.60 of that hour. (example: 14.00 to 15.00 hours)”.</i> However, the above mentioned regulation has been challenged by some of the broadcasters before the Hon’ble High Court of Delhi vide WP No. 7989/2013 and other connected matters. The Hon’ble High Court vide its order dated 17thDecember, 2013 in the said writ petition has passed the following order:- <i>“....</i> <i>Till the disposal of these writ petitions, the respondent/TRAI is restrained from taking any coercive measures against the petitioners or their members to make them abide by the impugned Regulations.....”</i>

	The matter is sub-judice. Ministry of Information and Broadcasting (MIB) has notified the Cable Television Networks (Rules) 1994. Rule 7(11) of the said rules deals with the "Advertising Code", which is reproduced as under :- "..... (11) No programme shall carry advertisements exceeding 12 minutes per hour, which may include up to 10 minutes per hour of commercial advertisements, and up to 2 minutes per hour of a channel's self-promotional programmes..."
--	---

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

Yours faithfully



(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

The Application To (2019) 2021 INFORMATION
UNDER RTI ACT-2005.

UNDER SECTION 6(1) 6(2) 6(3) 7(1) & 7(5) & 8(A TO J)

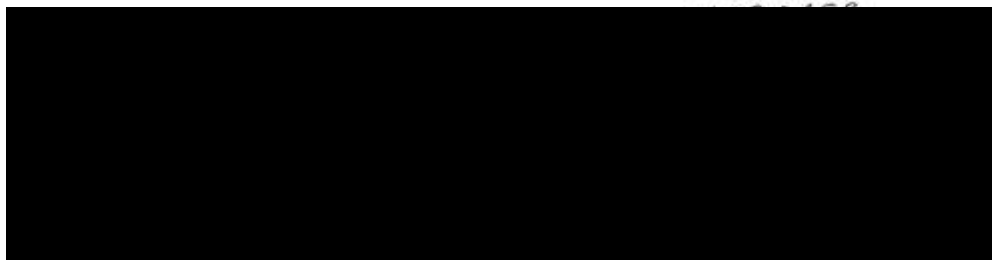
Applicant

To,
The public information Officer,
The Secretary TRAI (Telecom Regulatory Authority
of INDIA).
NEW DELHI -58.

Subject: Kindly provide me a detail COR and Network
location details of the following SIM-card
users & numbers.

A) NAME

NUMBER



Respected Sir,

I KISHOR SHIVKUMAR DOBEY am confined in
Arthur Road Jail under F-7 R/C.R. NO-173/2019 Registered
at Shewari police station, Mumbai the above mentioned
details are of witnesses associated in my foreaid case of
which the telephonic locations are needed for my
trial purpose pending before the case. I need the details
from 5th November 2019 to 6th November 2019.

Kindly provide me the required details at the
earliest.

Information timing: 5th November 2019
to
6th November 2019

भारतीय दूरसंचार विनियामक प्राधिकरण महानगर दूरसंचार भवन, नई दिल्ली-2
39 MAR 2021
पत्र सं. 1785

PTO..02.

whether required information is on person
by post/^{or} registered post: By registered post.

Date: 22nd Feb 2021.
place: Mumbai

Applicant
CUM
Accused

Affix Rs 10 postage fee.
order for RTI fee.

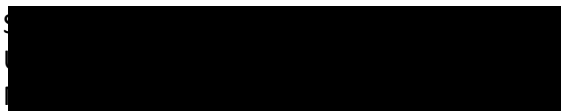


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/6/(28)/2021-RTI

Dated: 16th March, 2021

To



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

Sir,

Please refer to your application dated 22.02.2021 for providing information under the provisions of the Right to Information Act, 2005 regarding CDR and network location details related matter. In this context, the following is furnished:

S.No.	Reply
1	Information sought is not available in TRAI. All Telecom Service Providers are governed by the Department of Telecommunications (DoT), As per the license agreements instructions relating to CDRs are issued by DoT, therefore, your application is being transferred to Department of Telecommunications (DoT) in terms of Section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:

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

-An application dated 22.02.2021 received from [REDACTED] for seeking information under the provisions of the RTI Act, 2005 is enclosed herewith, for providing information of the application directly to him. In case, the subject matter of the application does not pertain to you, the application may be transferred to concerned CPIO in DoT.

श्रीमान सी. पी. आर्. ओ.

भारतीय दूर संचार विनियामक प्राधिकरण,
महानगर दूरसंचार भवन,
जवाहर लाल नेहरू मार्ग, (पुराना मिन्टो रोड)
नई दिल्ली - 110002

विषय:- सूचनाओं के लिए आवेदन,
सहोदय,

आपको उपरोक्त आवेदन आर. पी. आर्. एम्. की धारा 6CB के अन्तर्गत प्रस्तुत किया जा रहा है कि आप निम्न सूचनायें उपलब्ध करायें।

(1) राजस्थान इन्फोटेक मीडिया सर्विसेज प्रा. लि. जयपुर, महाराजा इन्टरटेनमेन्ट प्रा. लि., जयपुर, एबम रेडिएन्ट डिजिटल प्रा. लि., कोटा, उपरोक्त तीनों एम. एस. ओ. के सक्रिय और निष्क्रिय ग्राहक संख्या का विवरण उपलब्ध करायें।

नोट:- उपरोक्त सूचनायें <http://trai.gov.in/release-publication/reports/performance-indicators-reports> लिंक पर उपलब्ध नहीं हैं जबकि अन्य विभिन्न एम. एस. ओ. का विवरण उपलब्ध है, सूचनायें आपके अधिकार क्षेत्र में हैं। Standen, Hathway, Solicalale आदि की सूचनायें उपलब्ध हैं। अतः प्रस्तुत आवेदन में मांगी गई सूचनायें उपलब्ध करायें।

संलग्न

आवेदन

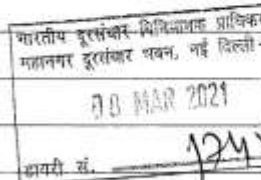
आर्. पी. ओ.

कुंमांक 48 F 493133

राशि - 1020.

विज्ञापन प्रतिलिपि - 1 प्रतः

दैनिक आस्कर





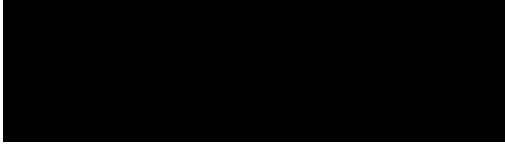
TO BE ISSUED IN HINDI

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

F.No. 2/6/(27)/2021-RTI

Dated: 16TH March, 2021

To



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

Sir,

Please refer to your application dated 28.02.2021 for providing information under the provisions of the Right to Information Act, 2005 regarding MSO related matter. In this context, the following is furnished:

S.No.	Reply
(1)	As per the data reported by MSOs to TRAI, the information in respect of these three MSOs is not available with TRAI. Further, it is informed that Multi System Operators (MSOs) are governed by the registration issued to them by MIB. Therefore, your application is being transferred to Ministry of Information & Broadcasting (MIB) in terms of Section 6 (3) (ii) under the provisions of the Right to Information Act, 2005 for providing the information.

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

Yours faithfully

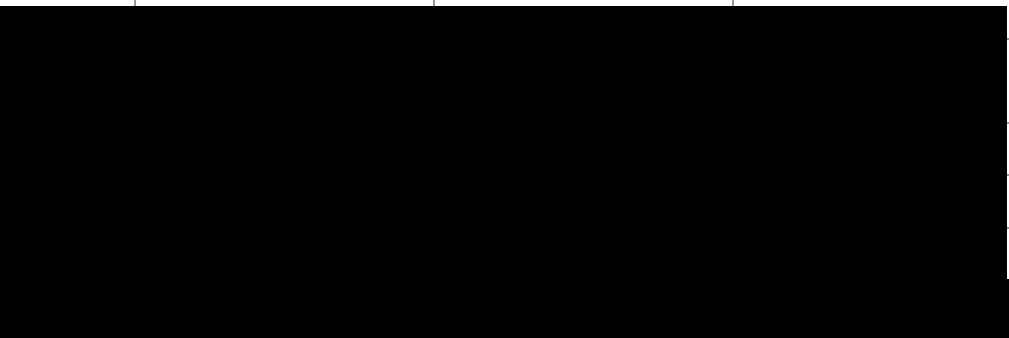
(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:

The Under Secretary & CPIO, Ministry of Information & Broadcasting, A Wing, Shastri Bhawan New Delhi.	An application dated 28.02.2021 received from [REDACTED] seeking information under the provisions of the RTI Act, 2005 is enclosed herewith, for providing information of the application directly to him. In case, the subject matter of the application does not pertain to you, the application may be transferred to concerned CPIO in MIB.
---	---

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00145	Date of Receipt :	10/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Would like to seek information about the TRAI regulations on the below: 1) Does TRAI imposed regulations to pay penalty fee to customers when the customer experience Call drop during incoming or outgoing call? 2) The mode of payment or refund paid to customers by the Telecom Operators for the Call drop penalty. 3) The total amount paid to customers for the Call drop experienced in the year 2020.		



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

F.No. RT-2/7/ (97)/2021-RTI

Dated: 18th March, 2021

To



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

Sir,

Please refer to your application dated 10.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00145 for providing information under the provisions of the Right to Information Act, 2005 regarding call drop penalty related matter. In this context, the following is furnished:

S.No.	Reply
1 to 3	As per TRAI's regulation- "Standards of Quality of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009)", dated the 20th March, 2009, there is, as such, no provision of imposition of penalty or refund. For details the above-mentioned regulation may be accessed from TRAI website www://traigov.in

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

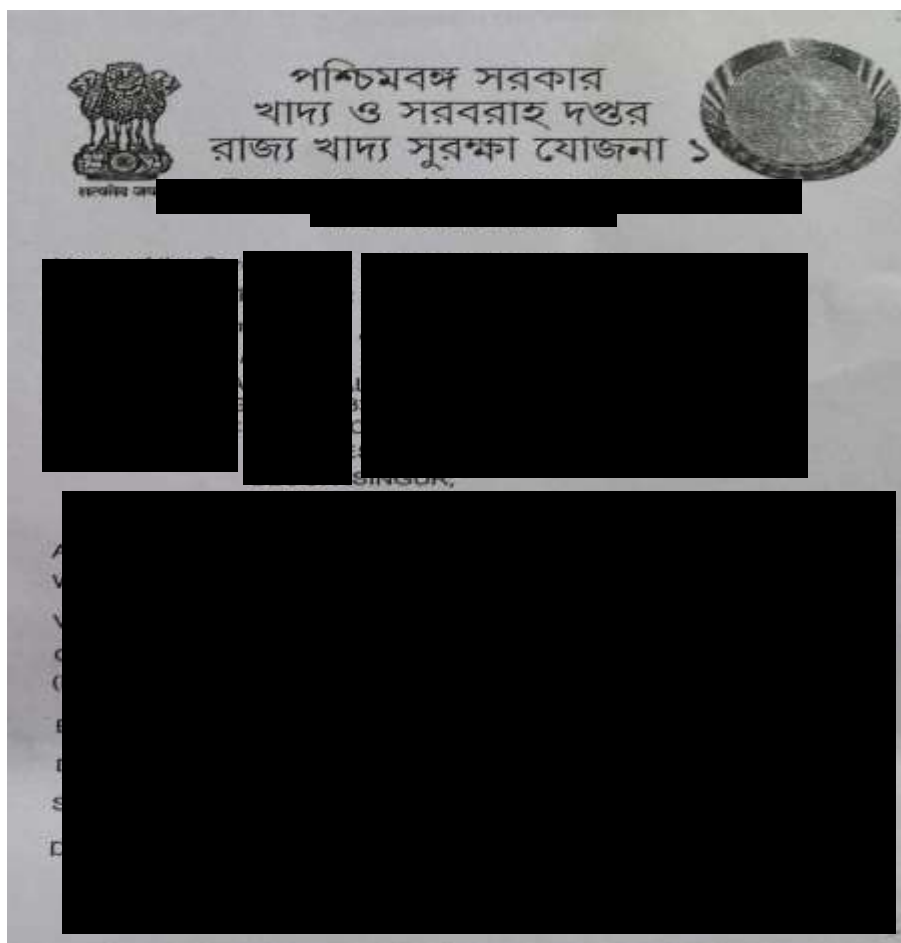
Yours faithfully

p(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00147	Date of Receipt :	11/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	Yes	Citizenship Status	Indian
Amount Paid :	0)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	How many time(months)one can access a mobile number without recharge.is there any specific order from trai? I am very happy if department provide me proper answer of my question as per RTI Act 2005.if the answer is not available in your office,plz forward my request to the appropriate person or department as per clause 6(3) of RTI act In proper time to my email address and through speed post in stipulated time.		





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

F.No. 2/7/(96)/2021-RTI

Dated: 25th March, 2021

To



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

Sir,

Please refer to your application dated 11.03.2021 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/21/00147 for providing information under the provisions of the Right to Information Act, 2005 regarding recharge related matter. In this context, the following is furnished:

S.No.	Reply
1	TRAI has not issued any Order related to accessing a mobile number without recharge.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00151	Date of Receipt :	12/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	DEAR SIR/ MADAM, KINDLY PROVIDE THE CALL DETAILS OF EESHA SINGH HAVING MOBILE NUMBER  OR THE FOLLOWING MONTHS: JULY 2019 AUGUST 2019 OCTOBER 2020 NOVEMBER 2020 DECEMBER 2020 JANUAR 2021 FEBRUARY 2021		



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

F.No. 2/7/(98)/2021-RTI

Dated: 18th March, 2021

To



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

Sir,

Please refer to your application dated 12.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00151 for providing information under the provisions of the Right to Information Act, 2005 regarding CDR related matter. In this context, the following is furnished:

S.No.	Reply
1	Information sought is not available in TRAI. All Telecom Service Providers are governed by the Department of Telecommunications (DoT). As per the license agreements instructions relating to CDRs are issued by DoT, therefore, your application has already been transferred to DoT online on 18.03.2021 in terms of Section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00154	Date of Receipt :	13/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Respected PIO, Provide me following information under RTI Act,2005, Sec 6 Provide me information of detailed action taken on complaint from Mr. Anand () to TRAI on DTH operators not complying to include () mil, Kannada, Telugu and other r/languages in its offer announcement, App language and contents in southern states. Whether TRAI sent any guidelines to DTH operators in this regard. Please provide me the guidelines copy if any.		

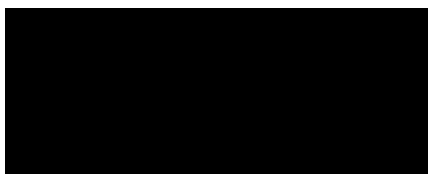


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/ (99)/2021-RTI
2021

Dated: 22nd March,

To



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

Sir,

Please refer to your application dated 13.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00154 for providing information under the provisions of the Right to Information Act, 2005 regarding action taken on complaint on DTH operators related matter. In this context, the following is furnished:

S.No.	Reply
1 to 2	TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service provider for appropriate action. Your complaint email dated 11.03.2021 has received in TRAI which is a general complaint against all DTH service providers. In the email complaint letter, the complainant has not mentioned his name, mobile number, customer ID, without the said details we are not able to upload the complaint on Broadcasting Consumer Complaint Monitoring System Portal (BCCMS). However, regarding complaint received in TRAI w.r.t. the offer announcement, app language and content in southern states, the following is informed: TRAI has issued the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 on 3rd March 2017. The relevant provisions of the regulations related to regional language, reads as under: <i>"25. Customer care centre.—(1) Every distributor of television channels shall, before providing broadcasting services related to television to its subscribers, establish a customer care centre, for addressing their service requests and redressal of complaints and the distributor shall ensure that such centre:...</i>

	<i>(c) provides the services in the regional language of the service area in addition to Hindi and English,...</i> 37. Manual of Practice.— <i>Every distributor of television channels shall publish a manual of practice on its website which shall contain information in accordance with Schedule IV to these regulations:</i> <i>Provided that it shall be permissible for the distributor of television channels, to publish and provide the manual of practice in printed form and in Hindi, English or Regional language as per the requirements of service area.</i> 4. Procedure for new connection.— ... <i>(2) Every distributor of television channels or its linked local cable operator, as the case may be, shall provide broadcasting services related to television to the consumer upon obtaining duly filled Consumer Application Form(Schedule- I) and provide a copy of the same to the consumer....</i> SCHEDULE – I CONSUMER APPLICATION FORM <i>The consumer application form may be devised in Hindi, English and the regional language of the area of operation of the distributor of television channels or its linked local cable operator, as the case may be....</i> "The above said regulation is available on TRAI website at link https://www.trai.gov.in/sites/default/files/QOS_Regulation_03_03_2017.pdf. All DTH operators are required to comply with the said provisions of the Regulations
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2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully



(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00155	Date of Receipt :	15/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
[REDACTED]			
[REDACTED]			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Please give me answers of following Questions: 1) Is website/App is mandatory for Cable TV channel Selection by Service Providers like DEN Cable TV? 2) Is there any discount on 2nd Connection of Cable TV in same premises? 3) In Last 2-3 years charges of Cable TV is increased by 50%,which is extra burden in Under Develop Country like India. Is there any planning to regulate and decreases the prices of Cable TV Connections? If Yes, then tell me the reason of delay? 4) How you checked the Service Providers, that they are following rules and regulations of TRAI? Tell me the complete process. 5) Are all the Service Providers have proper Customer Service Support? According to my knowledge, some Service Providers like DEN are not following TRAI rules? Is there any guidelines? If yes, then give me details. Thanks		



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

F.No. 2/7/ (100)/2021-RTI

Dated: 22nd March, 2021

To



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

Sir,

Please refer to your application dated 15.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00155 for providing information under the provisions of the Right to Information Act, 2005 regarding Cable TV related matter. In this context, the following is furnished:

S.No.	Reply
1	Kindly refer the Regulation 31 of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2007 (No. 2 of 2017) dated 3rd March 2017. The complete detail is available on TRAI's website (www.trai.gov.in) and can also be assessed through the following link; https://www.trai.gov.in/sites/default/files/QOS_Regulation_03_03_2017.pdf Further, TRAI has also launched Channel Selector App on 25th June 2020. Through TRAI Channel Selector All consumer can view and modify their current subscription any number of times. The app is available for download on both Android and iOS platform for free. For more information visit TRAI website at the following URL: https://traigov.in/channel-selector-application
2	Kindly refer Clause 4 (1) of the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff (Second Amendment) Order, 2020 (1 of 2020) dated 01/01/2020. The complete details are available on TRAI's website (www.trai.gov.in) and can also be assessed through the following link; https://www.trai.gov.in/sites/default/files/Regulation_Tariff_Order_01012020.pdf
3 & 4	The information sought by you vide these points is a query/interpretation and the same falls under Section 2(f) of Right to Information Act, 2005.
5	The regulation 25 of the Telecommunication (Broadcasting & Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2007 (No. 2 of 2017) dated 03/03/2017 mandates to establish Customer Care Centre by all the distributors of television channels. The complete detail is

	available on TRAI's website (www.trai.gov.in) and can also be assessed through the following link. https://www.trai.gov.in/sites/default/files/QOS_Regulation_03_03_2017.pdf .
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2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully



(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

**UNDER RTI ACT-2005/
MOST URGENT FOR JUSTICE**

दिनांक-09.03.21

सेवा में,

केन्द्रीय जन सूचना अधिकारी,
भारतीय दूरसंचार विनियामक प्राधिकरण,
महानगर दूरसंचार भवन (जाकिर हुसैन कालेज के आगे)
जवाहरलाल नेहरू मार्ग (पुराना मिटो रोड)
नई दिल्ली-110002

विषय- जन सूचना अधिकार अधिनियम-2005 के अन्तर्गत सूचना उपलब्ध कराये जाने के सम्बन्ध में।

महोदय,

सादर निवेदन है कि प्रार्थी [REDACTED] दिनांक-28.11.2016 से हत्या के एक झूठे मुकदमे अ0सं0-214/16 थाना-कुढ़फतेहगढ़ जिला-सम्भल उ0प्र0 में जिला कारागार मुरादाबाद में निरुद्ध है। प्रार्थी घटना के समय घटना स्थल पर न होकर लगभग 1000 किमी दूर मनाली (हिमाचल प्रदेश) में था।

प्रार्थी पर तत्समय दूरभाष संख्या-[REDACTED] सेवा प्रदाता कम्पनी-रिलायन्स जिओ का प्रयोग कर रहा था। जो प्रार्थी के नाम पर ही रजिस्टर्ड था। प्रार्थी को अपने आपको न्यायालय के समक्ष निर्दोष साबित करने हेतु उक्त दूरभाष संख्या-7[REDACTED] की दिनांक-09.11.2016 से दिनांक-11.11.2016 तक की मोबाईल लोकेशन उपलब्ध कराने की कृपा करें। जो न्यायहित एवं जनहित में सूचना अधिकार अधिनियम-2005 की धारा-8(1)(j) के अन्तर्गत प्रार्थी को प्रदान किया जाना नितान्त आवश्यक है।

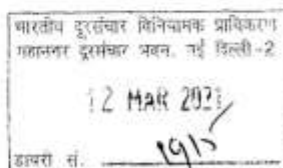
यदि सूचना किसी अन्य जनसूचना अधिकारी से सम्बन्धित है तो कृपया जनसूचना अधिकार अधिनियम-2005 की धारा-6(3)(i)(ii) के अन्तर्गत सूचना सम्बन्धित को स्थानान्तरित करने की कृपा करें।

उक्त के अतिरिक्त यदि उक्त सूचना आपके स्तर से उपलब्ध नहीं हो पाती है तो कृपया उक्त सूचना प्राप्त किये जाने का माध्यम/स्रोत से अवगत कराने की कृपा करें।

आवदेन पत्र प्रार्थी के हस्ताक्षर एवं दिनांक सहित प्रेषित है।

संलग्नक- भारतीय पोस्टर आर्डर संख्या-36एफ980872 रु0 दस
दिनांक- 09.03.2021

प्रार्थी,



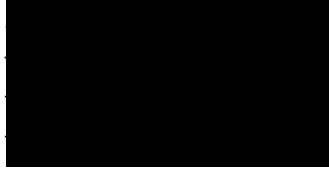


अति-आवश्यक मामला
आरटीआई अधिनियम के तहत

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

संख्या : आरटी-2/6/(29)/2021-आरटीआई
सेवा में

दिनांक 18/03/2021



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

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत सूचना प्राप्त करने के लिए आपके दिनांकित 09.03.2021 के आवेदन पत्र का संदर्भ ग्रहण करें जिसमें आपने रिलायंस जियो मोबाइल नंबर 7017771662 की दिनांक 09.11.2016 से 11.11.2016 की लोकेशन से संबंधित जानकारी मांगी है।

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

भवदीय,

(एस. के. दत्ता)

केन्द्रीय लोक सूचना अधिकारी
दूरभाष : 011-23664503

प्रतिलिपि :-

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

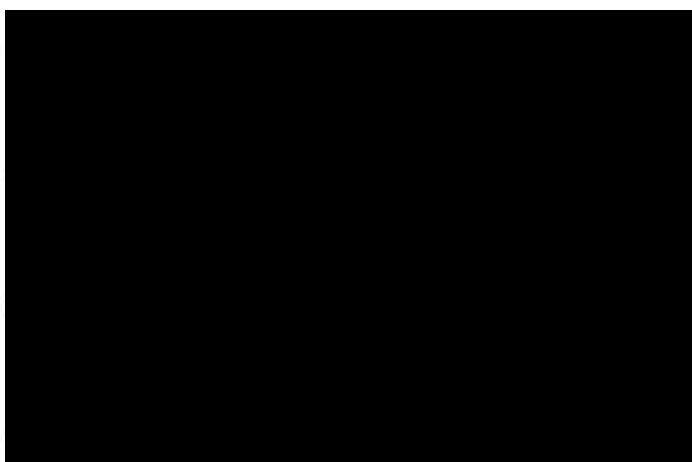
सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अंतर्गत [REDACTED] का दिनांकित 09.03.2021 का आवेदन पत्र के साथ सूचना प्रदान करने के लिए संलग्न है। यदि आवेदन पत्र की विषय- वस्तु आपसे संबंधित न हो, तो इसे डीओटी के संबंधित केन्द्रीय लोक सूचना अधिकारी को अंतरित कर दिया जाए।

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/T/21/00012	Date of Receipt :	15/03/2021
Transferred From :	Ministry of Information & Broadcasting on 15/03/2021 With Reference Number : MOIAB/R/E/21/00130		
Remarks :	The Subject matter of RTI Application pertains to TRAI		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
			
			
Letter No. :	Details not provided	Letter Date :	Details not provided
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	If the consumer dislikes any channels from the channels list of FTA, then he is obliged to remove the cable network provider or DTH provider according to the demand of the consumer, a copy of the order related to it should be given.		
Original RTI Text :	If the consumer dislikes any channels from the channels list of FTA, then he is obliged to remove the cable network provider or DTH provider according to the demand of the consumer, a copy of the order related to it should be given.		

सूचना का अधिकार के तहत निम्न सूचनाएं उपलब्ध कराई जाएं।

यदि उपभोक्ता चैनलों (एफटीए) की सूची से किसी भी चैनल को नापसंद करता है, तो वह उपभोक्ता की मांग के अनुसार केबल नेटवर्क प्रदाता या डीटीएच प्रदाता को हटाने के लिए बाध्य है। उससे संबंधित आदेश, निर्देशों की प्रति उपलब्ध कराई जाए जिससे उपभोक्ता अपने पसंद के चैनल्स को चुन सके और नापसंद को हटा सके।

आवेदक





TO BE ISSUED IN HINDI

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

F.No. 2/7/(101)/2021-RTI
2021

Dated: 23rd March,

To



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

Sir,

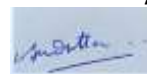
Please refer to your application dated 15.03.2021 filed online in the RTI portal of MIB vide registration No: **MOIAB/R/E/21/00130** which is received through transferred on the RTI Portal of TRAI vide registration No. **TRAOI/R/T/21/00012** and from **Under Secretary & CPIO, MIB vide their Letter No. N-36011/26/2020-BP&L dated 15.03.2021** for providing information, under the provisions of the Right to Information Act, 2005 regarding FTA channels related matter. In this context, the following is furnished:

S.No.	Reply
1	In this regard, it is informed that TRAI has issued a Tariff Order namely, "The Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 (1 of 2017) dated 3rd March 2017". The relevant provisions related to offering of channels by distributors, reads as under:" 4. Declaration of network capacity fee and manner of offering of channels by distributors of television channels:... <i>(7) Within the distribution network capacity subscribed, in addition to channels notified by Central Government to be mandatorily provided to all the subscribers, a subscriber shall be free to choose any free-to-air channel(s), pay channel(s), or bouquet(s) of channels offered by the broadcaster(s) or bouquet(s) of channels offered by distributors of television channels or a combination thereof:</i> <i>Provided that if a subscriber opts for pay channels or bouquet of pay channels, he shall be liable to pay an amount equal to sum of distributor retail price(s) for such channel(s) and bouquets in addition to network capacity fee...</i>

	"The consumer is free to remove any channel (pay/FTA), if it is subscribed on a-la-carte basis, however, if the subscribed channel is a part of any bouquet then the entire bouquet has to be removed. The above-said Tariff order is available on TRAI website at link https://www.trai.gov.in/sites/default/files/Tariff_Order_English_3%20March_2017.pdf. All distributors of TV Channels are required to comply with the said provisions of the Tariff Order
--	--

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

Yours faithfully



(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:

The Under Secretary/CPIO Ministry of Information and Broadcasting 'A' Wing, Shastri Bhawan New Delhi.	For information w.r.t. the above mentioned online RTI applications vide registration no. MOIAB/R/E/21/00130 dated 15.03.2021.
Shri P. Nagarajan Under Secretary & CPIO Ministry of Information & Broadcasting 'A' Wing, Shastri Bhawan New Delhi	For information w.r.t. the above mentioned Letter No. N-36011/26/2020-BP&L dated 15.03.2021.

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/T/21/00014	Date of Receipt :	16/03/2021
Transferred From :	Ministry of Corporate Affairs on 16/03/2021 With Reference Number : ROCDH/R/T/21/00042		
Remarks :	Present RTI application is being transfer to your office u/s 6(3) of the RTI ACt,2005 for suitable reply.		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
Letter No. :	Details not provided	Letter Date :	Details not provided
Is Requester Below Poverty Line ? :	Yes	Citizenship Status	Indian
Amount Paid :	0)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Respected Sir we do not provide any receipt Rs 2000 Excitel Broadband Pvt. Ltd. 1-8-229/14 and 14/1, 4th Floor, Natarajan Colony, P.G Road. Secunderabad, Telangana- 500003 Sub: Excitel Broadband Pvt Ltd - Information Requested Letters with all The Xerox Copies 1. Department of Telecommunication Permission Letters (DOT) 2 TRAI APPROVAL LETTERS 3. Without any action my compliant has been closed by DOT 4. Regarding Bill I would like to inform you that the amount you paid for the fiber device is a refundable security deposit and we do not provide any receipt for it as it will be refunded back to you once you stop using the services 5-I request you to please visit on our website my.excitel.com (my.excitel.com/) you can download your bills from the bills section Refundable deposit Rs.2000 for Fiber is received for userID cl_kesiraju T&C: bit.ly/2SjuwYH, MyExcitel App: onelink.to/qbw6t4 - EXCITEL Without any action my compliant has been closed by concerned authorities (DOT) Officer Name J V Raja Reddy Officer Designation DDG Admn AP LSA Contact Address Email Address ddgadmnap-dot@gov.in Contact Number 04027823737 S.Deepthi Rani JTO (TECH-II) ,		

O/o Advisor, APLSA, 4th Floor
CTO Building, BSNL, S P road
Secunderabad.
Ph.No:040-27834400
Mob.No.09490140998
I m unable to get any justice I needed compensation an amount of Rs 10,00000
Thanks and Regards

Respected Sir
we do not provide any receipt Rs 2000
Excitel Broadband Pvt. Ltd.
1-8-229/14 and 14/1, 4th Floor, Natarajan Colony, P.G Road. Secunderabad,
Telangana- 500003

Sub: Excitel Broadband Pvt Ltd - Information Requested

Letters with all The Xerox Copies
1. Department of Telecommunication Permission Letters (DOT)
2 TRAI APPROVAL LETTERS
3. Without any action my compliant has been closed by DOT
4. Regarding Bill I would like to inform you that the amount you paid for the fiber device is a refundable security deposit and we do not provide any receipt for it as it will be refunded back to you once you stop using the services 5-I request you to please visit on our website my.excitel.com (my.excitel.com/) you candownload your bills from the bills section

Original RTI Text :

Refundable deposit Rs.2000 for Fiber is received for userID cl_kesiraju
T&C: bit.ly/2SjuwYH, MyExcitel App: onelink.to/qbw6t4 - EXCITEL
Without any action my compliant has been closed by concerned authorities (DOT)
Officer Name
J V Raja Reddy
Officer Designation
DDG Admn AP LSA
Contact Address
Email Address
ddgadm.ap-dot@gov.in
Contact Number
04027823737
S.Deepthi Rani
JTO (TECH-II) ,
O/o Advisor, APLSA, 4th Floor
CTO Building, BSNL, S P road
Secunderabad.
Ph.No:040-27834400
Mob.No.09490140998
I m unable to get any justice I needed compensation an amount of Rs 10,00000
Thanks and Regards

RATON CARD DETAILS									
PRC Reference No. :	JAEH4403170000	Old Form :	Card Type :	PRC	Application Status :	Approved by SERO			
Application No. :	17	Old Form No. :	Card Name :	Excitel Broadband Pvt Ltd	Approved By :	Approved			
Name of the Party :	Natarajan Colony	Mobile No. :	Mobile No. :	9490140998	Address :				
Class Classification :	Regular	Classified No. :	Registration ID No. :	201700000000	Card Status/Class No. :	200010000000			
RATON CARD MEMBER DETAILS									
S No	PRC Reference No.	Application No.	Member Name	Mobile No.	Card Type	PRC Status	Registration ID	Card Status	Registration ID
1	JAEH4403170000	17	Natarajan Colony	9490140998	PRC	Active	201700000000	Active	200010000000

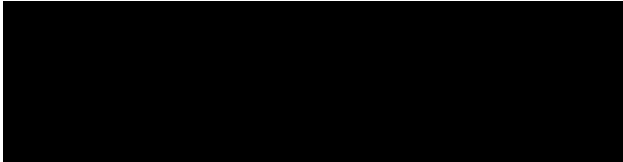


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLalNehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(102)/2021-RTI

Dated: 23rd March, 2021

To



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

Sir,

Please refer to your four applications dated 16.03.2021 filed online in the RTI portal of Registrar of Companies vide registration No: **ROCDH/R/T/21/00042** which is received through transferred on the RTI Portal of TRAI vide registration No. TRAOI/R/T/21/00014 for providing information, under the provisions of the Right to Information Act, 2005 about M/s. Excitel Broadband Pvt. Ltd. related matter. In this context, the following is furnished:

S.No.	Reply
1 to 4	Information sought by you vide these points is not available in TRAI. However, the same may be available with Department of Telecommunications (DoT), therefore, your application has already been transferred to DoT online on 17.03.2021 in terms of section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information.

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

Yours faithfully

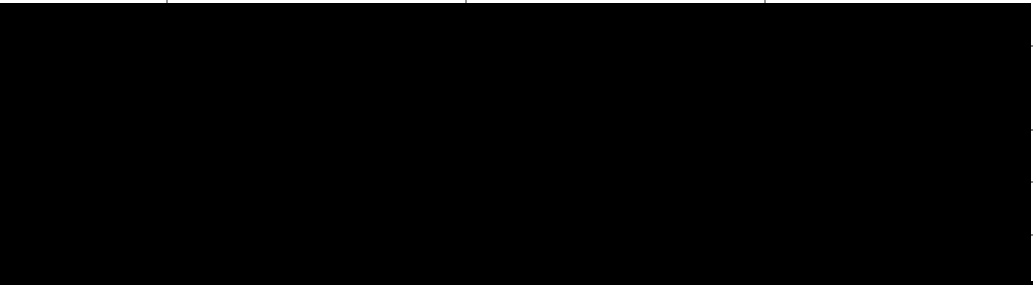
(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:

The CPIO O/o the Registrar of Companies (Delhi & Haryana) 4 th Floor, IFCI Tower, 61 New Delhi-110019.	For information w.r.t. the above mentioned online RTI applications vide registration no. ROCDH/R/T/21/00042 dated 16.03.2021.
--	--

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00160	Date of Receipt :	17/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Respected sir / madam, I need information about internet data consumption in the maharashtra state. In this I need following details. 1) from 1st jan 2020 to 1st Feb 2021 how much internet data used in Maharashtra state. (district wise data needed) 2) how many Women who have ever used the internet (district wise data needed) 3) how many men who have ever used the internet (district wise data needed)		

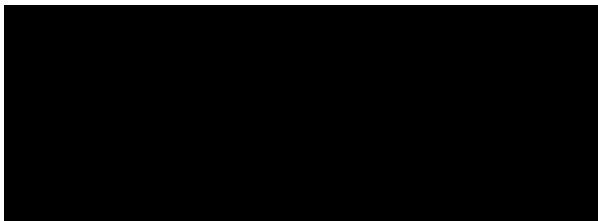


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. RT-2/7/(103)/2021-RTI
2021

Dated: 23rd March,

To



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

Sir,

Please refer to your application dated 17.03.2021 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/21/00160 for providing information under the provisions of the Right to Information Act, 2005 about internet data consumption related matter. In this context, the following is furnished:

S.No.	Reply
1	Information sought by you vide the above referred 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 S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

75017/2021/GA

प्रेषक - नरेंद्र सिंह राजपुरोहित

पता - 417, गल्ली नगर बड़ला घासवी 342306

प्रेरित - लोक सूचना अधिकारी

जॉइंट डाफ़्टर टाई

पता - दूरदर्शन भवन नेक्स्ट टू

जाकिर हुसैन कोमेज जवाहर लाल नेहरू मार्ग न्यू दिल्ली 11002

विषय - सूचना के अधिकार अधिनियम 2005 की धारा 6 (1) के तहत आवेदन।

संबंधित-18.03.2021 के संदर्भ में निम्नलिखित की सूचनाएं मेरे पते पर प्रदान करावे।

1. कोविड-19 के अनावृत के लिए जून 2020 से सितंबर 2020 तक जिन व्यक्तियों की आवाज के लिए विभिन्न कंपनियों को अगर कोई रनकर द्वारा पैसा दिया जा रहा है तो उसकी जानकारी की प्रमाणित प्रतिलिपि उपलब्ध करावे।
2. कोविड-19 के अवचेदन के लिए ट्राई द्वारा विभिन्न कंपनियों को कोविड-19 की जानकारी के लिए अगर ट्राई द्वारा राशि दी गई हो इसकी अधिसूचना हो तो उसकी प्रमाणित प्रतिलिपि उपलब्ध करावे।
3. कोविड-19 के जानकारी वर्ग के लिए अविताथ बकन की आवाज का प्रसारित विभिन्न कंपनियों द्वारा किया जा रहा है तो उसके लिए सरकार ने टेंडर वा कोई अधिसूचना जारी की गई हो तो उसकी प्रमाणित प्रतिलिपि उपलब्ध करावे।
4. कोविड-19 की जानकारी के लिए अगर किसी में अपनी कोई विभिन्न लोगों द्वारा ट्राई को सौंप दिए गए यह राशि की प्रमाणित प्रतिलिपि उपलब्ध करावे।

आवेदन के रूप में भारतीय पोस्टल आर्डर संख्या 52F 110 का संलग्न है

स्थान दिल्ली

दिनांक

22/2/21

भारत दूरसंचार विभाग का पंजीकरण
आवक्य दूरसंचार प्रत्यक्ष 48 दिवस - 2
15 MAR 2021
डाफ़र सं. 1999



अति-आवश्यक
आरटीआई मामला

भारतीय दूरसंचार विनियामक प्राधिकरण

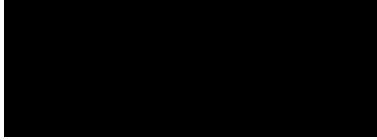
महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग
पुराना मिंटो रोड, नई दिल्ली-110002.

फैक्स : + 91 11 23230204

फा.संख्या : RT- 2/17/(09)/2021-आरटीआई

दिनांक : 18/03/2021.

सेवा में



विषय:- सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अधीन सूचना प्रदान करने के लिए आपके आरटीआई आवेदन के स्थानांतरण हेतु।

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत सूचना प्राप्त करने के लिए आपके दिनांकित 22.02.2021 के आवेदन पत्र जो भादूविप्रा कार्यालय में दिनांक 17.03.2021 को प्राप्त हुआ का संदर्भ ग्रहण करें जिसमें आपने **कोविड-19 के प्रचार के लिए मोबाइल में आवाज से सम्बंधित जानकारीयों** मांगी है।

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

भवदीय,

(एस. के. दत्ता)

केन्द्रीय लोक सूचना अधिकारी

दूरभाष : 011-23664503

प्रतिलिपि :-

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

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

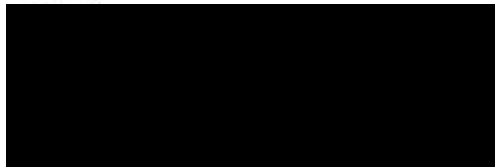
7/00/2021/GA By Royal Post with A/R 11/03/2021

According to the Right to Information Act 2005

From,

Place:-Mettur Dam-636 401

Date:- 11.03.2021.



The Central Public Information Officer,
Telecom Regulatory Authority of India,
Mohanagar Doorsanchar Bhawan,
Jawahar Lal Nehru Marg,
(Old Minto Road) New Delhi -110 002.

Respected Sir,

Subject:- Right to Information Act 2005 – M/s Reliance JIO related matter-
JIO Telecom Customer's cell phone information, Instructions for
obtaining the information, and to which office to apply to obtain it,
because as per the TRAI rules - TRAI controlled the private
telecommunications companies – Regarding .

Reference:-Postal order bearing Number 42F 607285 dated 11.03.2021 for Rs 10/-

As per the Right to Information Act 2005, I humbly request you to provide, the
M/s Reliance JIO Telecom customer's cell phone information, instructions for obtaining
the audio format, full what's App conversation, image and any other details of all text
details, verify and certified in the JIO statements of the information, and to which
Office to apply to obtain it, Because as per the TRAI rules, TRAI controlled the private
telecommunications companies. I am enclosing herewith a Postal order for Rs10/-
(Rupees Ten only) bearing No. 42F 607285 dated 11.03.2021, for this purpose sir.

Thanking you Sir,

Yours faithfully,



Enclosure :- Postal order for Rs10/-





**URGENT MATTER
UNDER RTI ACT**

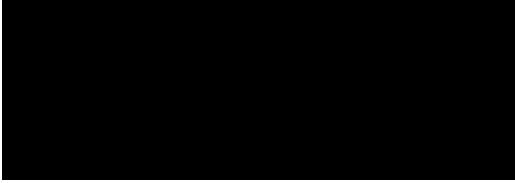
**भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA**

महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(पुराना मिंटो रोड), नई दिल्ली / (Old Minto Road), New Delhi – 110 002

F.No. RT-2/17/(8)/2021-RTI

Dated: 18th March, 2021.

To



Sub: Transfer of your RTI application U/s 6 (3) (ii) of the RTI Act, 2005 to supply of information under the provisions of the Right to Information Act, 2005.

Sir,

Please refer to your RTI application dated 11.03.2021 received in this office on 17.03.2021 for providing information under the provision of RTI Act, 2005 **seeking information related to JIO-Cell Phone.**

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:-

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

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

From:-

Speed Post

[Redacted]
[Redacted]

To

Public Relation Officer,
Telecom Regulatory Authority of India,
New Delhi - 110002

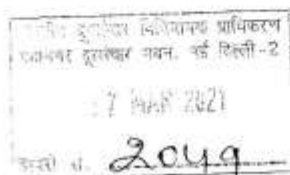
Sub: Request for providing information under
RTI.

R/SIR,

It is respectfully submitted that
we have apprehension that our cell phones are
being tapped / hacked. Even third party is
reading whatsapp.

Our Numbers are -

- ([Redacted]) (in use)
- ([Redacted]) (this time switched off)
- ([Redacted]) (this time switched off)
- ([Redacted]) (this time switched off)



Chauhan

P.T.O.

7697/2021/CA feel that we are being watched in
our house 24x7. How? We don't know.

→ We feel that we are being listened in our
house 24x7. How? We don't know.

To investigate the matter personally,
we brought phone of some neighbour, but
that number was also tracked by hacker.

We have no proper knowledge
of this technology. We bought one
new AIRTEL no- [REDACTED]. But
this number was also hacked and
whatsapp also.

How to get rid of these
issue, we don't know.

You are humbly requested to provide
the information under RTI

- (a) Are our phone numbers tapped/hacked?
- (b) Who tapped our phones and under which
law?
- (c) From how many times these numbers
are hacked/tapped/tracked?
- (d) Who is behind all this?
- (e) Also tell us the technological
procedure — what process should we
do to get rid of this spying.

Charu Jain

P.T.O.

R/SIR, As per the news read in TOI, we are sending this RTI request to you as per Hon'ble Supreme Court of India ruling mentioned in paper.

R/SIR, We are enclosing herewith Postal orders worth Rs 50/- (no - 96 G 386 572)

R/SIR, We know that replies of RTI application are sent within duration of 40 days. But our situation is very bad. We feel threat to safety and security. We are three females in house. Our father is a neurological patient of 71 years and bed ridden.

Plz send us information as soon as possible. Copy of Aadhar Card is attached herewith.

Thanking you

Copy to:

Hon'ble President of India
Hon'ble PM, India
Hon'ble SCJ, ND

SIRGA/15-3-2021

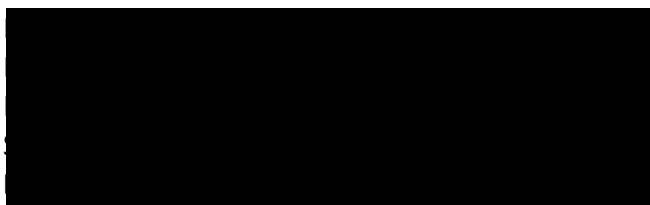


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/6/(31)/2021-RTI

Dated: 22nd March, 2021

To



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

Madam,

Please refer to your application dated 15.03.2021 for providing information under the provisions of the Right to Information Act, 2005 about tapping/tracking of various mobile numbers related matter. In this context, the following is furnished:

S.No.	Reply
a to e	The information regarding surveillance, tapping or interception is neither available with TRAI nor it can seek the same from the TSP for the purposes of the RTI Act, or otherwise. However, the same may be available with Department of Telecommunications (DoT) or Ministry of Home Affairs (MHA), therefore, a copy of your application is being transferred to the Department of Telecommunications (DoT) and Ministry of Home Affairs (MHA) in terms of section 6 (3) (ii) of the RTI Act, 2005 for furnishing information with reference to the relevant issues.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:

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

-An application dated 15.03.2021 received from [REDACTED] seeking information under the provisions of the RTI Act, 2005 is enclosed herewith, for providing information of the application directly to her. In case, the subject matter of the application does not pertain to you, the application may be transferred to concerned CPIO in DoT.

The Dy. Secretary (CIS-IV) /CPIO
Ministry of Home Affairs
North Block,
New Delhi – 110 001.

-An application dated 15.03.2021 received from [REDACTED] seeking information under the provisions of the RTI Act, 2005 is enclosed herewith, for providing information of the application directly to her. In case, the subject matter of the application does not pertain to you, the application may be transferred to concerned CPIO in MHA.

FORM-A ನಮೂನೆ-ಎ

SECTION 6(1) OF THE RIGHT TO INFORMATION ACT 2005

(ಕರ್ನಾಟಕ ಮಾಹಿತಿ ಹಕ್ಕು ಅಧಿನಿಯಮ-2005ರ ಮಾಹಿತಿ ಪಡೆಯಲು ಅರ್ಜಿ)

(ನಿಯಮ-6(1) ಮತ್ತು 7(1))

To,
The Public Information Officer/
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan
Jawahar Lal Nehru Marg (Old Minto Road)
New Delhi 110 002.

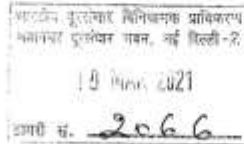
1.	Name of the Applicant ಅರ್ಜಿದಾರರ ಪೂರ್ಣ ಹೆಸರು	
2.	Complete address ಪೂರ್ಣ ವಿಳಾಸ	
3.	Contact No.: ದೂರವಾಣಿ ಸಂಖ್ಯೆ Mobile No.: ಮೊಬೈಲ್	
4.	(a) Particulars of the , documents, inspection, Sample required / ಕೇಳಿರುವ ದಸ್ತಾವೇಜುಗಳು/ ಪರಿಶೀಲನೆ, ಮಾದರಿ ಇವುಗಳ ವಿವರ. (b) Year to which the above pertains ಮೇಲಿನಂತೆ ಕೇಳಿರುವ ಮಾಹಿತಿ ಯಾವ ವರ್ಷಕ್ಕೆ ಸಂಬಂಧಿಸಿದ್ದು.	1) Name /s of Proprietor of HCN Channel and Hassan Movies with registered address of their office at Hassan. 2) Provide the number of connections/houses provided by HCN Channel & Hassan Movies (Total number of subscribers in Hassan District. 2020-2021
5.	Designation and address of the public information officer from whom the information is required ಮಾಹಿತಿ ಯಾರಿಂದ ಪಡೆಯಬೇಕೋ ಆ ಸಾರ್ವಜನಿಕ ಮಾಹಿತಿ ಅಧಿಕಾರಿಯ ಹೆಸರು ಮತ್ತು ಪದನಾಮ	P. I. O. Telecom Regulatory Authority of India Mahanagar Doorsanchar Bhawan Jawahar Lal Nehru Marg (Old Minto Road) New Delhi 110 002.
6.	Particulars of initial (fee of Rs.ten paid ಅರ್ಜಿ ಶುಲ್ಕ 10ರೂ. (ಹತ್ತು ರೂ) ಪಾವತಿ ಮಾಡಿರುವ ವಿವರಗಳು	Indian Postal Order No. 55F 307028 and 55 F 307029 ಭಾರತೀಯ ಪೋಸ್ಟಲ್ ಆರ್ಡರ್ ನಂ. ಡಿ.ಸಿ./ಡ್ಯಾಂಕಲ್ಡ್ ಚೆಕ್ ನಂ. ನಗದು ಹಣದ ರಶೀದಿ ದಿನಾಂಕ:

Place/ಸ್ಥಳ: ಬೆಂಗಳೂರು

Date/ದಿನಾಂಕ: 16.03.2021

ಅರ್ಜಿದಾರರ ಸಹಿ.

Signature of the Applicant



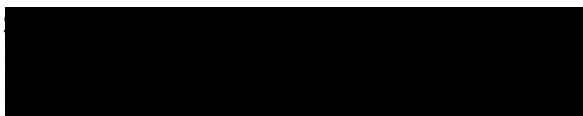


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/6/ (32)/2021-RTI

Dated: 24th March, 2021

To



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

Sir,

Please refer to your application dated 16.03.2021 for providing information under the provisions of the Right to Information Act, 2005 about HCN Channels and Hassan Movies related matter. In this context, the following is furnished:

S.No.	Reply
1	Information sought falls under the purview of Ministry of Information & Broadcasting (MIB), therefore, a copy of your application is being transferred to MIB in terms of Section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information.
2	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 S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

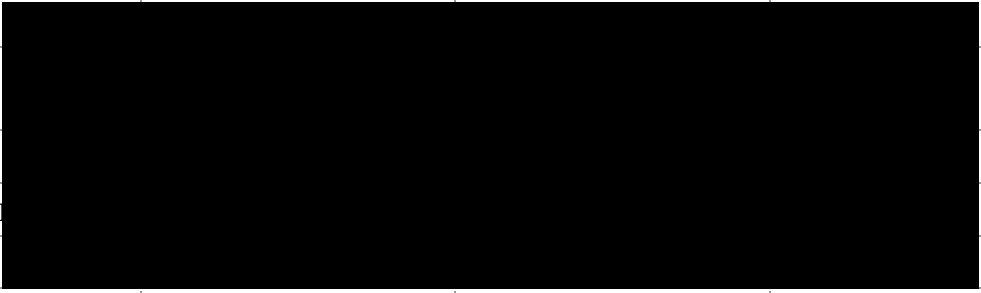
(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to:

The Under Secretary/CPIO Ministry of Information and Broadcasting 'A' Wing, Shastri Bhawan New Delhi.	An application dated 16.03.2021 received from Shri [REDACTED] for seeking information under the provisions of the RTI Act, 2005 is enclosed herewith, for providing information of the relevant issues directly to him. In case, the subject matter of the application does not pertain to you, the application may be transferred to concerned CPIO in MIB.
---	--

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00162	Date of Receipt :	17/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Pl refer attachment for questions that I am seeking answer as per RTI ACT.		

Requesting you please let me know answer of the question mentioned below as per RTI Act

1 : My complaint no in PGPORTAL with reference no DOTEL/E/2021/07432,

DOTEL/E/2021/08083 closed by TRAI saying "Your

suggestions have been taken and send to concern division for necessary action, if any"

Requesting you pl furnish the details as per RTI Act to which division same is sent & what is action taken on the complaint ?

2 : Pl furnish the details to whom my appeal in PGPORTAL with reference no

DOTEL/E/A/21/0001560, DOTEL/E/A/21/0001561

was sent & what is the action taken on my appeal requesting you please furnish the details as per RTI Act.

3 : As per TRAI direction https://www.trai.gov.in/sites/default/files/Direction_18092020.pdf

" Essential disclosures for tariff plans (A) Service area wise wise, with fifteen days of date of issue of the Directions for each Tariff

Plan of postpaid subscribers & pre-paid subscribers as applicable & shall made available such tariff plans to the subscribers at the

customer care centers, to the point of sale, retail outlets and on the website, App of the telecom service provider having the

following essential disclosures: (iv) all important information, viz , units/volume of voice, data & SMS , rates of the same as

applicable, limit of usages, rates & limit beyond the entitled use etc ; (ii) an exhaustive details list of specific inclusions in tariff

plans, such as quantity/ rate details of telecom products such as voice , data & sms along with non telecom products in case of

bundled telecom products in a clear unambiguous & clear and easy to understand manner, and (vii)complete details of all

material conditions including but not limited to details of applicable fair use policy, which is specifically covered in above paras.

(C) ensure the tariff published in aforesaid manner and referred to in sub-paras (A) and (B) above, are updated on the website,

app and customer care centre of the service provider, points of sale and retail outlets every time there is change in any of the

tariff offers or a new tariff offer is launched.

(D) submit to the authority a compliance report of the directions at the sub paras (A) and (B) above, within 15 days, of publication of its Directions; and

(E) submit to the Authority , the fact of continued compliance in respect of directions at sub para(C) above , by way of self certificate by 7th of month of following the quarter ending 31st March, 30th June, 30th September and 31st December of fiscal year.

To All service provider

So requesting TRAI to furnish the compliance report submitted by TSP RJIL within 15 days of publication of above direction as per RTI Act

(4) Requesting TRAI to furnish compliance report submit by RJIL after 31st December 2020 as per TRAI direction mentioned in

https://www.trai.gov.in/sites/default/files/Direction_18092020.pdf

(5) As per TRAI if RJIL is following direction in TRAI direction mentioned in

https://www.trai.gov.in/sites/default/files/Direction_18092020.pdf , pl furnish relevant details as per TRAI record & action initiated.

(6) Pl furnish details as per RJIL compliance report submitted to TRAI if RJIL is mentioning all important information, viz , units/volume of voice, data & SMS , rates of the same as applicable, limit of usages, rates & limit beyond the entitled use etc ; an exhaustive details list of specific inclusions in tariff plans for their 4G plans, complete details of all material conditions including but not limited to details of applicable fair use policy ? Pl furnish relevant details as per TRAI record.

(7) As mentioned in <https://www.jio.com/en-in/4g-plans> RJIL reserves the right to discontinue the free Voice benefits offered as part of Plans in case of misuse/ fraudulent use/ unauthorised telemarketing and commercial use. As per TRAI direction mentioned in

https://www.trai.gov.in/sites/default/files/Direction_18092020.pdf

If RJIL is mentioning units/volume of voice , limit of usages based on which RJIL discontinue free voice service as mentioned in

<https://www.jio.com/en-in/4g-plans> pl furnish record as per TRAI record based on compliance report submitted by RJIL to TRAI.

(8) As per report received by TRAI what are the criteria based on which RJIL discontinue the free voice benefit of customer as mentioned in <https://www.jio.com/en-in/4g-plans> & what are the limit of usage for the same ?

(9) RJIL has informed to me to judge misuse they are monitoring, analysing mobility of consumers sim card, which BTS consumer's sim card latch onto etc to determine misuse of unlimited

As per TRAI rule, direction if RJIL are authorized to do that ? Pl furnish relevant rules, direction of TRAI.

(10) Where from consumer are supposed to know criteria based on which RJIL judge misuse of tariff plans as per TRAI rule, direction, if RJIL suppose to mention the same as per latest TRAIU direction mentioned in https://www.trai.gov.in/sites/default/files/Direction_18092020.pdf ? old direction ,rule , pl furnish TRAI direction rul for the same.

(11) As per direction of TRAI mentioned in https://www.trai.gov.in/sites/default/files/Direction_18092020.pdf if RJIL is suppose to intimate all relevant condition , material conditions based on which they discontinue consumers voice service, pl furnish relevant direction.

(12) RJIL have mentioned their plans T&C as , “we submit that, as per plan conditions, unlimited voice is provided to customers for personal use only and Reliance Jio Infocomm Limited (RJIL) reserves the right to discontinue the free voice benefits offered, in case of misuse/ fraudulent use/ unauthorized telemarketing and other commercial uses. We submit that such unauthorized and commercial usage is determined post considering many dynamic factors and no limit is prescribed. The customers are advised to adhere to plan conditions to enjoy uninterrupted services.”

As per TRAI direction if RJIL is mentioning all relevant complete details of all material conditions including but not limited to details of applicable fair use policy , limit of usages & unit of volume based on which they discontinue tariff plans of consumers as per direction mentioned in

https://www.trai.gov.in/sites/default/files/Direction_18092020.pdf

When RJIL discontinuing free voice service of consumers as per RJIL compliance report sent to TRAI ? If they are mentioning all

‘dynamic factors’ based on which they bar call of consumers as mentioned by them, If no pl furnish details of action initiated

by TRAI for non compliance, if yes pl furnish the relevant details as per TRAI Act.

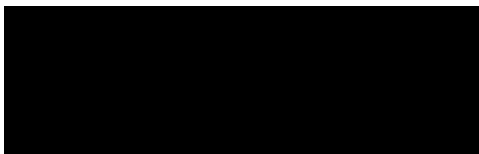


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(104)/2021-RTI

Dated: 31st March, 2021

To



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

Sir,

Please refer to your application dated 17.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00162 for providing information under the provisions of the Right to Information Act, 2005 regarding action taken status on complaint in PG Portal, compliance report submitted by TSP RJIL related matter. In this context, the following is furnished:

S.No.	Reply
1	The complaint no. DOTEL/E/2021/07432 dated 02.03.2021 and complaint no. DOTEL/E/2021/08083 dated 08.03.2021 were forwarded to F&EA-I Division of TRAI on 22.03.2021 [subsequent to receipt of instant RTI]. The same have been received in F&EA-II Division of TRAI on 30.03.2021. The action on the same is in process.
2	Your appeals with Reference number DOTEL/E/A/21/0001560 and DOTEL/E/A/21/0001561 received on CPGRAM Portal. Reply for the same sent to Nodal Appellate Authority on CPGRAM portal with following remark: - “It is for information that “TRAI Act, 1997 does not envisage handling of individual consumer complaints”. Your grievance having partly of suggestion nature and accordingly has sent to concerned division. It is clarified that normally suggestion is invited and entertained only when a consultation paper of the relevant subject is open. Hence, you are requested to visit our website time to time and provide your valuable suggestions when such consultation paper is open for public comment.”
3 to 4	As regards the issue of compliance of directions dated 18th September 2020 on Transparency in Publishing of Tariff Offers, the Directions required the TSPs to provide a self-certificate indicating compliance of Directions. As per the Directions, the first compliance report was to be provided within 15 days from issue of Directions and thereafter on a quarterly basis by 7th of the month following the end of quarter. However, considering the request of the COAI, the Amendment to Direction dated 18 th September 2020 was issued on 22nd October 2020 vide which the TSPs were required to submit first compliance within 15 days of issue of Amendment Direction. M/s RJIO submitted its first compliance vide letter dated 4 th December 2020 and submitted its

	first quarterly compliance on 4th January 2020 (copies of both letters are attached herewith)
5 to 12	Does not come under the purview of Right to Information Act, 2005. Hence, TRAI has no comments to offer on the same.

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

Yours faithfully



(S.K. Dutta)

Encl : As Above

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00168	Date of Receipt :	21/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	TRAI has informed in their official website the following. Disclaimer - TRAI Act 1997 does not envisage handling of individual consumer complaints by TRAI. Consumers are advised to take up their complaints with their respective service providers. Complaints, if any, received in TRAI are forwarded to the service providers. No follow up action is taken by TRAI on individual complaints. Telecom Regulatory Authority of India will not be liable for any loss, damage or expense incurred or suffered that is claimed to have resulted from the use of this system, including, without limitation any fault, error, omission, interruption or delay with respect thereto. Kindly provide the details of the Competent Authority - legally delegated or invested authority or power to perform when TataSky Direct to Home Service provider has not duly followed the procedure provided by TRAI in Telecom Consumers Complaint Redressal Regulations 2012 in resolving the complaint within the stipulated time frame.		

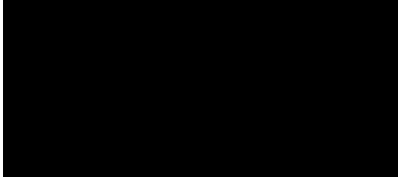


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/ (107)/2021-RTI

Dated: 24th March, 2021

To



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

Sir,

Please refer to your application dated 21.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00168 for providing information under the provisions of the Right to Information Act, 2005 about Complaint Redressal Regulations related matter. In this context, the following is furnished:

S.No.	Reply
1	In this regard, it is informed that Telecom Consumers Complaints Redressal Regulations, 2012 is applicable to Telecom Service Providers and to not DTH Operators. However, it is also informed that to regulate and protect consumers interests of the Broadcasting and Cable TV Sector, TRAI has issued the new regulatory framework dated 3rd March 2017 and as amended which comprises of the following: • The Telecommunication (Broadcasting and Cable) Services (Eighth)(Addressable Systems) Tariff Order, 2017. • The Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017. • The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Subscriber Protection (Addressable Systems) Regulations, 2017 The full text of regulations/tariff orders and its amendments can be retrieved from TRAI website. All distributors of TV Channels including DTH operators are required to comply with the said provisions of the Regulations and Tariff Orders issued by TRAI from time-to-time. In case of non-compliance, action, as deemed fit is taken by TRAI as per the provisions of TRAI Act, 1997.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00169	Date of Receipt :	20/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Status(Rural/Urban) :	Urban	Education 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 :	
Information Sought :	Please share the material information in form of paper document under the Right to Information Act-2005 with the official Circular or Notification for Do not Disturb Services to all the Telecom Service Provider from TRAI		



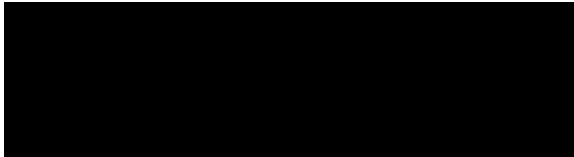
TELECOM REGULATORY AUTHORITY OF INDIA

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

F.No. RT-2/7/ (108)/2021-RTI

Dated: 31st March, 2021

To



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

Madam,

Please refer to your application dated 20.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00169 for providing information under the provisions of the Right to Information Act, 2005 regarding DND services related matter. In this context, the following is furnished:

S.No.	Reply
1	TRAI has not notified "Do Not Disturb" service as such. Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018, notified in 2018, are related to Unsolicited Commercial Communications (UCC). TCCCPR, 2018 is available on public domain at URL https://traigov.in/sites/default/files/RegulationUcc19072018.pdf. The following directions are also available on public domain 1. Direction dated 15.2.2021 regarding submission of Performance Monitoring Report to the Authority under the Telecom Commercial Communication Customer Preference Regulations, 2018 is available at URL https://traigov.in/release-publication/directions. 2. Direction dated 19.06.2020 regarding Implementation of the Telecom Commercial Communications Customer Preference Regulations (TCCCPR), 2018 is available at URL https://traigov.in/release-publication/directions 3. Direction dated 20th Jan 2020 regarding implementation of The Telecom Commercial Communications Customer Preference Regulations (TCCCPR), 2018 is available at URL https://traigov.in/release-publication/directions

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00170	Date of Receipt :	23/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	subject : closure of wallet account this is my airtel wallet account . I have registered a about 100 times complaint for closure of my wallet account .but airtel is not solve my concern . i have tired for file complaint , but airtel does not provide solution then tell me what reason closure of wallet account		

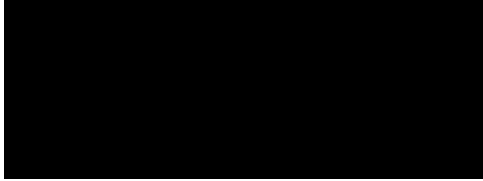


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. RT-2/7/ (109)/2021-RTI

Dated: 31st March, 2021

To



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

Sir,

Please refer to your application dated 23.03.2021 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/21/00170 for providing information under the provisions of the Right to Information Act, 2005 regarding closer of wallet account against Airtel mobile number 9899999971 related matter.

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

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00171	Date of Receipt :	23/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
My Mobile Numbers Under Servilance By Rajasthan Police 			
Information Sought :	Can I Know Under Which Crime These Numbers Under Surveillance By Rajasthan Police And After Complaint Register To Rajasthan Police Why They Still Under Servilance. I Need Full Record From Which Date And Till Which Date These Mobile Under Surveillance And Wht Details Rajasthan Police Taken From These Numbers		
Print Save Close			

NSC-II / DoI / MHB
24/3

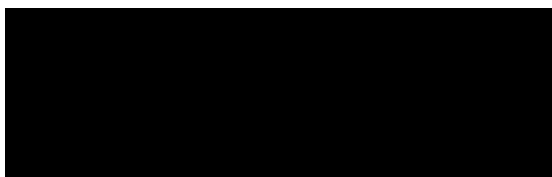


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(110)/2021-RTI

Dated: 26th March, 2021

To



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

Sir,

Please refer to your application dated 23.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00171 for providing information under the provisions of the Right to Information Act, 2005 regarding surveillance details of mobile numbers 9649470771 & 8999999291 related matter. In this context, the following is furnished:

S.No.	Reply
1	The information regarding surveillance, tapping or interception is neither available with TRAI nor it can seek the same from the TSP for the purposes of the RTI Act. However, the same may be available with Department of Telecommunications (DoT) or Ministry of Home Affairs (MHA), therefore, a copy of your application has already been transferred to DoT/MHA online on 25.03.2021 in terms of section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS

Registration No. : TRA01/R/E/21/00172 Date of Receipt : 23/03/2021

Type of Receipt : Online Receipt Language of Request : English

Is Requester Below Poverty Line ? : No

Citizenship Status Indian

Amount Paid : 10)

Mode of Payment Payment Gateway

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

Request Pertains to :

Dear Sir,

Here, I have attached My RTI request.

Information Sought : Kindly check and do the need full.

Thank you.

Print

Save

Close

Date : 23.03.2021

Dir sir,

Good day to you.

Kindly I requesting to TRAI. I want important of Incoming and outgoing call details like call history, SMS history and WhatsApp history of my mobile number [REDACTED] so, here requested below three important information asking under RTI-2005 section 6 subsection 1.

Required Information:

1. When was SIM activating this mobile number [REDACTED] with network name, how many times requesting PORT currently which network running
2. The [REDACTED] Incoming and outgoing call details for 01 January 2016 to 01 March 2020 (Full call history of my mobile number)
3. The [REDACTED] Incoming SMS history and outgoing SMS history details for 01 January 2016 to 01 March 2020 (Full SMS history of my mobile number)
4. The [REDACTED] WhatsApp history details for particularly 01st October 2018 to 20th October 2018 (Full WhatsApp history of mentioned dated)

Above all details are required for court use. so please dont ignore this petition.

Thank you.

[REDACTED]

NSL-Dr. DPT

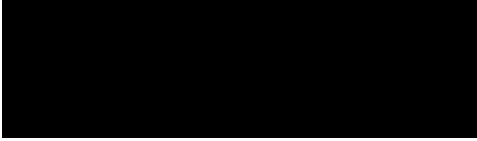


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(111)/2021-RTI

Dated: 26th March, 2021

To



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

Sir,

Please refer to your application dated 23.03.2021 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/21/00172 for providing information under the provisions of the Right to Information Act, 2005 regarding porting, SMS/WhatsApp history related matter. In this context, the following is furnished:

S.No.	Reply
1	Though regulatory framework for Mobile Number Portability are notified by TRAI, TRAI is not directly involved in the porting process. Hence, the information sought is not available in TRAI.
2 to 3	Information sought vide these points is not available in TRAI. All Telecom Service Providers are governed by the License Agreement entered into with Department of Telecommunications (DoT). Instructions relating to CDRs are issued by DoT. Therefore, your application has already been transferred to DoT online on 25.03.2021 in terms of Section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information.
4	Information sought is not available in TRAI.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00118	Date of Receipt :	17/02/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	1.How many complaints received at you end against Idea Cellular Ltd(Now Vodafone Idea) during 2020 and 2021? 2. Kindly provide the details of action taken against those complaints mentioned above? 3. Is any one reported that the Idea cellular not following the Telecom Consumers Complaint Redressal Regulations, 2012 through mail to your office mail (daca@traf.gov.in , ap@traf.gov.in) ? 4. Kindly provide details of action taken against the complaint mentioned in question no.3 , If not taken action provide the reason(rule or act why action not taken)? 5. Any audit or surprise check conducted in the website of Idea cellular (Now Vodafone idea) for confirming the compliance Telecom Consumers Complaint Redressal Regulations, 2012, If done such audit kindly provide the discrepancy noted and action taken details?		

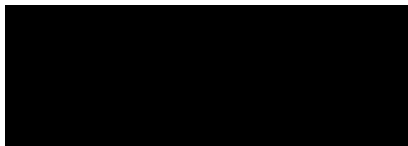


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/ (114)/2021-RTI

Dated: 31st March, 2021

To



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

Sir,

Please refer to your application dated 17.02.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00118 for providing information under the provisions of the Right to Information Act, 2005 regarding number of complaints and their action taken against M/s. Vodafone Idea Ltd. related matter. In this context, the following is furnished:

S.No.	Reply
1 to 2	Total number 23882 consumer complaints against M/s Vodafone idea Ltd. during the period 2020 and 2021 (up to 29-03-2021) have been received in TRAI and same has been forwarded to the concerned service providers for taking appropriate action. It is informed that TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service providers for appropriate action. It is also for information that TRAI has mandated all Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Service Providers. In case a complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the service provider. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.
3 to 5	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 S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS**Registration No. :** TRAOI/R/E/21/00123 **Date of Receipt :** 21/02/2021**Type of Receipt :** Online Receipt**Language of Request :** English**Is Requester Below Poverty Line ? :** No**Citizenship Status** Indian**Amount Paid :** 10)**Mode of Payment** Payment Gateway**Does it concern the life or Liberty of a Person ? :** No(Normal)**Request Pertains to :****Information Sought :**

Despite of various reminder and complaints against network issue with data speed less than 100kb/s and usually 10kb/s in 4G and also call drop. No action has taken place since many complaints in more than 3 years.

you are requested to aware us

1. Requirments to lodge a complaint against jio network in TRAI
2. How to lodge a complaint against jio network in TRAI.

Print

Save

Close

*Complaint**CA 8888A**2 Tier**FR*

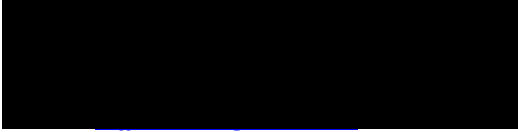


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. RT-2/7/(113)/2021-RTI

Dated: 22nd March, 2021

To



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

Sir,

Please refer to your two applications dated 20.02.2021 & 21.02.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00121 & no.TRAOI/R/E/21/00123 for providing information under the provisions of the Right to Information Act, 2005 about how to lodge a complaint against M/s. Reliance JIO for network and speed related matter. In this context, the following is furnished:

S.No.	Reply
1 - 2	TRAI has not prescribed any minimum/maximum internet speeds to be provided by a 4G service provider. The internet speed in wireless network cannot be guaranteed as it is dependent on a number of factors such as coverage, distance from the cell, traffic, customer equipment /handset. TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. The complaints are received are forwarded to concerned service providers for taking appropriate action. It is also informed that TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. A subscriber may also obtain details of appellate authority of his service provider on its website. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS				
Registration No. :	TRAOI/R/E/21/00111	Date of Receipt :	25/02/2021	
Type of Receipt :	Online Receipt	Language of Request :	English	
Is Requester Below Poverty Line ? :		No	Citizenship Status	Indian
Amount Paid :		10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :		No(Normal)	Request Pertains to :	
Information Sought :		If internet service providers discontinue their services in a particular area... provide rules to stop the services		
Print Save Close				

ROSIR

Due to some operational issue with
online RTI Portal this RTI received in
RTI-Sec. today i.e. 25/03/2021.

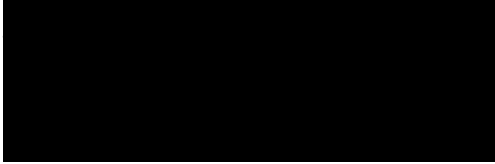


TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, JawaharLal Nehru Marg,
(Old Minto Road), New Delhi – 110 002

F.No. 2/7/(116)/2021-RTI

Dated: 31st March, 2021

To



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

Sir,

Please refer to your application dated 25.02.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00111 for providing information under the provisions of the Right to Information Act, 2005 regarding internet service provider related matter. In this context, the following is furnished:

S.No.	Reply
1	The information sought is not available in TRAI. Stopping of services in an area may pertain to the requirements stipulated under licensing conditions. Therefore, your application has already been transferred to Department of Telecommunications (DoT) online on 31.03.2021 in terms of section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information, if any.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00177	Date of Receipt :	26/03/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Sir, i use my number [REDACTED] 22.03.2021 change network jio to Airtel BUT the AIRTEL PHONE CALL & DATA not working is compliant for more time. i have more dreese , more tension, more problem now also noslove problem Please take compliant consideration.		



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

F.No. 2/7/(120)/2021-RTI

Dated: 31st March, 2021

To



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

Sir,

Please refer to your application dated 26.03.2021 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/21/00177 for providing information under the provisions of the Right to Information Act, 2005 regarding complaint about Airtel call data related matter. In this context, the following is furnished:

S.No.	Reply
1	Vide the application, you have not sought any specific information under RTI Act, 2005 rather than your application is in the nature of a complaint. It is informed that TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse. However, your application has already been transferred to Department of Telecommunications (DoT) online on 26.03.2021 in terms of Section 6 (3) (ii) under the provisions of the RTI Act, 2005 for providing the information.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503