File No: COSICO/TRAI-RTI/HC-SC
Date: 01-Aug-2025

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

To : CENTRAL PUBLIC INFORMATION OFFICER (CPIO),
Shri S. K. Dutta,
Joint Advisor (Coord.) & CPIO
Telecom Regulatory Authority of India
World Trade Center, Tower-F, (4th to 7th Floor) Nauroji Nagar,
New Delhi-110 029

भारतीय दूरसंचार विनियामक प्राधिकरण
पंजीकरण सं 2413
C 8 AUG 2025
ई आफिस सं.

YOUR KIND ATTENTION PLEASE

- Please provide ALL your responses and replies ONLY in the language of THIS application, that is, ENGLISH (the official language). Please AVOID using other languages such as Hindi etc. which results in undesired communication gap.
- Please quote THIS File No. reference that is, "**COSICO/TRAI-RTI/HC-SC**" in ALL your responses and communication related to this RTI.
- Please permit me to inspect files held by you relevant to the subject matter of this RTI application.

1. Full name of the applicant	[redacted]
2. Address	[redacted]
3. Details of the information/ documents required : 1. Please furnish a copy of the minutes of the meeting relating to the decision of TRAI dated 09.02.2016, regarding the formulation of a policy restricting two consumer organizations in each district. 2. Whether it is a Gazette Notification and under what Rule or provisions of TRAI Act 3. Who are the Committee members and how are they selected? 4. Please furnish a copy of the decision dated 09.02.2016 of TRAI on restricting recognition to two consumer organizations per district. 5. Kindly provide a list of recognized Consumer Organizations in the states of Karnataka Kerala, Tamil Nadu, Puduchery, Andhra Pradesh and Telangana. 6. Please provide the criteria or guidelines followed by TRAI for recognizing Consumer Organizations in various districts. **For each and every of these queries, in addition to your responses, PLEASE PROVIDE Xerox copies of ALL relevant AND directly as well as indirectly related documents / references which are available with you. Apart from your response, if no other document reference is available, PLEASE EXPLICITLY MENTION the same in your response.**	
4. Year to which the document pertains	2000 to 2025

5. Designation and address of the Public Information Officer	Shri S. K. Dutta, Joint Advisor (Coord.) & CPIO Telecom Regulatory Authority of India World Trade Center, Tower-F, (4th to 7th Floor) Nauroji Nagar, New Delhi-110 029 Mobile : Nor provided Work No. : Not provided Email : Not provided
6. Particulars of initial fee of Rs. 10 paid	Indian Postal Order Number: **49F 263577**

For [redacted]

[redacted]

Place : BANGALORE
DATE : 01-Aug-2025

SIGNATURE OF THE APPLICANT

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/6/(84)/2025-RTI Dated: 02-09-2025

To,

[redacted]

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

Sir,

Please refer to your offline RTI application dated 01.08.2025 received in TRAI on Dated 08.08.2025 (Dy. No. 2413), for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 & 4.	The information can not be provided under Section 8(d) of RTI Act 2005.
2, 3 & 6.	The Consumer Organisations are registered by TRAI under the provision of "Registration of Consumer Organisation Regulation 2013" Information can be accessed using the following link: https://trai.gov.in/sites/default/files/2024-10/20130221075816613399 1Regulation%20-%201%20of%202013%20-%20English1.pdf
5.	The information is available under the following link: https://trai.gov.in/list-of-registered-consumer-groups

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 02-09-2025 12:24:01

(S. K. Dutta)
Central Public Information Officer

Application U/s 6(1) and 63) of Right to Information Act 2005 for providing information.

To

The Public Information Officer O/o
Telecom Regulatory Authority of India,
New Delhi.

Subject:- Supply of Information under Right to information Act 2005 as demanded by applicant.

R/Sir,

I, [redacted] 230 [redacted] Citizen of India, may please be provided following information under RTI Act 2005 the necessary fee receipt (in original) is enclosed herewith Postal Order No. 98G 905721 of Rs. 50/- for record in your goodself office. The information may please be provided within the stipulated period as the described in Act i.e. within 7 days after receipt of my application. Kindly supply the certified copy duly attested your goodself (by you) under RTI Act 2005 Section -7(F). In case you need any more charges for money, kindly inform me. I shall be deposited the same with you forthwith.

Required Information:-

All information relates to:- Information regarding Mobile Phone Numbers 94164-82758 & 7027555515.

भारतीय दूरसंचार विनियामक प्राधिकरण
3077
04 SEP 2025
ई आफिस सं.

[redacted]

02/09/2025

1. That the applicant is the registered owner/holder of above said Mobile Phone Number 94164-82758 & 7027555515, It is requested that the information may please be provide regarding said Mobile Numbers that these numbers were not misused by anyone before today i.e. 02-09-2025, if yes please provide the copy of necessary document or no, please provide clearance/NOC regarding this.

It is, therefore, prayed that the said information/documents may please be provided within the prescribed time as per RTI Act 2005.

D.A : Copy of Aadhar Card and original Postal Order.

Dated : 02-09-2025 Applicant

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या: RT-2/6/(87)/2025-आरटीआई दिनांक: 10-09-2025

सेवा में,

[redacted]

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

महोदय,

कृपया दिनांक 02/09/2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 04/09/2025 (डायरी संख्या 3077) को प्राप्त हुआ है। आपने अपने आरटीआई पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **मोबाइल नंबर का स्वामी/धारक (Owner/Holder of Mobile Number)** से संबन्धित मामलों के सम्बंध में जानकारी मांगी है।

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

भवदीय,
Digitally signed by SUSHIL KUMAR DUTTA
Date: 10-09-2025 10:09:17
(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

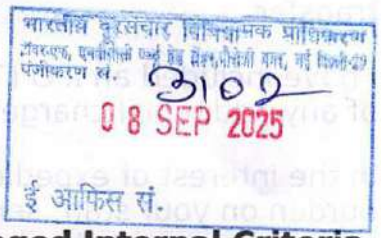
प्रतिलिपि: -

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

Request For information under Right to Information Act (2005)

Hyderabad
02 Sep 2025

To:
Central Public Information Officer
Telecom Regulatory Authority of India (TRAI)
4th, 5th, 6th & 7th Floor, Tower-F
World Trade Centre, Nauroji Nagar
New Delhi, DL 110029



Subject: Request for Information Regarding Alleged Internal Criteria on Minimum Data Usage for Telecom Tower

Dear Sir/Madam:

Pursuant to the Right to Information Act (2005), I hereby request the following information:

Information Requested:

1. Is there any TRAI-approved guideline, policy, or internal telecom operator practice that sets a minimum data consumption (e.g., 1000GB/month) threshold as a prerequisite for installing new mobile towers or improving coverage in rural or underserved areas.

2. Are such internal business metrics permitted to override the Quality of Service (QoS) and Universal Service Obligation (USO) commitments that telecom operators are bound to under their license.

3. What are the mandatory steps a telecom operator (e.g., Reliance Jio) must take under TRAI or DOT guidelines when facing repeated complaints of poor network coverage (especially indoors) in rural regions.

4. If a telecom operator fails to improve coverage despite technical feasibility, does TRAI mandate the provision of alternatives like signal boosters or microcells free of cost to the affected consumers.

5. Are telecom operators required to report coverage denial or tower installation decisions along with the reasons (e.g., low data usage) to any government authority.

Please provide clear copies of or verified links to any gazettes, notifications, circulars or any other public communications, as well as reports, budget documents, expense statements, invoices, meeting notes, checklists, office memos or emails that provide information on this matter. See Section 2(i) and 2(j) of the RTI Act (2005).

In conforming to Section 6(3), if this information is not within your control please transfer the request to the appropriate PIO and inform me of the transfer.

I have included an IPO (71F 879285) in the amount of ₹10. Kindly inform me of any additional charges associated with fulfilling this request.

In the interest of expediency, and to minimize the research and/or duplication burden on your staff, send records electronically if possible. The email address is provided below. Otherwise, please send clear photocopies to the postal address.

Email: ei
Postal re





भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/6/(98)/2025-RTI Dated: 29-09-2025

To,

[redacted]

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

Sir,

Please refer to your offline RTI application dated 02.09.2025 received in TRAI on dated 08.09.2025 (Dy. No. 3102), for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

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

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 29-09-2025 12:04:28

(S. K. Dutta)
Central Public Information Officer

Copy to: -

Deputy Secretary (Coordination) and Nodal Officer (RTI), Department of Telecommunications (AS-II Section), Ministry of Communications and IT, Sanchar Bhawan, No. 20, Ashoka Road, New Delhi –110001.	The original RTI application dated 02/09/2025 is enclosed herewith to provide the relevant information, if any, directly to the applicant.

भारतीय दूरसंचार विनियामक प्राधिकरण
पंजीयन सं. 3101
0 8 SEP 2025
ई आफिस सं.

सेवा में,

लोक सूचना अधिकारी,
भारतीय दूरसंचार विनियामक प्राधिकरण (TRAI),
नई दिल्ली – 110002।

विषयः मेरे द्वारा दिनाँक 01–08–2025 को भेजे गए प्रार्थना पत्र (मोबाइल नंबर [redacted] की फर्जी KYC से सेवा बंद होने संबंधी) पर की गई कार्यवाही की जानकारी हेतु।

मान्यवर,

मैं, [redacted] चौकी के [redacted] इस आवेदन के माध्यम से सूचना का अधिकार अधिनियम 2005 की धारा 6(1) के अंतर्गत निम्न जानकारी चाहता हूँ–

1. मेरे प्रार्थना पत्र दिनांक 01–08–2025 (संलग्न प्रति सहित) की स्थिति क्या है?
2. उस प्रार्थना पत्र पर TRAI द्वारा अब तक क्या कार्यवाही की गई है?
3. इस तरह के उपभोक्ता शिकायतों पर TRAI की मानक कार्यवाही प्रक्रिया (SOP) क्या है? कृप्या उपलब्ध कराई जाये।
4. Reliance Jio कंपनी से इस मामले में कोई स्पष्टीकरण माँगा गया है या नहीं? यदि हाँ, तो उसकी प्रति उपलब्ध कराई जाए।
5. फर्जी KYC अपडेट करने वाले रिटेलर/एजेंट की पहचान क्या है?
6. मेरे मोबाइल नंबर 9808019396 को पुनः बहाल करने की दिशा में क्या कदम उठाए गए हैं?
7. यदि अब तक कोई कार्यवाही नहीं की गई है, तो उसका कारण स्पष्ट किया जाए।

दिनाँकः 02–09–2025

[redacted]

संलग्नक–

1. पोस्टल ऑर्डर मूल्य 10/– एवं संख्या – 735029
2. दिनाँक 01–08–2025 को प्रेषित प्रार्थना–पत्र की छायाप्रति

सेवा में,

अध्यक्ष,
भारतीय दूरसंचार विनियामक प्राधिकरण (TRAI)
नई दिल्ली –110002

विषय: मेरे जिओ मोबाइल नंबर ([redacted]) की सेवाएं 14 वर्ष प्रयोग के बाद फर्जी KYC के आधार पर पूर्णतः बंद कर दी गईं दृ कृपया तत्काल हस्तक्षेप करें।

महोदय / महोदया,

मैं [redacted]
Jio का मोबाइल नंबर [redacted] नियमित रूप से प्रयोग करता रहा हूं। यह नंबर मेरे अनेक बैंकिंग, दस्तावेजों, तथा निजी व व्यावसायिक कार्यों से जुड़ा हुआ है।

दिनाँक 17 जुलाई 2025 को बिना किसी पूर्व सूचना के मेरी सेवाएं (कॉल, डेटा, SMS) अचानक बंद कर दी गईं। जब मैंने जिओ कस्टमर केयर से संपर्क किया, तो पता चला कि मेरी जानकारी के बिना, मेरे नंबर पर फर्जी केवाईसी (KYC) अपडेट कर दी गई है, जिसमें किसी अज्ञात व्यक्ति [redacted] का नाम दर्ज है।

मैंने न तो कोई OTP साझा किया, न ही किसी तीसरे पक्ष को पहचान वेरीफाई करने की अनुमति दी। मैंने जिओ कस्टमर सपोर्ट को विस्तृत ईमेल्स व कॉल्स किए, गलत KYC के विरुद्ध लिखित आपत्ति दर्ज कराई, सभी आवश्यक दस्तावेजों (Aadhaar, Old SMS, App Login आदि) उपलब्ध कराए। फिर भी कोई समाधान नहीं किया गया।

अब दिनाँक 31 जुलाई 2025 को कंपनी द्वारा मेरी सभी सेवाएं पूर्ण रूप से समाप्त कर दी गई हैं, जिससे मेरा डिजिटल, व्यक्तिगत व व्यावसायिक जीवन प्रभावित हो गया है।

यह एक गंभीर उपभोक्ता अधिकार और पहचान सुरक्षा का उल्लंघन है।

मैं आपसे विनम्र अनुरोध करता हूं कि इस गंभीर मामले में तुरंत संज्ञान लिया जाए और जिओ कंपनी से स्पष्टीकरण लिया जाए कि फर्जी KYC किस रिटेलर ने, कब और कैसे की तथा कंपनी को निर्देशित किया जाए कि मेरे Jio का मोबाइल नंबर [redacted] की सेवाएं पुनः बहाल करें।

[redacted]

दिनाँक: 01–08–2025

[redacted]

संलग्नक:

- आधार कार्ड की छायाप्रति
- MyJio App लॉगिन स्क्रीनशॉट
- SMS & OTP रिकॉर्ड्स
- शिकायत पत्रों की छायाप्रतियां
- RTI आवेदन विवरण
- न्यूज रिपोर्ट कटिंग

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या. RT-2/6/(97)/2025-आरटीआई दिनांक: 29-09-2025

सेवा में,

[redacted]

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

महोदय,

कृपया अपने ऑफ़लाइन आरटीआई आवेदन पत्र दिनांक 02/09/2025 का अवलोकन करें, जोकि भारतीय दूरसंचार विनियामक प्राधिकरण (भादूविप्रा) में दिनांक 08/08/2025 (डायरी सं. 3101) को प्राप्त हुआ है, आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत जानकारी मांगी है। इस संबंध में आपको सूचित किया जाता है: -

क्र. सं.	उत्तर
1, 2, 6 और 7	ट्राई अधिनियम, 1997 में ट्राई द्वारा व्यक्तिगत उपभोक्ता शिकायतों के निवारण का प्रावधान नहीं है। हालाँकि, उपभोक्ताओं के हितों की रक्षा के लिए, ट्राई ने दूरसंचार उपभोक्ताओं की शिकायतों के निवारण हेतु उनके सेवा प्रदाताओं द्वारा एक ढाँचा निर्धारित किया है। जिसके अंतर्गत दूरसंचार सेवा प्रदाताओं (टीएसपी) को अपने ग्राहकों की शिकायतों का निवारण करना आवश्यक है। हालाँकि, उपभोक्ता मामले प्रभाग में दिनांक 01/08/2025 को प्राप्त शिकायत को आवश्यक कार्रवाई के लिए संबंधित सेवा प्रदाता को भेज दिया गया है । जिसकी प्रति संलग्न कर दी गई है।
3, 4.	ट्राई अधिनियम, 1997 में ट्राई द्वारा व्यक्तिगत उपभोक्ता शिकायतों के निवारण का प्रावधान नहीं है। हालाँकि, उपभोक्ताओं के हितों की रक्षा के लिए, ट्राई ने दूरसंचार उपभोक्ताओं की शिकायतों के निवारण हेतु उनके सेवा प्रदाताओं द्वारा एक ढाँचा निर्धारित किया है। दूरसंचार सेवा प्रदाताओं (टीएसपी) को ट्राई द्वारा जारी "दूरसंचार उपभोक्ता शिकायत निवारण विनियम (टीसीसीआरआर), 2012" के प्रावधानों के अनुसार अपने ग्राहकों की शिकायतों का निवारण करना आवश्यक है।
5.	आपके द्वारा मांगी गई जानकारी भादूविप्रा में उपलब्ध नहीं है।

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

भवदीय,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 29-09-2025 11:59:23

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

भारतीय दूरसंचार विनियामक प्राधिकरण
टॉवर-एफ, एनबीसीसी प्लॉट टेड सेंटर,नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं 2555
12 AUG 2025
ई आफिस सं.

To,

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

Subject: Request for Information under RTI Act, 2005 regarding spam calls despite KYC verification and actions taken against fraudulent calls.

Respected Sir/Madam,

I am writing to seek information under the Right to Information Act, 2005. Please provide detailed information on the following points:

1. **Spam Calls Despite KYC Verification:**
    - Why are there still spam calls being received despite the mandatory KYC verification at the time of issuing SIM cards?
    - What measures are being taken to ensure that KYC verification effectively prevents spam calls?
2. **Actions Against Fraudulent Calls:**
    - When TRAI is well aware that these spam calls are often fraudulent, what actions have been initiated against such calls so far?
    - Please provide details of any specific policies, regulations, or actions taken to curb fraudulent spam calls.

I request you to provide the information at the earliest as per the provisions of the RTI Act, 2005. I am enclosing the required RTI application fee of ₹10/- in the form of an Indian Postal Order (IPO) [or mention any other mode of payment].

Applicant Details:

Name: [redacted]
[redacted]

Thank you.

[redacted]

04.08.2025

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/6/(86)/2025-RTI Dated: 08-09-2025

To,

[redacted]

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

Sir,

Please refer to your offline RTI application dated 04.08.2025 received in TRAI on dated 12.08.2025 (Dy. No. 2555), for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 (a) (b) & 2 (a).	The information sought by you is interrogative in nature. therefore, it does not constitute as 'Information' in terms of Section 2(f) of the RTI Act, 2005. Moreover, matters related to Online frauds/ scams do not fall under the ambit of TRAI. The same can be reported on 'Chakshu' platform of Department of Telecommunications (DoT) at https://sancharsaathi.gov.in/sfc/ or reported at cyber- crime helpline number '1930'. Fraud related matters are dealt by Law enforcement agencies and I4C, Ministry of Home Affairs (MHA). However, the desired information may be available with DoT, in terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application (in original) is being transferred to DoT for providing the related information, if any, directly to you.
2 (b).	To curb Unsolicited Commercial Communication (UCC), TRAI has issued regulations i.e., Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018 and further amended from time to time. (weblink given at the bottom) If a customer has registered his/ her preferences through 1909/ TRAI DND App/ service provider's app/ website for blocking or allowing commercial communications, then Registered Telemarketers (RTMs) are permitted to call/ message the customer in accordance with the preferences or consent provided by customer. However, if Unregistered Telemarketers (UTMs) make commercial communication (Calls/messages), the customer can lodge a complaint via 1909/ TRAI DND App/ service provider's app/ website. Various measures have been taken by TRAI under TCCCPR 2018 regulations to prevent spam calls and messages, including the following: a. If a subscriber desires not to receive commercial communication from Registered Telemarketers (RTM), he can register himself for not

	receiving commercial communication by sending SMS at 1909 or through TRAI DND App/Access Service provider app/website. However, complaints against unregistered senders/ entities can now be made even without prior registration of preferences on the DND App. b. Even after opting for not receiving any promotional call/ messages, if a subscriber receives unsolicited commercial communication (UCC), he/ she can lodge a complaint within 7 days of receiving such unsolicited commercial communication to his/ her Access service provider by sending SMS or making voice call at 1909 or through TRAI DND App/ Access service provider App/ website. c. For valid complaints made by customers against a telemarketer/ sender, if the number of complaints against the Sender are from 5 or more than 5 unique Recipients during the last 10 days, action is taken by Access providers as below: i. For first such violation by sender/Telemarketer, outgoing services of all telecom resources of the sender/Telemarketer are barred for 15 days. ii. For subsequent violations by the sender/ Telemarketer, all the telecom resources of the sender/ Telemarketer are disconnected for one year, and the sender/ Telemarketer is blacklisted across all access providers for this period. The regulation TCCCPR 2018 and its latest amendment may be accessed at the following link: https://trai.gov.in/release-publication/regulations

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 08-09-2025 11:46:34

(S. K. Dutta)
Central Public Information Officer

Copy to: -

Deputy Secretary (Coordination) and Nodal Officer (RTI), Department of Telecommunications (AS-II Section), Ministry of Communications and IT, Sanchar Bhawan, No. 20, Ashoka Road, New Delhi –110001.	The original RTI application dated 04/08/2025 is enclosed herewith to provide the relevant information, if any, directly to the applicant.

RTI Application under Section 6(1) of the RTI Act, 2005

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

भारतीय दूरसंचार विनियामक प्राधिकरण
पंजीकरण सं. 3100
0 8 SEP 2025
ई आफिस सं.

Subject: Information regarding the adoption of 8-digit and 10-digit fixed-line numbering format in Bangalore (now Bengaluru).

Respected Sir/Madam,

I am seeking information under the **Right to Information Act, 2005**, pertaining to the implementation of fixed-line numbering changes in Bangalore (now Bengaluru), Karnataka.

I request the following information:

1. **Date and official reference/document** on which TRAI or any relevant telecom authority adopted or approved the use of the prefix **"2"** for fixed-line landline numbers in **Bangalore**, thereby transitioning them from **7-digit to 8-digit** numbers.
2. **Date and official reference/document** on which TRAI adopted or implemented the migration from **8-digit fixed-line numbers to a unified 10-digit numbering format** for **Bengaluru**, Karnataka.
3. Copies of any **TRAI circulars, notifications, or directives** issued to BSNL or other telecom service providers related to the above changes in fixed-line numbering for Bengaluru.

Applicant Details:

- **Full Name:** [redacted]
- [redacted]
- **Date:** 04/09/2025
- **Place:** Kolhapur

Enclosures:

- Bank Draft (Demand Draft) No.051921 drawn on HDFC Bank of ₹10 as applicable fee

Kindly provide the information in **English** as per Section 6(1) of the RTI Act. If the information sought pertains to another public authority, I request that the application be transferred under Section 6(3) of the RTI Act.

Thank you,

Yours sincerely,

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/6/(96)/2025-RTI Dated: 29-09-2025

To,

[redacted]

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

Sir,

Please refer to your offline RTI application dated 04.09.2025 received in TRAI on Dated 08.09.2025 (Dy. No. 3100), for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 3.	The information sought is not available with TRAI. However, As per Sec. 11(1) (a) of TRAI Act 1997, TRAI only makes recommendations to the Government (DoT), which may be accepted by the Government. Recent Recommendations on Revision of National Numbering Plan are available on URL: https://www.trai.gov.in/sites/default/files/2025-02/Recommendation_06022025.pdf

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 29-09-2025 11:57:53

(S. K. Dutta)
Central Public Information Officer

To
The Joint Advisor (Coord.) & CPIO
Central Public Information Officer (C.P.I.O.)
Telecom Regulatory Authority of India
World Trade Center, Tower-F, (4th to 7th Floor)
Nauroji Nagar, New Delhi-110 029.

भारतीय दूरसंचार विनियामक प्राधिकरण
पंजीकरण सं. 3103
0 8 SEP 2025
ई आफिस सं.

Sub:- Application under RTI 2005.
(On Airtel)
(West Bengal Circle)

Sir,

With due respect I, the undersigned, would like to inform you that I am a law abiding citizen of India and permanent resident of West Bengal i.e. a[redacted], [redacted]It is hereby attached my Aadhar Card (Vide[redacted]) along with my Epic Card (Vide No. KSL 1[redacted] under Itahar Legislative Assembly under West Bengal Legislative Assembly in West Bengal, issued by the Election Commission of West Bengal.

It is hereby prayed before your kind honour under RTI Act. 2005, to supply some information as per questions mentioned below as I need some information in respect some Mobile Towers of Airtel Company which have been working for the benefit of the local public. Those below mentioned Airtel Mobile Towers are working under West Bengal Circle.

I am submitting an IPO of Rs. 10/- Vide No. 27F 374732 issued on 11.08.2025 by the Asst. Postmaster(SB-I), Raiganj HO-733134 as required fees of RTI Application.

I, [redacted]shall be highly obliged and grateful to you and your concerned authority forever if this Application under RTI Act. 2005, is accepted and replied to me as questioned as mentioned on the 2nd Page as early as possible from the concerned authority.

Attachment: (1):- IPO of Rs.10/-
Attachment: (2):- Aadhar Card of Mr.[redacted]
[redacted]**3):-** Epic Card of[redacted].
Attachment: (4):- List of 9 Questions (On Page No.2).

Thanking you
Date: 04.09.2025,

Yours faithfully

[redacted]

Continued to Page No.(2).

List of 9 Questions (on Airtel)

Statement is that There is a Mobile Tower of Airtel Company situated at the Point of Latitude 25.2152^0 (North) and Longitude 88.1839^0 (East) in Malda District of State of West Bengal.

Question No.(1):--
"The local address of this Point of Latitude 25.2152^0 (North) and Longitude 88.1839^0 (East) is **VILLAGE**: KADUBARI, **P.O.:** GAJOL, P.S.: GAJOL, DISTRICT: MALDA, PIN: 732124, **NULL RANGABHITA (CT),** WEST BENGAL."
As per your records, whether this is Correct or not ?

Question No.(2):--
"The local address of this Point of Latitude 25.2152^0 (North) and Longitude 88.1839^0 (East) is **VILLAGE**: KADABARI, **P.O.:** GAJOL, P.S.: GAJOL, DISTRICT: MALDA, **PIN: 732123, NULL BANDHAIL (CT),** WEST BENGAL."
As per your records, whether this is Correct or not ?

Statement is that there is a Mobile Tower of Airtel Company situated at Latitude 25.2381^0 (North) and Longitude 88.1668^0 (East) in Malda District of State of West Bengal.

Question No.(3):--
"The local address of this Point of Latitude 25.2381^0 (North) and Longitude 88.1668^0 (East) is **VILLAGE**: MUSIDHAP, **P.O.: PANCHPARA,** P.S.: GAJOL, DISTRICT: MALDA, PIN: 732124, **NULL MUSIDHAP,** WEST BENGAL."
As per your records, whether this is Correct or not ?

Question No.(4):--
"The local address of this Point of Latitude 25.2381^0 (North) and Longitude 88.1668^0 (East) is **VILLAGE**: **BANIYAL, P.O.: PANCHPARA,** P.S.: GAJOL, DISTRICT: MALDA, PIN: 732124, **NULL MUSIDHAP,** WEST BENGAL."
As per your records, whether this is Correct or not ?

Question No.(5):--
"The local address of this Point of Latitude 25.2381^0 (North) and Longitude 88.1668^0 (East) is **VILLAGE**: **SHYAMNAGAR, P.O.: PANCHPARA,** P.S.: GAJOL, DISTRICT: MALDA, PIN: 732124, **NULL MUSIDHAP,** WEST BENGAL."
As per your records, whether this is Correct or not ?

Question No.(6):--
"The local address of this Point of Latitude 25.2381^0 (North) and Longitude 88.1668^0 (East) is **VILLAGE**: **MIRDADPUR, P.O.: MIRDADPUR, P.S.: RATUA**, DISTRICT: MALDA, **PIN: 7332204, NULL MUSIDHAP,** WEST BENGAL."
As per your records, whether this is Correct or not ?

Statement is that there is a Mobile Tower of Airtel Company situated at Latitude 25.3370^0 (North) and Longitude 88.1615^0 (East) in Uttar Dinajpur District of State of West Bengal.

Question No.(7):--
"The local address of this Point of Latitude 25.3370^0 (North) and Longitude 88.1615^0 (East) is **VILLAGE**: BANGAR, **P.O.: MARNAI, P.S.: ITAHAR**, DISTRICT: UTTAR DINAJPUR, **PIN: 733128, NULL TEHSIL,** WEST BENGAL." Land owner of this Mobile Tower is Gour Chandra Das.
As per your records, whether this is Correct or not ?

Question No.(8):--
Please be kind hearted to search any Airtel Mobile Tower situated in any Point in the Latitude Range in between of 25.1480^0 (North) to 25.1000^0 (North) and in the Longitude Range in between of 87.9990^0(East) to 87.9600^0(East) and the information please be supplied to me about that Airtel Mobile Tower's Location with Latitude and Longitude along with its local address including Postal Index Number and NULL address also.

Question No.(9):--
"Construction materials, hills, buildings, and trees can block or attenuate signals, reducing the effective range of a tower". Is it true or false ?

End

[redacted]

West Bengal

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या: RT-2/6/(88)/2025-आरटीआई दिनांक: 17-09-2025

सेवा में,

[redacted].

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

मोहदय,

कृपया दिनांक 04.09.2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 08/09/2025 (डायरी संख्या 3103) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत आवेदन पत्र में मांगी गई जानकारी**एयरटेल कंपनी के मोबाइल टावरों के अक्षांश बिंदु का स्थानीय पता (Local address of point of latitude of Airtel Company Mobile Towers)** से संबन्धित मामलों के सम्बंध में जानकारी मांगीहै।

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

भवदीय,
Digitally signed by SUSHIL KUMAR DUTTA
Date: 17-09-2025 10:47:01
(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

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

To
The Joint Advisor (Coord.) & CPIO
Central Public Information Officer (C.P.I.O.)
Telecom Regulatory Authority of India
World Trade Center, Tower-F, (4th to 7th Floor)
Nauroji Nagar, New Delhi-110 029.



Sub:- Application under RTI 2005.
(On Reliance Jio)

Sir,

With due respect I, the undersigned, would like to inform you that I am a law abiding citizen of India and permanent [redacted]. It is hereby attached my Aadhar Card ([redacted] my Epic Card (Vide No. KSL [redacted] under Itahar Legislative Assembly under West Bengal Legislative Assembly in West Bengal, issued by the Election Commission of West Bengal.

It is hereby prayed before your kind honour under RTI Act. 2005, to supply some information as per questions mentioned below as I need some information in respect some Mobile Towers of Reliance Jio Telephone Company which have been working for the benefit of the local public. Those below mentioned Reliance Jio Mobile Towers are working under West Bengal Circle.

I am submitting an IPO of Rs. 10/- Vide No. 27F 374733 issued on 11.08.2025 by the Asst. Postmaster(SB-I), Raiganj HO-733134 as required fees of RTI Application.

I, Mr. Raja Adhikari, shall be highly obliged and grateful to you and your concerned authority forever if this Application under RTI Act. 2005, is accepted and reply to me as questioned as listed on the 2nd. Page and 3rd. Page as early as possible from the concerned authority.

Attachment: (1):- IPO of Rs.10/-
Attachment: (2):- Aadhar Card of [redacted]
Attachment: (4):- List of 11 Questions (on Page No.2 & 3).

Thanking you

Date: 04.09.2025,

Yours faithfully

[redacted]

Continued to Page No.(2).

List of 11 Questions (on Reliance Jio)

Statement is that there is a Mobile Tower of Reliance Jio Company situated at the Point of Latitude 25.2907^0 (North) and Longitude 88.1628^0 (East) in Malda District of West Bengal State.

Question No.(1):--
"The local address of this Point of Latitude 25.2907^0 (North) and Longitude 88.1628^0 (East) is **VILLAGE: MOYNA, P.O.: MOYNA,** P.S.: GAJOL, DISTRICT: MALDA, PIN: 732124, NULL TEHSIL, WEST BENGAL."
As per your records, whether this is Correct or not ?

Question No.(2):--
"The local address of this Point of Latitude 25.2907^0 (North) and Longitude 88.1628^0 (East) is **VILLAGE: GAJOL, P.O.: GAJOL**, P.S.: GAJOL, DISTRICT: MALDA, PIN: 732124, NULL TEHSIL, WEST BENGAL."
As per your records, whether this is Correct or not ?

Statement is that there is a Mobile Tower of Reliance Jio Company situated at Latitude 25.2129^0 (North) and Longitude 88.1842^0 (East) in Malda District of West Bengal State.

Question No.(3):--
"The local address of this Point of Latitude 25.2129^0 (North) and Longitude 88.1842^0 (East) is VILLAGE: **GAJOL**, P.O.: **GAJOL**, P.S.: **GAJOL**, DISTRICT: MALDA, PIN: 732124, NULL **GAJOL**, WEST BENGAL."
As per your records, whether this is Correct or not ?

Question No.(4):--
"The local address of this Point of Latitude 25.2129^0 (North) and Longitude 88.1842^0 (East) is VILLAGE: **GAZOLE**, P.O.: **GAZOLE**, P.S.: **GAZOLE**, DISTRICT: MALDA, PIN: 732124, NULL **GAJOL**, WEST BENGAL."
As per your records, whether this is Correct or not ?

Statement is that there is a Mobile Tower of Reliance Jio Company situated at the Point of Latitude 25.3087^0 (North) and Longitude 88.1350^0 (East) in Uttar Dinajpur District of West Bengal State.

Question No.(5):--
"The local address of this Point of Latitude 25.3087^0 (North) and Longitude 88.1350^0 (East) is VILLAGE: KASBA, P.O.: JOYHAT, P.S.: ITAHAR, DISTRICT: UTTAR DINAJPUR, PIN: 733128, **NULL TEHSIL**, WEST BENGAL."
As per your records, whether this is Correct or not ?

Question No.(6):--
"The local address of this Point of Latitude 25.3087^0 (North) and Longitude 88.1350^0 (East) is VILLAGE: KASBA, P.O.: JOYHAT, P.S.: ITAHAR, DISTRICT: UTTAR DINAJPUR, PIN: 733128, **NULL ITAHAR**, WEST BENGAL."
As per your records, whether this is Correct or not ?

[redacted]
(West Bengal)

Continued to Page No. (3).

List of 11 Questions (on Reliance Jio)

Statement is that there is a Mobile Tower of Reliance Jio Company situated at the Point of Latitude 25.3317^0 (North) and Longitude 88.1277^0 (East) in Uttar Dinajpur District of West Bengal State.

Question No.(7):--
"The local address of this Point of Latitude 25.3317^0 (North) and Longitude 88.1277^0 (East) is VILLAGE: MALANCHI, P.O.: MARNAI, P.S.: ITAHAR, DISTRICT: UTTAR DINAJPUR, PIN: 733128, **NULL TEHSIL,** WEST BENGAL."
As per your records, whether this is Correct or not ?

Question No.(8):--
"The local address of this Point of Latitude 25.3317^0 (North) and Longitude 88.1277^0 (East) is VILLAGE: MALANCHI, P.O.: MARNAI, P.S.: ITAHAR, DISTRICT: UTTAR DINAJPUR, PIN: 733128, **NULL ITAHAR,** WEST BENGAL."
As per your records, whether this is Correct or not ?

Statement is that there is a Mobile Tower of Reliance Jio Company situated at the Point of Latitude 25.3145^0 (North) and Longitude 88.1667^0 (East) in Uttar Dinajpur District of West Bengal State.

Question No.(9):--
"The local address of this Point of Latitude 25.3145^0 (North) and Longitude 88.1667^0 (East) is VILLAGE: BOIDARA, P.O.: BOIDARA, P.S.: ITAHAR, DISTRICT: UTTAR DINAJPUR, PIN: 733128, **NULL TEHSIL,** WEST BENGAL."
As per your records, whether this is Correct or not ?

Question No.(10):--
"The local address of this Point of Latitude 25.3145^0 (North) and Longitude 88.1667^0 (East) is VILLAGE: BOIDARA, P.O.: BOIDARA, P.S.: ITAHAR, DISTRICT: UTTAR DINAJPUR, PIN:733128, **NULL KALIAGANJ,** WEST BENGAL."
As per your records, whether this is Correct or not ?

Question No.(11):--
"Construction materials, hills, buildings, and trees can block or attenuate signals, reducing the effective range of a tower". Is it Correct or not ?

End

[redacted]

West Bengal

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या: RT-2/6/(89)/2025-आरटीआई दिनांक: 17-09-2025

सेवा में,

[redacted].

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

मोहदय,

कृपया दिनांक 04/09/2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 08/09/2025 (डायरी संख्या 3104) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **रिलायंस कंपनी के मोबाइल टावरों** के अक्षांश बिंदु का स्थानीय पता **(Local address of point of latitude of Reliance Company Mobile Towers)** से संबन्धित मामलों के सम्बंध में जानकारी मांगीहै।

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

भवदीय,
Digitally signed by SUSHIL KUMAR DUTTA
Date: 17-09-2025 10:49:59
(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

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

To
The Joint Advisor (Coord.) & CPIO
Central Public Information Officer (C.P.I.O.)
Telecom Regulatory Authority of India
World Trade Center, Tower-F, (4th to 7th Floor)
Nauroji Nagar, New Delhi-110 029.



Sub:- Application under RTI 2005.
(On Vodafone)
(West Bengal Circle)

Sir,

With due respect I, the undersigned, would like to inform you that I am a law abiding citizen of India and permanent resident o[redacted]. It is hereby attached my Aadhar Card (Vid[redacted]5) along with my Epic Card (Vide No. KSL 1[redacted]) under Itahar Legislative Assembly under West Bengal Legislative Assembly in West Bengal, issued by the Election Commission of West Bengal.

It is hereby prayed before your kind honour under RTI Act. 2005, to supply some information as per questions mentioned below as I need some information in respect some Mobile Towers of Vodafone Company which have been working for the benefit of the local public. Those below mentioned Vodafone Mobile Towers are working under West Bengal Circle.

I am submitting an IPO of Rs. 10/- Vide No. 27F 374731 issued on 11.08.2025 by the Asst. Postmaster(SB-I), Raiganj HO-733134 as required fees of RTI Application.

I, Mr. Raja Adhikari, shall be highly obliged and grateful to you and your concerned authority forever if this Application under RTI Act. 2005, is accepted and replied, as questioned as mentioned on the 2nd Page, to me as early as possible from the concerned authority.

Attachment: (1):- IPO of Rs.10/-
Attachment: (2):- Aadhar Card of Mr.[redacted]
Attachment: (3):- Epic Card of Mr.[redacted].
Attachment: (4):- List of 5 Questions (On Page No.2).

Thanking you
Date: 04.09.2025,

Yours faithfully

[redacted]
West Bengal

Continued to Page No.(2).

List of 5 Questions
(on Vodafone)
(West Bengal Circle)

Question No.(1):--

There is a Vodafone Mobile Tower situated at Point of Latitude 25.2153^0 (North) and Longitude 88.1837^0 (East) in GAJOL SUPER MARKET, KADUBARI MORE (NEAR BSNL TOWER) in Malda District under the state of West Bengal.

Please be kind hearted to supply information about the "Networking Minimum Radius" of that Mobile Tower of Vodafone Company situated at the Point of Latitude 25.2153^0 (North) and Longitude 88.1837^0 (East) as per their records.

Question No.(2):--

There is a Vodafone Mobile Tower situated at Latitude 25.4561^0 (North) and Longitude 88.1726^0 (East) at Itahar under Uttar Dinajpur District in West Bengal and the owner name of that land where Tower situated is Kunjalal Agarwala.

Please be kind hearted to supply information about **Its most nearest another Vodafone Mobile Tower** which is situated in any Point in the Latitude Range in between of 25.4560^0 (North) to 25.4300^0 (North) and in the Longitude Range in between of 88.1700^0(East) to 88.1800^0(East) and the information please be supplied to me about that most nearest Vodafone Mobile Tower's Location in Latitude and Longitude with its local address including land owner name also.

Question No.(3):--

Please be kind hearted to supply information about the "Networking Minimum Radius" of that Mobile Tower of Vodafone Company situated at Latitude 25.4561^0 (North) and Longitude 88.1726^0 (East) as per their records.

Question No.(4):--

Please be kind hearted to supply information about the "Networking Minimum Radius" of that most nearest Vodafone Mobile Tower(as Question No. 2) which is situated in any Point in the Latitude Range in between of 25.4560^0 (North) to 25.4300^0 (North) and in the Longitude Range in between of 88.1700^0(East) to 88.1800^0(East) as per their records.

Question No.(5):--

"Construction materials, hills, buildings, and trees can block or attenuate signals, reducing the effective range of a tower". Is it true or false ?

----------: End of Questions: ----------

[redacted]
West Bengal

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या: RT-2/6/(90)/2025-आरटीआई दिनांक: 17-09-2025

सेवा में,

[redacted]

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

मोहदय,

कृपया दिनांक 04/09/2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 08/09/2025 (डायरी संख्या 3105) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **वोडाफोन कंपनी के मोबाइल टावर के** न्यूनतम नेटवर्क रेडियस **("Minimum Radius Network" of Vodafone Company Mobile Towers")** से संबन्धित मामलों के सम्बंध में जानकारी मांगी है।

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

भवदीय,
Digitally signed by SUSHIL KUMAR DUTTA
Date: 17-09-2025 10:49:10
(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

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

भारतीय दूरसंचार विनियामक प्राधिकरण
जीवन-एफ, एनबीसीसी न्यू टेड सेंटर,नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 3099
0 8 SEP 2025
ई आफिस सं.

To
The PIO
Telecom Regulatory Authority of India,
Mahanagar Doorsanchar Bhawan,
Jawaharlal Nehru Marg
New Delhi: 110 002.



SUB : Jio denies receipt of payment

Sir,

This is to inform you that I, the undersigned, ported my number [redacted]0 to BSNL. Before it, this phone number was JIO Postpaid. Before migration, postpaid bill of my the then Jio No. [redacted] amounting to Rs 247.09 has been paid by me on 29th May 2025 under Transaction No [redacted]Bharat Connect Transaction P[redacted]. Documents are attached herewith this RTI application.

Clarification as per RTI ACT 2005 is required from Jio as to why my payment is not updated in system which is why UPC code generation has not been possible till now.

Faithfully Yours,

[redacted]

Copy for information to :

1. **Customer care of BSNL Barasat North 24 PGS W.B. Pin Code**

2. **PIO of Reliance Jio Infocomm Ltd, Navi Mumbai, Maharashtra 400701**

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

सत्यमेव जयते

भादूविप्रा TRAI

फ.संख्या.: RT-2/6/(91)2025-RTI Dated:17-09-2025.

सेवा में,

[redacted].

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

महोदया,

कृपया अपने दिनांक 04/09/2025 के ऑफ़लाइन आरटीआई आवेदन का अवलोकन करें, जोकि भादुविप्रा में दिनांक 08/09/2025 (Dy. No. 3099) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में आरटीआई- अधिनियम, 2005 के प्रावधानों के तहत **"JIO कंपनी से पोस्टपेड नंबर के भुगतान को सिस्टम में अपडेट करवाने"** के संबंध में जानकारी मांगी है जो भारतीय दूरसंचार विनियामक प्राधिकरण (ट्राई) में उपलब्ध नहीं है तथा संबंधित जानकारी दूरसंचार विभाग (DoT) में उपलब्ध हो सकती है ।

2. चूंकि, आपके उपरोक्त आरटीआई आवेदन पत्र में यह देखा गया है कि आपने आरटीआई-फीस का भुगतान रू0 10/- के कोर्ट स्टम्प (Court-Fee) के माध्यम से किया है, जो की आरटीआई (शुल्क और लागत का विनियमन) नियम, 2005 के अनुसार अमान्य है। अत: ट्राई आपका उपरोक्त आवेदन पत्र संबंधित विभाग को अग्रेषित करने में असमर्थ है।

3. अत: आपको सूचित किया जाता है कि आप अपेक्षित सूचना प्राप्त करने हेतु उचित आरटीआई-फीस के साथ उपरोक्त जानकारी प्राप्त करने के लिए अपना नया आरटीआई आवेदन-पत्र सीधे दूरसंचार विभाग (DoT) को भेजें।

भवदीय,
Digitally signed by SUSHIL KUMAR DUTTA
Date: 17-09-2025 10:55:29

(एस.के. दत्ता)
केंद्रीय लोक सूचना अधिकारी

भारतीय दूरसंचार विनियामक प्राधिकरण
टावर-एफ, एनबीसीसी वर्ल्ड ट्रेड सेंटर,नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं 3225
15 SEP 2025
ई आफिस सं.

सेवा में,

केंद्रीय लोक सूचना अधिकारी
भारतीय दूरसंचार विनियामक प्राधिकरण 4, 5, 6,7 वा तल,
वर्ड ट्रेड सेंटर, नौरोजी नगर,नई दिल्ली–110029

विषयः सूचना का अधिकार अधिनियम 2005 के अंतर्गत कॉल डिटेल रिकॉर्ड (CDR) एवं लोकेशन की सूचना उपलब्ध कराने के संबंध में।

1. प्रार्थी भारत का नागरिक है और सूचना का अधिकार अधिनियम, 2005 की धारा 6 (1) के अंतर्गत निम्नलिखित सूचना प्राप्त करने हेतु आवेदन कर रहा है।

2. मेरे और मेरी पत्नी (मुस्कान चौहान) के मध्य घरेलू विवाद न्यायालय/पुलिस जांच के अधीन है। इस विवाद की सत्यता और न्याय की निष्पक्षता सुनिश्चित करने के लिए निम्नलिखित सूचना अत्यंत आवश्यक है। यह सूचना मेरे और मेरी पत्नी के बीच चल रहे विवाद में सत्य और असत्य के निर्धारण हेतु महत्वपूर्ण साक्ष्य है और इस अधिनियम की धारा 8(1) (j) में निहित निजता अपवाद से परे है।

अतः आपसे विनम्र अनुरोध है कि निम्नलिखित के अनुसार सूचना यथाशीघ्र उपलब्ध कराने की कृपा करें ।

(क) मोबाइल नंबर [redacted] की कॉल डिटेल रिकॉर्ड (CDR) विद लोकेशन दिनाक 01 जुलाई 2023 से 30 अक्तूबर 2024 तक व [redacted] से संबंधित दिनांक 01 सितंबर 2023 से 30 जून 2025 तक की अवधि की कॉल डिटेल रिकॉर्ड (CDR) विद लोकेशन।

(ख) उक्त अवधि के दौरान उपरोक्त मोबाइल नंबर से प्रेषित एवं प्राप्त SMS / MMS व्हट्सप एव सोशल मीडिया इत्यादि के संदेशों की सूची एवं सामग्री।

(ग) उन मोबाईलो के विवरण (IMEI) जिनमे ये मोबाइल नंबर उपयोग किये गए है।

(घ) उन मोबाइल नंबरों का विवरण जो इन मोबाइलों में उपयोग किए गए है।

अतः आपसे विनम्र निवेदन है कि न्याय और निष्पक्ष जांच के हित में उपरोक्त सूचना उपलब्ध कराने की कृपा करें। यह मोबाइलनंबर मेरे पास है और उपायग में है। पहचान प्रामाण सादर सलग्न है। नियमानुसार शुल्क रुपये दस सादर (भ.पो.आ. सं - 71 P 370986) सलग्न है।

सलग्नकः– दो (भा–पो–ओं व आधार कार्ड)।

दिनाकः 09 / 09 / 2025

प्रार्थी [redacted]

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या: RT-2/6/(94)/2025-आरटीआई दिनांक: 22-09-2025

सेवा में,

[redacted]

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

मोहदय,

कृपया दिनांक 09.09.2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 15/09/2025 (डायरी संख्या 3225) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **कॉल विवरण रिकॉर्ड एवं लोकेशन (Call Details Record and Location (CDR)** से संबन्धित मामलों के सम्बंध में जानकारी मांगीहै।

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

भवदीय,
Digitally signed by SUSHIL KUMAR DUTTA
Date: 22-09-2025 10:30:15
(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

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

भारतीय दूरसंचार विनियामक प्राधिकरण
टॉवर-एफ, एनबीसीसी वर्ल्ड ट्रेड सेंटर, नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 3242
16 SEP 2025
ई आफिस सं.

सेवा

के० लोक सूचना अधिकारी

भारतीय दूरसंचार विनियामक प्राधिकरण 4, 5, 6, 7 वा तल,

वर्ड ट्रेड सेंटर , नौरोजी नगर ,

नई दिल्ली -110029.

विषयः सू॰ का अ॰ अधिनियम 2005 के अंतर्गत कॉल डिटेल रिकॉर्ड (CDR) एवं लोकेशन उपलब्ध कराने हेतु।

महोदय,

सविनय निवेदन है कि प्रार्थी मोबाईल नेटवर्क का एक पंजीकृत उपभोक्ता है। मेरा मोबाइल नंबर मेरे ही नाम से विधिवत जारी एवं सक्रिय है। मैं अपने व्यक्तिगत उपयोग और अभिलेख हेतु उक्त नंबर की कॉल डिटेल रिकॉर्ड (CDR) एवं लोकेशन प्राप्त करना चाहता हूँ। यह सूचना मेरे लिए अत्यंत आवश्यक है और सूचना का अधिकार अधिनियम, 2005 की धारा 6(1) के अंतर्गत आवेदन कर रहा हूँ।

अतः आपसे निवेदन है कि कृपया मुझे निम्नलिखित सूचनाएँ उपलब्ध कराई जाएँ-

1. मेरे मोबाइल नंबर [redacted] व [redacted] की कॉल डिटेल रिकॉर्ड (CDR) दिनांक 02 अप्रैल 2025 से 30 जून 2025 की अवधि तक।

2. मेरे मोबाईल की 20 अप्रैल 2025 से 26 मई 2025 तक की अवधी की लोकेशन।

मेरे द्वारा आवेदन पत्र के साथ पहचान प्रमाण (आधार कार्ड) संलग्न किया जा रहा है जिससे यह स्पष्ट है कि यह नंबर मेरा ही है। निर्धारित आवेदन शुल्क Rs, 10/- भारतीय डाक आदेश (No 71F458456) के रूप में संलग्न है। यहा मोबाइल नंबर मेरे पास है और उपयोग मे है।

अतः आपसे निवेदन है कि उपरोक्त सूचना उपलब्ध कराने की कृपा करें।

आपकी अति कृपा होगी।

सलगनक : (उपरोकतानुसार)

दिनाँकः 13/09/ 2025 .

भवदीय

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या: RT-2/6/(95)/2025-आरटीआई दिनांक: 22-09-2025

सेवा में,

[redacted]

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

महोदय,

कृपया दिनांक 13/09/2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 16/09/2025 (डायरी संख्या 3242) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **कॉल डिटेल रिकॉर्ड एंव लोकेशन Call Details Records (CDR) and location** से संबन्धित मामलों के सम्बंध में जानकारी मांगीहै।

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

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 22-09-2025
15:38:03
(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

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

DIRECTORATE OF INFORMATION & PUBLICITY
GOVT. OF NCT OF DELHI
BLOCK-IX, OLD SECTT. , DELHI-110054

No. F. 04 (39)/DIP/RTI/2025/867-68 Dated:20.08.2025

To

The Central Public Information Officer (CPIO),
Telecom Regulatory Authority of India (TRAI),
Mahanagar Doorsanchar Bhawan,
Jawahar Lal Nehru Marg,
New Delhi – 110002.

भारतीय दूरसंचार विनियामक प्राधिकरण
पंजीकरण सं. 2766
27 AUG 2025
ई आफिस सं.

Subject: Forwarding of Online RTI Application of S[redacted] Regd. ID: DOI&P/R/2025/60027 dated 17/08/2025

Sir/Madam,

I am directed to forward herewith a copy of the Online RTI Application (Regd. ID: DOI&P/R/2025/60027 dated 17/08/2025) received from [redacted] resident of [redacted]

As the subject matter of the application pertains to your office, the same is being transferred under Section 6(3) of the RTI Act, 2005 for necessary action at your end.

The details of dispatch are as under.

- India Post Tracking Number: **ED647959542IN**
- Date of Dispatch: **20.08.2025**

Encl.: Copy of RTI Application.

Yours Sincerely,

PIO (DIP)

No. F. 04 (39)/DIP/RTI/2025/867-68 Dated:20.08.2025

Copy to:-

1. **Sh**[redacted]

(If you are not satisfied with above transferred, you may file appeal before the First Appellate Authority, Directorate of Information & Publicity, 09, Old Sectt, Delhi-110054). As the application has been transferred to the above mentioned department(s), if you are not satisfied with the reply provided by the aforesaid department(s), you should file first appeal to the Appellate Authority of the department(s) concerned and not to the First Appellate Authority of the DIP because the First Appellate Authority of the DIP does not have jurisdiction over the aforesaid department(s).

ID-No. 40/2025

RTI REQUEST DETAILS

Registration No. :	DOI&P/R/2025/60027	**Date of Receipt :**	17/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Name :	[redacted]		
Address :	[redacted]		
State :	[redacted]	**Country :**	India
Phone No. :	+91-	**Mobile No. :**	[redacted]
Email :	[redacted]		
Status(Rural/Urban) :	Urban	**Education Status :**	Graduate
Is Requester Below Poverty Line ? :	No	**Amount Paid :**	Rs.10
Text of RTI Application :	Rti application copy attached further necessary action please		

[redacted]

DA

RIGHT TO INFORMATION

RIGHT TO INFORMATION ACT 2005 (TIME BOUND)

- राज्य लोक सूचना अधिकारी का नाम एवं पद का नाम व कार्यालय का पता To Public Information Officer PIO Information & Publicity,Govt. of NCT of Delhi ,Block No IX, Old Sectt. Delhi-110054

प्रार्थी [redacted] भारतीय सशस्त्र थल सेना Rank NCO Home [redacted]

विषय- सूचना का अधिकार अधिनियम-2005 सूचना का अधिकार अधिनियम-2005 की धारा 6 (1) के अधीन सूचना अभिप्राप्त करने हेतु अनुरोध

Application forwarded under section 6(1) of the Right to information Act 2005

Application for obtaining Section 75 of the Bharatiya Sakshya Adhiniyam 2023 (BSA 2023) states that public officers must provide certified copies of public documents and information to anyone Indian evidence act 1872 under section 76 states that public officers must provide certified copies of public documents and information to anyone

श्रीमान जी को Telecom Regulatory Authority of India Mahanagar Doorsanchar Bhawan, Jawahar lal Nehru Marg, Old Minto Road, New [redacted]elhi, 110002.सेअवगत कराना है श्रीमान जी से प्रार्थना यह है कि मेरा Jio मोबाइल नंबर [redacted] है। मेरे आधार [redacted] आई डी पर हैं श्रीमान जी इसके संबंध में दिनांक 15 जुलाई 2024 से लेकर 30 जुलाई 2024 तक का कॉल सी [redacted] आर व लोकेशन सूचना अधिकार अधिनियम 2005 की धारा 6(1) के तहत मुझे मेरे नंबर की कॉल सी डी ओर लोकेशन समय के साथ की सर्टिफाइड कॉपी जिओ कंपनी उत्तर प्रदेश से दिलवाने का कृपया करे आपकी अति कृपया होगी Sir please send one true certified photo copy of requested information to my Gmail [redacted] as well

दिनांक 17/08/2025

[redacted]

Applicant signature

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या: RT-2/6/(85)/2025-आरटीआई दिनांक: 01-09-2025

सेवा में,
[redacted]

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

मोहदय,

कृपया दिनांक 17.08.2025 के अपने आरटीआई आवेदन पत्र (Reg.No. DOI&P/R/2025/60027) का अवलोकन करें जोकि भादूविप्रा में दिनांक 27/08/2025 (डायरी संख्या 2766) को सूचना एवं प्रचार निदेशालय (डीआईपी) फ. संख्या. 04 (39)/DIP /RTI/2025/867-68 दिनांक 20.08.2025 के माध्यम से प्राप्त हुआ है, आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **मोबाइल कॉल विवरण और लोकेशन (Mobile Call details (CDR) and location)** से संबन्धित मामलों के सम्बंध में जानकारी मांगी है।

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

भवदीय,
Digitally signed by SUSHIL KUMAR DUTTA
Date: 01-09-2025 14:52:19
(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

उप सचिव (समन्वय) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, संचार और आईटी मंत्रालय,संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली – 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबन्धित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।
जन सूचना अधिकारी, सूचना एवं प्रचार निदेशालय, राष्ट्रीय राजधानी क्षेत्र दिल्ली सरकार ब्लॉक-IX, पुराना सचिवालय, दिल्ली-110054	आपकी जानकारी हेतु प्रस्तुत है।

Date: 18/08/2025

To,
The Central Public Information Officer (CPIO)
Telecom Regulatory Authority of India (TRAI)
Mahanagar Doorsanchar Bhawan,
Jawahar Lal Nehru Marg (Old Minto Road),
New Delhi – 110002

भारतीय दूरसंचार विनियामक प्राधिकरण
पंजीकरण सं. 2683
20 AUG 2025
ई आफिस सं.

Subject: Application under RTI Act, 2005 seeking information regarding delay in activation of Airtel mobile number 9871786472

Respected Sir/Madam,

I, [redacted] am filing this application under Section 6(1) of the Right to Information Act, 2005 to seek information regarding the **non-activation of my Airtel mobile connection** ([redacted]) purchased on **10 August 2025**, despite completion of all necessary KYC formalities.

Even after repeated follow-ups with Airtel through emails and visits to the outlet, my SIM card remains inactive. Therefore, I request detailed information from TRAI regarding the rules, regulations, and consumer rights in such cases.

Information Requested:

1. Please provide a copy of the TRAI guidelines/circulars which specify the **maximum time limit for activation of a new mobile SIM** after successful KYC verification.
2. If no specific time limit is mentioned, kindly provide details of the standard practice and obligations of service providers regarding timely activation.
3. Please inform whether Airtel (Bharti Airtel Ltd.) has reported to TRAI about **any technical or system-related issues** causing delays in activation of new connections during **August 2025**.
4. Please provide the details of **penalties or actions prescribed under TRAI regulations** for service providers in case of delay or denial of activation to customers after KYC completion.
5. Kindly provide a copy of the **procedure and escalation matrix** for filing a formal consumer grievance with TRAI against Airtel for such lapses.
6. Please provide certified copies of TRAI's **consumer charter** or rules relating to:
    - Service delivery timelines for new connections.
    - Compensation norms, if any, in case of service delay.
    - Consumer rights relating to telecom services.

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/6/(92)/2025-RTI Dated: 17-09-2025

To,

[redacted]

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

Sir,

Please refer to your offline RTI application dated 18.08.2025 received in TRAI on dated 20.08.2025 (Dy. No. 2683), for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 & 2	The information sought is not available with TRAI. However, it is informed that all the Telecom Service Providers are governed by the License Agreement entered into with the Licensor (Department of Telecommunications). The information sought relate to instructions relating to Subscribers' verification which are issued by DoT. Therefore, the desired information may be available with DoT, in terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application (in original) is being transferred to DoT for providing the related information, if any, directly to you.
3,4 & 6.	The information sought is not available with TRAI.
5.	The TRAI Act, 1997 does not envisage redressal of individual consumer complaints by TRAI. Nevertheless, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI. In terms of this mechanism, the consumers can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.
7.	If Consumers are not satisfied with the disposal of their grievance by the Service Provider, they can approach to appropriate Consumer Disputes Redressal Forum or a Consumer Disputes Redressal Commission or the National Consumer Redressal Commission established under the Consumer Protection Act, for redressal of their grievances/disputes.

Contd. on next page 02.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 17-09-2025
15:03:19

(S. K. Dutta)
Central Public Information Officer

Copy to: -

Deputy Secretary (Coordination) and Nodal Officer (RTI), Department of Telecommunications (AS-II Section), Ministry of Communications and IT, Sanchar Bhawan, No. 20, Ashoka Road, New Delhi –110001.	The original RTI application dated 18/08/2025 is enclosed herewith to provide the relevant information, if any, directly to the applicant.

Format of application for obtaining information under the Right to Information Act, 2005

To,
The Chairman
Telecom Regulatory Authority of India
4th, 5th, 6th & 7th Floor, Tower-F,
World Trade Centre, Nauroji Nagar,
New Delhi: 110029
E-mail ID : daca@trai.gov.in.



1	Full Name	-	[redacted]
2	Address	-	[redacted]
3	Mobile Number	-	[redacted]
4	Subject Matter of Information	-	Request to receive detailed information regarding the further action taken by your office regarding the complaint application dated 20/6/2025 and the investigation.
	a) Description of the information required	-	Request to receive detailed information regarding the further action taken by your office regarding the complaint application dated 20/6/2025 and the investigation
	b) The period to which the information relates	-	Date: 20/06/2025 to Date: 18/08/2025
	c) Whether the information is required by post or in person	-	Post
5	Whether the applicant is below poverty line	-	No
6	Address	-	[redacted]
7	Date	-	18/08/2025



Signature

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/6/(93)/2025-RTI Dated: 22-09-2025

To,

[redacted]

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

Sir,

Please refer to your offline RTI application dated 18.08.2025 received in TRAI on dated 25.08.2025 (Dy. No. 2722), for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1.	The TRAI Act, 1997 does not envisage redressal of individual consumer complaints by TRAI. Furthermore, Installation and removal of Mobile Tower does not fall under the purview of TRAI and no permission is required by the Service Providers from TRAI for installation of Mobile Towers. Accordingly TRAI has not issued any guidelines in this regard. DOT Field Officers are looking into the matters related to mobile tower. Therefore, the Complaint has been forwarded to DOT for further necessary action.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 22-09-2025 10:32:28

(S. K. Dutta)
Central Public Information Officer

सेवामें



श्रीमान लोक सूचना अधिकारी

भारतीय दूरसंचार विनियामक प्राधिकरण

नई दिल्ली 110002

विषय - RTI ACT 2005 के अन्तर्गत आवेदक के स्वयं के मोबाइल नंबर [redacted] की कॉल डिटेल संबंधी (CDR) सूचनार्थ प्राप्त करने हेतु।

महोदय,

निवेदन है कि प्रार्थी का नाम [redacted] जिओ (JIO) कम्पनी का है। अतः आवेदक के उक्त मोबाइल नंबर से सम्बंधित निम्न सूचना आवेदक को प्रदान करने का कष्ट करें।

1. यह कि आवेदक के जियो नम्बर [redacted] की दिनाँक 29/09/2024 (24 घण्टे) की कॉल डिटेल सम्बन्धी CDR की प्रति आवेदक को सूचनार्थ प्रदान की जाए।

यह कि निम्न वांछित सूचना जनसूचना देय 30 दिवस में आवेदक को देने की कृपा करें

नोट: RTI फीस के रूप में पोस्टल ऑर्डर रुपये 10 , संख्या- 65F899670 संलग्न है

[redacted]

दिनांक 19/9/025

प्रार्थी

[redacted]

मो० नंबर [redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या: RT-2/6/(99)/2025-आरटीआई दिनांक: 29-09-2025

सेवा में,

[redacted]

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

मोहदय,

कृपया दिनांक 19/09/2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 23/09/2025 (डायरी संख्या 3335) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **कॉल विवरण रिकॉर्ड (Call Details Record)** से संबन्धित मामलों के सम्बंध में जानकारी मांगीहै।

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

भवदीय,
Digitally signed by SUSHIL KUMAR DUTTA
Date: 29-09-2025 14:50:34
(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

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

सेवामें

श्रीमान लोक सूचना अधिकारी

भारतीय दूरसंचार विनियामक प्राधिकरण

नई दिल्ली 110002

भारतीय दूरसंचार विनियामक प्राधिकरण
टॉवर-एफ, एनबीसीसी प्लेस टेड सेंटर,नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 3336
23 SEP 2025
ई आफिस सं.

विषय - RTI ACT 2005 के अन्तर्गत आवेदक के स्वयं के मोबाइल नंबर [redacted] की कॉल डिटेल संबंधी (CDR) सूचनार्थ प्राप्त करने हेतु।

महोदय,

निवेदन है कि प्रार्थी का नाम [redacted] एयरटेल कम्पनी का है। अतः आवेदक के उक्त मोबाइल नंबर से सम्बंधित निम्न सूचना आवेदक को प्रदान करने का कष्ट करें।

1. यह कि आवेदक के एयरटेल नम्बर [redacted] की दिनाँक 29/09/2024 (24 घण्टे) की कॉल डिटेल सम्बन्धी CDR की प्रति आवेदक को सूचनार्थ प्रदान की जाए।

यह कि निम्न वांछित सूचना जनसूचना देय 30 दिवस में आवेदक को देने की कृपा करें

नोट: RTI फीस के रूप में पोस्टल ऑर्डर रुपये 10 , संख्या- 65F 899669 संलग्न है

दिनांक 19/9/2025

[redacted]

प्रार्थी

[redacted]

मो० नंबर [redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या: RT-2/6/(100)/2025-आरटीआई दिनांक: 29-09-2025

सेवा में,

[redacted]

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

मोहदय,

कृपया दिनांक 19/09/2025 के अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि भादुविप्रा में दिनांक 23/09/2025 (डायरी संख्या 3336) को प्राप्त हुआ है। आपने अपने आरटीआई आवेदन पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **कॉल विवरण रिकॉर्ड (Call Details Record)** से संबन्धित मामलों के सम्बंध में जानकारी मांगी है।

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

भवदीय,
Digitally signed by SUSHIL KUMAR DUTTA
Date: 29-09-2025 14:53:08
(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

प्रतिलिपि: -

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

भारतीय दूरसंचार विनियामक प्राधिकरण
टॉवर-एफ, एनबीसीसी वर्ल्ड ट्रेड सेंटर,नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 2378
05 AUG 2025
ई आफिस सं.

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

Subject: Information under the Right to Information Act, 2005

- Name of Applicant-[redacted]
- Address-[redacted]
- Particular of Information required
- Subject Matter of Information- Regarding Port-out code/ UPC (Unique Porting Code) SMS request on 1900
- Period of Information- 1st January 2024 to till date
- Description of Information-

I. Can a mobile user send out Port-out code/UPC (Unique Porting Code) request to 1900 even if he as not recharged with any plans and is not able to send or receive any other forms of SMS and incoming/outgoing facility has been suspended but is receiving network on his SIM card and has been active on the current operator for more than 90+ days

II. What can a subscriber do if he is not able to send Port-out code/UPC (Unique Porting Code) request and to whom can he complain

III. Is he required to purchase a recharge plan which is generally of 28 days service validity and costs more than 250-300 Indian Rupees just to generate UPC (Unique Porting Code) and Port-out from his current mobile operator to a new mobile operator

- Fee paid vide IPO No. 71F 299109 Dt. 26/05/2025 for ₹ 10/- Issued by Head Post Office Agra.
- Information is required by Post.

[redacted]

Place- Agra
Date- 31/07/2025

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/6/(83)/2025-RTI **Dated: 01.09.2025**

To,

[redacted]

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

Sir,

Please refer to your offline RTI application dated 31.07.2025 received in TRAI on dated 05.08.2025 (Dy. No. 2378), for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 & 3.	The queries raised under the RTI request are interrogatory in nature and not seeking readily available information. However, it is informed that the provision regarding Telecommunication mobile number portability per transaction charge is regulated by Telecommunication Mobile Number Portability Per Port Transaction Charge And Dipping Charge (SECOND AMENDMENT) Regulations, 2019 available at https://www.trai.gov.in/sites/default/files/2024-10/Regulation_01102019.pdf
2.	In order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI. In terms of this mechanism, the consumers can lodge service- related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.

Contd. on next page 02

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 02-09-2025 16:12:41

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00545	**Date of Receipt :**	02/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Reque	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Respected Sir/Madam,
This application is filed under Section 6(1) of the RTI Act, 2005, to seek clarity on the regulatory intent and implementation of low-value mobile recharges (Rs.10, Rs.20, etc.) and the practice of mandating data recharges to access voice calling services.
It is observed that these Chota recharges offer no meaningful benefit ,neither extending validity nor enabling incoming/outgoing calls, unless a high value bundled plan (Rs.99 or more) is active. This defeats their purpose and misleads consumers. Moreover, unlimited free calls are advertised, but users are required to purchase data packs even if they only need voice services.
This structure causes confusion and economic burden, especially for senior citizens, low income groups, and rural users who use mobile phones only for calling.
I seek answers to the following:
1. What is the policy objective behind allowing low-value recharges like Rs.10 ,Rs.20?
2. Are operators mandated or permitted to provide any service (validity, incoming, talk time) in exchange for such recharges?
3. Can these mini recharges be made conditional on the presence of an active bundled plan?
4. Are operators allowed to cut incoming/outgoing services even if the user has balance but lacks validity or data?
5. Has TRAI penalized any operators in the past 3 years for misuse of fallback recharge or non-functional mini recharges?
6. Are operators required to allow Rs.20 deductions to retain incoming services, or can they disable SIMs entirely?
7. On what basis are free unlimited voice calls offered only with paid data? Why are there no standalone voice-only plans? Is TRAI planning to mandate such options for basic users?

Many users do not understand why low-value recharges exist if they serve no actual purpose unless another plan is active. These recharges appear to simulate affordability but offer no independent utility. This causes inconvenience and frustration.

I, write in concern, not confrontation. If rules are written for consumers, but enforced in Favour of operators, the spirit of regulation risks becoming a gesture rather than a guarantee.
We respectfully seek clarification on whether this mismatch is a result of deliberate policy, interpretive ambiguity, or lack of enforcement mechanisms , so that we, as users, may better understand our rights and responsibilities in the mobile ecosystem.

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(383)/2025-RTI **Dated: 01.09.2025.**

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 02.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00545, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 3.	The queries sought under the RTI request are interrogatory in nature and not seeking readily available information. However, it is informed that as per Telecom Tariff (50th amendment) Order dated 19/04/12, TRAI mandated TSP to offer and make available to the consumer at least one top up voucher of denomination of rupees ten available at https://www.trai.gov.in/sites/default/files/2024-09/50Fiftieth_Amendment_19_Apr_2012.pdf
4 & 6.	The provision regarding deactivation of Cellular Mobile Telephone Connection due to non-usage are regulated by TCPR(6th Amendment),2013 available at https://www.trai.gov.in/sites/default/files/2024-10/Sixth_Amedment_21_FEB_2013.pdf
5.	The information sought is not available with TRAI.
7.	As per the TCPR (12th Amendment) dated 23.12.2024, TRAI inter-alia mandated service providers to offer at least one Special Tariff Voucher exclusively for Voice and SMS with validity period not exceeding three hundred and sixty-five days available at https://www.trai.gov.in/sites/default/files/2024-12/Regulation_12th_23122024_0.pdf

Contd. on next page 02.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 02-09-2025 16:11:18

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00562	**Date of Receipt :**	07/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Status(	[redacted]		
Is Requester Belo			
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Subject: Request for Information under RTI Act regarding Mobile Number [redacted]

To: Public Information Officer
Department of Telecommunications
Government of India

Respected Sir/Madam,

I am writing to seek information under the Right to Information Act 2005 regarding the disconnection and non-reissue of my mobile number [redacted] which was previously registered with Airtel.

The number was blocked and later disconnected. Despite following up and submitting necessary applications for reactivation at the Airtel Store, the number was not reissued. Airtel has communicated that I must wait for 90 days. However, according to TRAI guidelines, the telecom service provider is required to wait at least 90 days before reissuing a disconnected number to someone else, not for reissuing to the original customer.

I would like to request the following information:

1. What is the official policy and guideline regarding the disconnection and reactivation of mobile numbers for original customers

2. How many days after deactivation is the number eligible to be reissued to the same person

3. Was my number [redacted] reported as fraud or flagged for any misuse

4. Was there any re-verification request or process initiated against my number and under what reason

5. Is the delay in reissuing the number in compliance with TRAI guidelines

Alternate Contact Number: [redacted]
Date and Time of Last Attempt: 5 August 2025 Evening Visit to Airtel Store in Malad

I have faced continuous harassment and misinformation by Airtel employees. I request your urgent intervention in this matter.

Thank you.

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(389)/2025-RTI Dated: 01-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 07.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00562, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 5.	The information sought is not available with TRAI. However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 29.08.2025 to DoT for providing the related information, if any, directly to you.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 01-09-2025
13:08:06

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00564	**Date of Receipt :**	08/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Sta	[redacted]		
Is Requester ? :			
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

To,
The Public Information Officer
Telecom Regulatory Authority of India (TRAI)
Ministry of Communications
Government of India

Subject
Seeking Information Regarding Airtel Prepaid Recharge Policies and TRAI Guidelines on Small Recharge Discontinuation

Dear Sir/Madam

I, [redacted], am filing this RTI under the Right to Information Act 2005 regarding the lack of clarity and unfair practices around prepaid recharge policies by Bharti Airtel Ltd, especially affecting non-smartphone users like my senior citizen father.

Previous Communication with TRAI
On 12 March 2025 at 11.14 AM, I sent a detailed consumer grievance email from skandalgaonkar35@gmail.com to both daca@trai.gov.in and ap@trai.gov.in.

However, no response was received from either email ID even after several months. I am now escalating this formally under RTI to seek documented clarification and accountability.

Background
My father, Mr [redacted]), uses a basic feature phone and does not require internet access. I recharged his number multiple times with Rs 10 talktime expecting it to enable local

calls. Though the balance was credited, calls could not be made. Upon visiting Airtel Ulwe gallery, I was told this recharge is valid only for international calls. This information was not disclosed on the app or recharge portals.

Moreover, Airtel refuses to address the issue via email or phone unless communication is sent through a registered email ID or the Airtel Thanks App, which my father cannot use. This amounts to digital discrimination and a denial of fair support.

Information Requested under RTI

Has TRAI issued any notification or circular allowing telecom companies to discontinue small recharges like Rs 10 for local calling

Are telecom operators allowed to mislead users by offering a Rs 10 recharge assumed for local calling but using it solely for international talktime without mandatory disclosure

Is there any TRAI guideline mandating telecom operators to provide non-app-based support for users who do not use smartphones or email

Are telecom operators permitted to withhold Nodal Officer contact details and escalation matrices from their websites or apps

What penalty or compliance mechanism is in place if operators force customers into higher recharge plans like Rs 199 against their needs

What steps has TRAI taken to ensure equal service access to non-digital and senior citizen users considering that over 400 million Indians still do not use smartphones

I request that this RTI be treated with urgency given the growing digital exclusion faced by large sections of society. Kindly send a detailed reply and share all relevant documents or guidelines.

Applicant Details

[redacted]i

Mumbai - 400012

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(394)/2025-RTI Dated: 02-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 08.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00564, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 6.	The queries sought under the RTI request are the interrogatory in nature and not seeking readily available information. However, It is informed that the provision regarding small recharges are regulated by Telecom Tariff (50th Amendment) Order dated 19.04.2012, while grievance redressal/escalation matrix in TSPs is governed by Telecom Consumers Complaint Redressal Regulations, 2012.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 02-09-2025 12:21:50

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00566	**Date of Receipt :**	09/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
St	[redacted]		
Is Requester			
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Respected Sir/Madam,

With reference to MNP Mobile number portability, I request you to kindly provide some details regarding crucial questions:

There is a lock in period of 90 days with the existing operator, but if any customer moves to a certain location due to any scenario, whether job posting, settling in some other area, etc, where that particular network does not have good signal, then he still has to be with the same network for 90 days if he has bought a new sim or 90 days is not over.

My query is that there has to be some alternative provisions to switch within 90 days by paying some appropriate charges or penalty, but there should have to be an option for this as 90 days is like a compulsion on the consumer.

The telecom companies state that they incur a loss if any customer switches within 90 days, but there should be a provision for this so they may switch to another by paying an appropriate penalty or some charges.

The next query is that if any customer recharge packs are over and to send a port message, the customer has to recharge with the unlimited validity pack, which ranges over Rs.150 to 200 (average).So. just sending a sms of porting, the customer has to recharge with such a higher amount and the port message will also not able to send if there is a top-up recharge of Rs.10 or more.

These things should be analyzed properly for the interest of customers, as customers are the backbone of any business organization. They should be treated fairly in all respects and have options to switch over to companies without any restrictions.

This era is now a fully global era and globalization in which time is money. For instance, going to Mumbai via Delhi can be done by flight and by train also, and both have the same comfort and the prices of the first tier of train are equivalent to the flight fares and the train journey is more comfortable also, but the matter is time, as there is a cost of time in every ones life. So, the same thing should be there in MNP also why there is a compulsion lock in period without any alternatives given to the customer.

I would request you to kindly consult the said matter with the higher management and officials and take some necessary steps for the same.

Request you to kindly provide the aforesaid details and if there are any changes that can be made in the interest of common people.

Thanks & High Regards,
[redacted]

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(395)/2025-RTI Dated: 03-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 09.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00566, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The query/queries addressed under the RTI request are vague and suggestive in nature. However, it is informed that the provision regarding small recharge/ Rs 10 recharge is governed by TTO (50th Amendment) Order, 2013 available at https://www.trai.gov.in/telecom/telecom-tariff Further, with regard to mobile number portability process, it isinformed that the consolidated Telecommunication Mobile Number Portability Regulations, 2009 (as amended) available on the TRAI website at the URL: - http://trai.gov.in/sites/default/files/2024-09/CR_24042024.pdf

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 03-09-2025 09:58:43

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00567	**Date of Receipt :**	10/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is Request	[redacted]		
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 copy of order Number 6-13/2019-A&P dated 03.01.2020 or of any other order vide which entitlement of handsets is determined for the officers of the Authority. Kindly also provide copy of note-sheet/ file justification of approval of the said order. Kindly also provide year-wise details of expenditure incurred by the authority in procuring the current office space at Nauroji Nagar. This may also include the quantum of year-wise AMC charges/ rent. Kindly provide the required information at the earliest.		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(396)/2025-RTI Dated: 03-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 10.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00567, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The copy of the latest order/note-sheet regarding mobile hand set ceiling limit for officer/officials in TRAI issued vide OM No. A-26/(7)/2024/AP dated 6th May 2024 is **enclosed**.
2.	The information sought is exempted from disclosure under Section 8 (d) of the RTI Act, 2005.

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

Encl.: As above.

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 03-09-2025
13:13:18

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00570	**Date of Receipt :**	10/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Status(R	[redacted]		
Is Requester Below ? :		**Citizenship Status**	
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Whether telecom service providers are required to submit detailed reports on the functioning, accuracy metrics, and performance parameters of their AI and machine learning-based spam detection and mitigation systems to TRAI as part of their monthly/quarterly reporting obligations		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(397)/2025-RTI Dated: 03-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 10.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00570, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	TRAI issued a Direction dated 13th June 2023 regarding Deployment of AI/ML based UCC Detect Systems to detect new patterns may be referred. (weblink given at the bottom). However, TRAI has not sought any such report from the Telecom Service Providers as their reporting obligations. The direction dated 13th June 2023, is available may be accessed at the following link: https://www.trai.gov.in/sites/default/files/2024-09/Direction_13062023.pdf

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 03-09-2025 10:28:42

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00571	**Date of Receipt :**	10/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Status(R	[redacted]		
Is Requester Below ? :			
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 :	Copies of any templates, formats, or guidelines issued by TRAI for reporting AI/ML system implementation and performance AND/OR spam mitigation implementation by service providers		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(398)/2025-RTI Dated: 03-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 10.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00571, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	TRAI issued a Direction dated 13th June 2023 regarding **Deployment of AI/ML- based UCC_Detect Systems** to detect new patterns is available and may be accessed at the following link: https://www.trai.gov.in/sites/default/files/2024-09/Direction_13062023.pdf

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 03-09-2025 10:29:51

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00572	**Date of Receipt :**	10/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Status	[redacted]		
Is Requester Bel			
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 :	Copies of compliance reports submitted to TRAI by Bharti Airtel Ltd for the period of Sep 2024 to Jul 2025, including complaints and reports from customers		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(399)/2025-RTI Dated: 03-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 10.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00572, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The query asked by you is not clear (about field i.e. Broadcasting, Telecom [networking, metering & Billing and others]) and does not come under the definition of Information. It is, however, informed that the TRAI Act, 1997 does not envisage redressal of individual consumer complaints by TRAI.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 03-09-2025
10:31:21

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00573	**Date of Receipt :**	10/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
	427		
Sta			
Is Requester B			
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Standard operating procedures, technical manuals, guidelines, and policy documents relating to AI and ML integration by telecom service providers for: - Network traffic management and optimisation - Subscriber data management and analytics - SMS and voice call spam detection and mitigation - Cybersecurity and fraud prevention - Call routing and quality optimisation		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(400)/2025-RTI Dated: 11-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 10.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00573 and in continuation of RTI Section's email dated 09.09.2025 (interim reply), for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 & 2.	The information sought is not available with TRAI. All Telecom Service Providers are governed by the License Agreement entered into with the Licensor (Department of Telecommunications). As per the License Agreement, instructions with regard to Network and Subscriber verification are issued by DoT.
4.	The information sought is not available with TRAI. All Telecom Service Providers are governed by the License Agreement entered into with the Licensor (Department of Telecommunications). As per the License Agreement, instructions relating to Cyber Security and fraud prevention are issued by DoT. However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 03.09.2025 to DoT for providing the related information, if any, directly to you.
3 & 5.	TRAI issued a Direction dated 13th June 2023 regarding Deployment of AI/ML based UCC_Detect Systems to detect new patterns may be referred. (weblink given at the bottom). The matter related to Cybersecurity and fraud prevention, Network traffic management and optimization, Subscriber data management and analytics and Call routing and quality optimization does not pertain to TRAI. The direction dated 13th June 2023, is available and may be accessed at the following link: https://www.trai.gov.in/sites/default/files/2024-09/Direction_13062023.pdf

Contd. on next page 02.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 11-09-2025 10:55:20

(S. K. Dutta)
Central Public Information Officer

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

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00574	**Date of Receipt :**	10/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
Status			
Is Requester Bel			
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 :	Records of meetings, discussions, correspondence, and consultations between TRAI officials and telecom operators regarding: - Implementation and deployment of AI/ML models for spam detection - Performance evaluation and audit of automated spam mitigation systems - Compliance requirements for AI-based network management and spam mitigation tools - Consumer complaint handling through automated systems		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(401)/2025-RTI Dated: 03-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 10.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00574, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	TRAI issued a Direction dated 13th June 2023 regarding **Deployment of AI/ML based UCC Detect Systems** to detect new patterns may be referred. (weblink given at the bottom). The direction dated 13th June 2023, is available may be accessed at the following ink: https://www.trai.gov.in/sites/default/files/2024-09/Direction_13062023.pdf

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 03-09-2025 14:07:57

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00575	**Date of Receipt :**	10/08/2025
Typ of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
Status(Ru			
Is Requester Below			
A			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Any draft regulations, consultation papers, or policy frameworks under consideration by TRAI regarding AI/ML governance in the telecom sector		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(402)/2025-RTI Dated: 03-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 10.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00575, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	TRAI has submitted its recommendations on Leveraging Artificial Intelligence and Big Data in Telecommunication Sector to DoT on 20th July 2023. The recommendations dated 20th July 2023, is available may be accessed at the following link: https://www.trai.gov.in/sites/default/files/2024-09/Recommendation_20072023.pdf

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 03-09-2025 17:04:36

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00576	**Date of Receipt :**	10/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
St	[redacted]		
Is Requester			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Data on the effectiveness of AI/ML systems deployed by service providers in reducing spam calls and messages		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(403)/2025-RTI Dated: 03-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 10.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00576, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	No such evaluation on the effectiveness of AI/ML systems deployed by service providers in reducing spam calls and messages is done by TRAI.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 03-09-2025 17:08:33

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00577	**Date of Receipt :**	10/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Sta	[redacted]		
Is Requester B			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Any audits, assessments, or third-party evaluations of AI/ML systems conducted or commissioned by TRAI		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(404)/2025-RTI Dated: 03-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 10.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00577, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	No such audits, assessments, or third-party evaluations of AI/ML systems have been conducted or commissioned by TRAI.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 03-09-2025 17:06:13

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00582	**Date of Receipt :**	11/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
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) IS HATWAY DIGITAL LTD FOR CABLE TV FOLLOW THE GUIDELINE OF DEPARTMENT OF INFORMATION TECHNOLOGY AND ELECTRONICS, GOVT OF WEST BENGAL TELECOM INFRASTRUCTURE GUIDLINES, 2023 VIDE 522-ITE-20012/2/2020 DATE 20.04.2023 ? 2) UNDER GROUND LINE AND OVERHEAD LINE BOTH ARE USED BY HATWAY DIGITAL LTD WHICH AREA AT SONARPUR AND OTHERS IN WEST BENGAL ? 3) IS HATWAY DIGITAL LTD FOR CABLE TV USED OVERHEAD LINE IN WEST BENGAL ? PROVIDE NAME OF PLACE LIST. 4) WHO PERMISSION FOR OVERHEAD LINE NOW A DAY AS PER WEST BENGAL TELECOM INFRASTRUCTURE GUIDLINES, 2023 VIDE 522-ITE-20012/2/2020 DATE 20.04.2023 ? PLEASE INFORM ME. 5) WHEATHER ANY PERMISSION HAS BEEN ISSUED BY DLC OR DLCC TO HATWAY DIGITAL LTD FOR DOING OVERHEAD LINE IN WEST BENGAL OR MY AREA? IF ANY PROVIDE ME THE LETTER.		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(405)/2025-RTI Dated: 04-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 11.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00582, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 5.	The information sought is not available with TRAI. However, the desired information may be available with MIB. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 01.09.2025 to MIB for providing the related information, if any, directly to you.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 04-09-2025 12:40:01

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00583	**Date of Receipt :**	10/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
Status(R			
Is Requester Below			
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 confirm whether recovery calls/messages are permitted to be made from personal 10-digit mobile numbers or only through registered telemarketer IDs as per TRAI norms. Please state the penalty provisions for financial institutions or their agents if they use unregistered/personal numbers for recovery communications. Please clarify whether recovery-related calls/messages fall under the purview of Commercial Communication as defined by TRAI and are therefore subject to DND/UCC guidelines.		

Print Save Close

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00173	**Date of Receipt :**	03/09/2025
Transferred From :	Department of Telecommunications on 03/09/2025 With Reference Number : DOTEL/R/T/25/00801		
Remarks :	**The information sought in the RTI Application pertains to UCC calls/SMSs, unregistered telemarketing and may be available with the TRAI. Accordingly, the RTI Application is transferred to TRAI under the Section 6(3) of RTI Act 2005 for providing information, if any, directly to the applicant.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
P	[redacted]		
Status(Rura			
L			
Is Reques Pover			
Amount Paid :	0 (RTI fee is received by **Telecom Regulatory Authority of India (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Please confirm whether recovery calls/messages are permitted to be made from personal 10-digit mobile numbers or only through registered telemarketer IDs as per TRAI norms. Please state the penalty provisions for financial institutions or their agents if they use unregistered/personal numbers for recovery communications. Please clarify whether recovery-related calls/messages fall under the purview of Commercial Communication as defined by TRAI and are therefore subject to DND/UCC guidelines.		
Original RTI Text :	Please confirm whether recovery calls/messages are permitted to be made from personal 10-digit mobile numbers or only through registered telemarketer IDs as per TRAI norms. Please state the penalty provisions for financial institutions or their agents if they use unregistered/personal numbers for recovery communications.		

	Please clarify whether recovery-related calls/messages fall under the purview of Commercial Communication as defined by TRAI and are therefore subject to DND/UCC guidelines.

Print Save Close

Dear Sir/Madam,

I am writing to seek clarification from TRAI regarding recovery-related communications being made through unauthorised channels, specifically from personal 10-digit mobile numbers, in violation of TRAI regulations.

I request TRAI to provide a written response to the following questions for my record:

1. **TRAI Rules on Recovery Calls**
    - As per current TRAI regulations, are recovery agents/banks permitted to make loan recovery-related calls or send messages from personal 10-digit mobile numbers?
    - Is it mandatory for all such communications to be sent only via registered telemarketer routes with proper headers (Sender IDs)?
2. **Penalties for Violation**
    - What penalties apply to individuals, agencies, or financial institutions that use personal numbers instead of registered telemarketer IDs for recovery communications?
    - Does TRAI take action directly on complaints regarding such violations, or are they forwarded to any other authority?
3. **Identification of the Caller**
    - Are banks and NBFCs required to ensure that recovery agents clearly identify themselves and the financial institution they represent at the start of every call or message?
    - Does TRAI require caller number registration in the UCC (Unsolicited Commercial Communication) registry for recovery activities?
4. **Consent and Privacy**
    - Does TRAI mandate that recovery agents must have explicit customer consent before calling any alternate number or visiting the customer's address?
    - Is using alternate contact numbers obtained from other sources (without customer's consent) a violation of TRAI guidelines?
5. **Complaint Process**
    - What is the exact process for lodging a complaint with TRAI regarding recovery-related calls/messages from unauthorised numbers?
    - How can I track the action taken after submitting such a complaint?
6. **Data Sharing Between TRAI and Other Authorities**
    - If I provide TRAI with the offending phone numbers, will TRAI share them with RBI or the Department of Telecommunications for further action against the bank/agent?

I request a **clear and specific reply** to each point above. The matter is urgent as such unauthorised recovery communications are causing mental harassment and appear to violate both TRAI and RBI guidelines.

Regards,

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(406)/2025-RTI Dated: 10-09-2025

To,

[redacted]

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

Sir,

Please refer to your two (02) similar RTI applications received online on the RTI portal vide Reg. No. TRAOI/R/E/25/00583 dated 10.08.2025 and another received back through transferred online from DoT vide Reg. No. TRAOI/R/T/25/00173 dated 03.09.2025, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 3.	To curb Unsolicited Commercial Communication (UCC), TRAI has issued regulations i.e., Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018 and further amended from time to time. (weblink given at the bottom) 1 The Sub Clause (1) of Clause 3 of the Regulations, states that: "Every Access Provider shall ensure that any commercial communication using its network takes place only using registered headers or the number resources allotted to the Senders from **special series assigned** for the purpose of commercial communication. Further, a special series of 1600xxx is allotted to BFSI sector for making transactional and service voice calls. It is mandatory for Banking sectors to call through this 1600xxx series. 2. As per Clause 25, of the Regulations, Various measures have been taken by TRAI to prevent spam calls and messages, including the following: a. If a subscriber desires not to receive commercial communication from Registered Telemarketers (RTM), he can register himself for not receiving commercial communication by sending SMS at 1909 or through TRAI DND App/Access Service provider app/website. However, complaints against unregistered senders/ entities can now be made even without prior registration of preferences on the DND App. b. Even after opting for not receiving any promotional call/messages, if a

subscriber receives unsolicited commercial communication (UCC), he/ she can lodge a complaint within 7 days of receiving such unsolicited commercial communication to his/ her Access service provider by sending SMS or making voice call at 1909 or through TRAI DND App/ Access service provider App/ website.

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

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

3. The sub-Clause (i) of the Clause 2 of the Regulations, states that: **"Commercial Communication"** means any voice call or message using telecommunication services, where the primary purpose is to inform about or advertise or solicit business for

A. goods or services; or
B. a supplier or prospective supplier of offered goods or services; or
C. a business or investment opportunity; or
D. a provider or prospective provider of such an opportunity;

Further, the sub-Clause (bw) of the Clause 2 of the Regulations, states that:

Unsolicited commercial communication or UCC means any commercial communication that is neither as per the consent nor the registered preferences of the Recipient and does not include: -

i. any transactional message or transactional voice call;
ii. any service message or service voice call;
iii. any message or voice calls transmitted on the directions of the Central Government or the State Government or bodies established under the Constitution, when such communication is in public interest;
iv. any message or voice calls transmitted by or on the direction of the Authority or by any agency expressly authorized for the purpose by the Authority:

Provided that any commercial communication made by a Sender which is not registered with any Access Provider for the purpose of sending commercial communication shall be treated as an Unsolicited Commercial Communication:

Provided further that any message sent or voice call made, in the guise of commercial communication or otherwise, to deceive the recipient or to attempt to deceive the recipient shall be treated as an unsolicited commercial communication under these regulations so far as the misutilization of telecom

	resources by the sender is concerned The regulation TCCCPR 2018 and its latest amendment may be accessed at the following link: https://trai.gov.in/release-publication/regulations

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 10-09-2025 12:16:27

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00584	**Date of Receipt :**	11/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
Status			
Is Requester Bel			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	PLEASE SUPPLY A COPY OF INFORMATION I HAD SUBMITTED AN COMPLAINT APPLICATIN TO REMOVE THE ILLEGAL MOBILE TOWER FROM A RESIDENTIAL AREA ON DATED 25 JULY 20025 AND SIR PLEASE TELL ME WHAT ACTION DID YOU TAKE ON THIS COMPAINT LETTER I ATTACHED THE SPEED POST RECEIPT		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(407)/2025-RTI Dated: 04-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 11.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00584, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	TRAI Act, 1997 does not envisage redressal of individual consumer complaints by TRAI. It is also informed that the Consumer Complaints/Matters relating to installation and removal of Mobile Towers does not fall within the regulatory domain of the Telecom Regulatory Authority of India (TRAI). However, your complaint has been forwarded to DDG (CS) on 17th June 2025 wherein you had already informed, DOT. You may contact to DDG (CS), Carrier Service (CS) wing Department of Telecommunication, Sachar Bhavan, Ashok Road, New Delhi in this regards.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 04-09-2025
14:52:10

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00585	**Date of Receipt :**	11/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
S	[redacted]		
Is Requester			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

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

Subject Request for information under RTI Act 2005 regarding mobile number reallocation policy

Respected Sir Madam

Under the provisions of the Right to Information Act 2005 I seek the following information

1 Please provide a copy of the official TRAI guidelines or rules which allow telecom operators to disconnect a mobile number after a certain period of non usage and subsequently reallocate it to another customer

2 State the exact period of non usage after which a mobile number is considered eligible for disconnection and reallocation along with the date from which this period has been in force

3 Please provide the names and designations of the officials or committees who were responsible for drafting approving and implementing this specific policy

4 Was any public consultation conducted before implementing this rule If yes please provide details of the consultation process including dates stakeholders involved and minutes of the meetings

5 Please provide any documents reports or studies relied upon while deciding that the period mentioned in point 2 is appropriate specifically considering the risks of fraud identity theft and banking related misuse

6 Provide a copy of any correspondence or communication between TRAI and telecom operators regarding the safeguards to be implemented when reallocating disconnected numbers particularly in the context of linkage with bank accounts and sensitive services
7 Please provide any guidelines or instructions issued by TRAI to telecom operators to verify whether a mobile number being reallocated was previously linked to critical services such as banking government IDs UPI etc and to prevent potential misuse after reassignment

I am enclosing the RTI application fee of Rs 10 via online payment IPO or DD as applicable.

Kindly provide the information in soft copy via email to ashutoshnayak082@gmail.com

Yours faithfully,

[redacted]

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(408)/2025-RTI Dated: 08-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 11.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00585, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 7.	The information sought is not available with TRAI. However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 14.08.2025 to DoT for providing the related information, if any, directly to you.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 08-09-2025 10:09:25

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00589	**Date of Receipt :**	13/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Reliance jio is not able to provide services and i recharged with Rs. 3599. I have mad ecomplaint to them via mail and they accepted their fault but neither they are neither refunding me nor giving me any compensation. I have tried compalining at various level. My question is: Where can i complaint against them so that they are bound to refund me recharge amount and arpenalised for not providing services? i is there any ombudsman like authority where they can be put for providing comoensation for failing to provide services?		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(410)/2025-RTI Dated: 08-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 13.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00589, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI. In terms of this mechanism, the consumers can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.
2.	If Consumers are not satisfied with the disposal of their grievance by the service provider, they can approach appropriate consumer Disputes Redressal Forum or a Consumer Disputes Redressal Commission or the National Consumer R e d r e s s a l Commission established under the Consumer Protection Act, for redressal of their complaints/disputes.

Contd. on next page 02.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 08-09-2025
16:31:14

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00594	**Date of Receipt :**	15/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Status(R	[redacted]		
Is Requester Below			
A			y
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	1. I want know about the plan vouchers of all the network without data 2. Is there any plan voucher with only validity at minimal cost 3. Is there any plan that the person use only 2G phone lost cost with talktime and validity. 4. So for i checked in the website i couldnt find it from any network on online. Can you guide me in betterway		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(413)/2025-RTI Dated: 10-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 15.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00594, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 4.	The information sought by the RTI applicant is available in Tariff portal at https://tariff.trai.gov.in/consumerview/index.aspx Further, TRAI mandates TSPs to display all tariff offers on Customer Care Centers, the points of sale, retail outlets and on the website & mobile app of the telecom service provider through Direction dated 18.09.2020 which is also available at https://www.trai.gov.in/sites/default/files/2024-09/Standing_Direction_18092020.pdf

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 10-09-2025 10:10:29

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00595	**Date of Receipt :**	15/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
Status(R			
Is Requester B			
A			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Q 1. Provide the Link (URL) of Online Portal specifically made for Grievance Lodging facility of Telecom Subscribers with TRAI. Q 2. Provide the Number of (a) Appeal for Complaints & Grievances Received (b) Amount in INR of Award (including compensation and interest) issued / passed in favour of Subscriber/Complainant (c) Number of Complaint/ Appeal rejected on account of Lodged Appeal being not as per Specified Format (d) Number of Complaint/ Appeal dismissed on account of Lodged Appeal being frivolous in the opinion by TRAI Grievance Redressal Officer for the Financial Year (i) 2020-2021, (ii) 2021-2022, (iii) 2022-2023, (iv) 2023-2024 and (v) 2024-2025 Q 3. Provide the (i) Name, (ii) Full Address including Pincode, (iii) Mobile Number, (iv) Telephone Number, (v) Landline Number, (vi) All Official Email ID, (vii) Fax Number, (viii) DigiPin, (ix) VOIP (Voice over Internet Protocol) and (x) any other number or code meant for establishing communication with TRAI Grievance Redressal Officer.		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(414)/2025-RTI Dated: 10-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 15.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00595, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1, 2 (a), (b), (c), (d) & 3.	The TRAI Act, 1997 does not envisage redressal of individual consumer complaints by TRAI. Nevertheless, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI. In terms of this mechanism, the consumers can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 10-09-2025 10:11:41

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00596	**Date of Receipt :**	16/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
Status(			
Is Requester Belo			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

To
The Central Public Information Officer
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan, J.L. Nehru Marg, Old Minto Road,
New Delhi 110002

Subject: Seeking information regarding legality of telecom operators offering monthly packs with only 28 days validity

Respected Sir or Madam,

I, Bhaskar Arugokkula, a resident of Madhapur, Hyderabad, Telangana, under the Right to Information Act, 2005, kindly seek the following information:

1. As per TRAI Telecom Tariff Orders and directives, is it permissible for telecom operators to advertise or communicate a monthly plan that provides only 28 days validity instead of a calendar month?

2. Please provide copies of relevant TRAI directives, notifications, or circulars which regulate the definition of monthly validity for prepaid mobile recharge packs.

3. TRAI issued a directive on 13th January 2022 mandating that all telecom operators must provide at least one plan voucher, special tariff voucher, and combo voucher with 30-day validity and calendar-month validity.
What monitoring and enforcement steps have been taken by TRAI to

ensure compliance by private telecom operators like Airtel, Jio, Vi, etc.?

4. If operators continue to promote 28-day packs as monthly packs, what penalty or action is applicable under TRAI Act, 1997, or under DoT licensing conditions?

5. Please clarify whether a consumer has the right to seek compensation if a recharge marketed as monthly provides only 28 days validity.

Applicant Details:
Name [redacted]

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(415)/2025-RTI Dated: 11-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 16.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00596, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 & 2.	TRAI through Telecommunication Tariff (66th Amendment) Order dated 27.01.2022 and Telecommunication Tariff (67th Amendment) Order dated 31.03.2022 mandated to offer at least one plan voucher, one special tariff voucher and one combo voucher having a validity of thirty days Voucher which shall be renewable on the same date of every month and if the date of such renewal is not available in a month, the date of renewal shall be the last date of the month. The above can be referred on TRAI website on https://www.trai.gov.in/sites/default/files/2024-09/Regulation_27012022.pdf and https://www.trai.gov.in/sites/default/files/2024-09/Regulation_31032022.pdf respectively.
3,4 & 5.	The queries sought under the RTI request are the interrogatory in nature and are not seeking readily available information.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 11-09-2025 12:22:57

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00600	**Date of Receipt :**	16/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Stat	[redacted]		
Is Requester Be	[redacted]		
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	I want to seek information regarding poor mobile and internet services provided by Reliance Jio InfoComm Ltd in my locality. For the past five years, residents here have been consistently facing: 1.Very poor internet connectivity and low speed 2.Frequent call drops and weak signal 3.Sudden and prolonged service outages 4.Repeated closure of service complaints without resolution		

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Despite numerous complaints to customer care and the Appellate Authority (Jammu region), no effective measures have been taken. These issues continue to disrupt online education, remote work, banking, and emergency communication.

Information Requested (for the period Jan 2021 – Aug 2025):

1.Total number of consumer complaints received against Reliance Jio related to network issues in Fazalabad, Tehsil Surankote, District Poonch.

2.Details of any audits, inspections, QoS assessments, or field surveys conducted for Jio services in the above area.

3.Copies of notices, show-cause letters, directives, or penalties issued to Reliance Jio for failing to meet service standards in the locality.

4.Copy of TRAI-mandated Quality of Service (QoS) norms applicable to telecom providers, especially in rural/semi-urban areas like Surankote.

5.Data or reports submitted by Reliance Jio to TRAI or DoT regarding:
a) Scheduled maintenance

b) Technical faults or upgrades
c) Service outages in the locality

6.Rules or regulations regarding compensation or redressal for prolonged service failure or repeated disruptions.

7.Whether Reliance Jio has been monitored, warned, or penalized for poor service in Fazalabad or nearby areas in the past five years.

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(416)/2025-RTI Dated: 10-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 16.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00600, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1,	The information sought is not available with TRAI.
2.	Assessment of quality of service is undertaken by TRAI, by conducting independent drive test on selected routes either through its own officers or by engaging independent agencies. The results of audit and assessment of quality of service and drive tests are published on TRAI website www.trai.gov.in at url: https://www.trai.gov.in/release-publication/qos-reports/idt-reports
3.	TRAI do not impose any penalty. However, to ensure the quality of service, issues relating to non-compliance with the benchmarks are followed up with service providers and financial disincentives (FDs) are imposed as per TRAI Regulations.
4 & 6.	Kindly refer the following relevant regulations- "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline And Wireless) Service Regulations, 2024 (06 of 2024)" dated 2.8.2024 which are available on TRAI's website :-www.trai.gov.in at url: https://trai.gov.in/sites/default/files/2024-10/Regulation_02082024.pdf
5.	TRAI monitors the performance of service providers against the prescribed benchmark for various Quality of Service parameters on Licensed Service Area (LSA) basis. Performance of service providers against QoS parameters is being published on TRAI website - https://www.trai.gov.in/release-publication/qos-reports/pmr-reports .
7.	TRAI monitors the performance of service providers against the prescribed benchmark for various Quality of Service parameters on Licensed Service Area (LSA) basis. Performance of service providers against QoS parameters is being published on TRAI website - https://www.trai.gov.in/release-publication/qos-reports/pmr-reports TRAI do not impose any penalty. However, to ensure the quality of service, issues relating to non-compliance with the benchmarks are followed up with service providers and financial disincentives (FDs) are imposed.

Contd. on next page 02.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 10-09-2025
15:20:49

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00604	**Date of Receipt :**	18/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
Stat			
Is Requester Be ? :		**Citizenship Status**	
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Information under RTI Act 2005 regarding disconnection of mobile number [redacted] Reliance Jio

Applicant:
Name: [redacted]

Description of information sought:

Provide the specific reason or reasons recorded with DoT or TRAI for the disconnection of MSISDN [redacted]0 by Reliance Jio Infocomm Limited.

Provide copies of applicable DoT or TRAI guidelines or circulars that permit disconnection due to KYC issues, inactivity, no usage, non recharge, or other reasons.

Inform whether prior notice to the subscriber is mandated before such disconnection. If yes, provide the rule or circular and any records available with DoT of such notice in this case.

Provide the name, designation, and official contact of the DoT UP West LSA officer or section responsible for oversight of consumer complaints and disconnections.

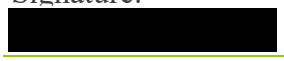
Provide the status, action taken notes, and correspondence available with DoT if any complaint or representation regarding this number has reached DoT or TRAI.

If the requested information is held by or related to another public authority such as TRAI, kindly transfer this RTI under Section 6(3) and inform me.

Time period concerned:
Provide records for the six months preceding the date of this application and up to the date of reply.

Form of access:
Soft copy PDF by email is preferred under Section 7(9).

Fee:
Application fee of Rs 10 paid via the RTI Online Portal Central Government. Please inform additional fees if applicable under RTI Rules 2012.

Place: Hathras, Uttar Pradesh
Date: DD MM YYYY
Signature:


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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(417)/2025-RTI Dated: 10-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 18.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00604, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 4 & 6.	The information sought is not available with TRAI. However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 19.08.2025 to DoT for providing the related information, if any, directly to you.
5.	The TRAI Act, 1997 does not envisage redressal of individual consumer complaints by TRAI.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 10-09-2025 16:51:34

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00605	**Date of Receipt :**	11/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Status(Ru	[redacted]		
Is Requester Be			
Am			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	1) Hatway Digital Ltd for Cable tv does follow the rules and regulation of TRAI for Underground line or Overhead line for Cable tv in West Bengal? 2) Now a days Hatway Digital Ltd Cable tv MSO company has they got permission overhead line as per law of Govt of India for West Bengal Govt order in my address? 3) In Our area Sonarpur, West Bengal South 24 Parganas Hatway Digital Ltd for Cable Tv has taken Overhead line for Cable tv ? 4) Who is given permission for Cable tv to Hatway Digital ltd ? is Hatway follow DLC or DLCC permission? 5) How many LCO (Local Cable Operator) registered of hatway Digital Ltd (MSO) used cable tv service? 6) In my Area LCO or LCOs of Hatway Digital ltd (MSO) follow Govt rules and regulation and registered own Licence renewal? 7) How many LCO have failed Licence and not registered MIB but doing there buisness bravely? 8) How many employee of Hatway Digital Ltd for Cable tv in West Bengal ? 9) In West Bengal What is rules and regulation of Hatway Digital Ltd for Cable tv to the Local Cable Operator(LCO)? 10) In my address Hatway Digital Ltd for Cable tv why used overhead line?		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(419)/2025-RTI Dated: 17-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 11.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00605, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 10.	The information sought is not available with TRAI. However, the desired information may be available with MIB. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 29.08.2025 to MIB for providing the related information, if any, directly to you.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 17-09-2025 10:46:05

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00606	**Date of Receipt :**	18/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Status(	[redacted]		
Is Requester Belo			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Request for Information under RTI Act, 2005

Respected Sir/Madam,

I, the undersigned, am a consumer of Airtel Xstream Fiber services. My connection details are as follows:

Airtel Xstream Fiber Number: [redacted]
Current Plan: Rs.499 per month I am facing continuous problems regarding both billing and service quality. Despite subscribing to the Rs.499 plan, I am repeatedly charged higher bills without any proper justification. In addition, my internet connection often remains unstable, slow, or non functional, which causes serious inconvenience in my professional and personal work.Therefore, under the RTI Act, 2005, I kindly request you to provide me with the following information:

Please clarify why, despite having a Rs.499 plan, I am receiving higher bills. Provide a detailed breakup of charges, hidden costs, taxes, or additional fees applied on my account for the last six months.

What are the standards of service quality that Airtel Xstream Fiber is required to maintain under TRAI or DoT guidelines.

Who are the officials or departments responsible for monitoring billing irregularities and poor service in my region.What is the official grievance redressal mechanism available to consumers like me, and within what time frame are complaints supposed to be resolved.

Please provide details of penalties or actions that can be taken against the company in case of overbilling or consistent poor service.Since the above issues directly affect me as a consumer, I request your kind office to

	provide the information at the earliest. If the information sought does not pertain to your department, kindly transfer my application to the appropriate authority under Section 6(3) of the RTI Act, 2005. Thanking you,

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(420)/2025-RTI Dated: 12-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 18.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00606, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 & 3.	TRAI has no information to offer on the specific queries raised by you.
2.	Kindly refer Regulation 9 and 10 of the QoS regulations, i.e., "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline And Wireless) Service Regulations, 2024" dated 02.08.2024 available on TRAI website: www.trai.gov.in under the following url:- https://www.trai.gov.in/sites/default/files/2024-10/Regulation_02082024.pdf
4.	TRAI do not impose any penalty. However, to ensure the quality of service, issues relating to non- compliance with the benchmarks are followed up with TSP/BSPs and financial disincentives (FDs) are imposed. Kindly refer the following two regulations for poor service and overbilling: i. "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline And Wireless) Service Regulations, 2024 (06 of 2024)" dated 2.8.2024 which are available on TRAI's website :- www.trai.gov.in at url: https://www.trai.gov.in/sites/default/files/2025-05/Regulation_02082024.pdf ii. Further, TSPs are required to conduct audit of Metering & Billing systems as per the regulation- "Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulations, 2023 (03 of 2023)" dated 11.09.2023 which is applicable to all the service providers having Unified Access Service License or Unified License with authorization for Access Service. The same is available in public domain at TRAI website at url: https://www.trai.gov.in/sites/default/files/2024-09/Regulation_13092023.pdf

Contd. on next page 02.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 12-09-2025 10:11:16

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00608	**Date of Receipt :**	19/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
Statu			
Is Requester Belo			
Does it concern t of a Person ? :		**:**	
Information Sought :	I want to know whether TRAI approves the recharge plans offered by telecom companies. If not, then why? If 5G service is not being provided to the customer as per the recharge plan, what action does TRAI take against the telecom company? Is the network provided on the basis of money?		

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

F.No. RT-2/7/(424)/2025-RTI Dated: 17-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 19.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00608, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	As per the provisions of sub-clause (1) of clause 2 of the Telecommunication Tariff Order (TTO), 1999, which, inter alia, mandates that the service provider shall report to the Authority any new tariff for telecom services or any change within seven working days from the date of implementation and record of the Authority.
2 & 3	The information sought on the specific queries is not available with TRAI.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 17-09-2025
10:53:21

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00611	**Date of Receipt :**	19/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Sta	[redacted]		
Is Requester B			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Honorable Minister of Telecom, currently leading telecom service providers in India like Jio, Airtel, VI etc. are increasing their service charges. And they are providing services for less than 30 days in a month. This is a challenge for most of the poor people living in India. This is making it impossible for the middle and poor people to get telecommunication facilities. Please indicate whether these companies are adhering to the minimum service charge set for telecom companies. Also, please tell how many times the charges can be increased in a year and by how much. I request you to inform the public whether this is happening as per the rules of the telecom department and whether the restrictions and rules imposed by the telecom department for such companies are being followed. I also request you to inform the public about the new changes that the central government telecom company BSNL is currently making and when will it come into effect and to provide services immediately. I consider this to be very important news and request you to inform immediately.		

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RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00625	**Date of Receipt :**	19/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Status(R	[redacted]		
Is Requester Below			
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 :	Honorable Minister of Telecom, currently leading telecom service providers in India like Jio, Airtel, VI etc. are increasing their service charges. And they are providing services for less than 30 days in a month. This is a challenge for most of the poor people living in India. This is making it impossible for the middle and poor people to get telecommunication facilities. Please indicate whether these companies are adhering to the minimum service charge set for telecom companies. Also, please tell how many times the charges can be increased in a year and by how much. I request you to inform the public whether this is happening as per the rules of the telecom department and whether the restrictions and rules imposed by the telecom department for such companies are being followed. I also request you to inform the public about the new changes that the central government telecom company BSNL is currently making and when will it come into effect and to provide services immediately. I consider this to be very important news and request you to inform immediately.		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(425)/2025-RTI Dated: 17-09-2025

To,

[redacted]

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

Sir,

Please refer to your (02) similar RTI applications filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00611 dated 19.08.2025 and Reg. No. TRAOI/R/E/25/00625 dated 19.08.2025, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought under the RTI request are the interrogatory in nature and are not seeking readily available information. TRAI does not have any specific information in response to the queries raised. However, as general information, it is informed that TRAI through Telecommunication Tariff (67th Amendment) Order dated 31.03.2022 mandated to offer at least one plan voucher, one special tariff voucher and one combo voucher having a validity of thirty days Voucher which shall be renewable on the same date of every month and if the date of such renewal is not available in a month, the date of renewal shall be the last date of the month. Link available at https://www.trai.gov.in/sites/default/files/2024-09/Regulation_31032022.pdf Further, the TRAI through Telecommunication Tariff (50th Amendment) Order dated 31.03.2022 mandated that every service provider shall offer and make available to the consumer at least one top up voucher, of denomination of rupees ten. Link available at https://www.trai.gov.in/sites/default/files/2024-09/50Fiftieth_Amendment_19_Apr_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 D. Manoj, Pr. Advisor (F&EA), Telecom Regulatory Authority of India World Trade Centre, Tower-F, 4-7th Floor, Nauroji Nagar, New Delhi-110029.

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 17-09-2025
10:54:33

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00614	**Date of Receipt :**	20/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Sta	[redacted]		
Is Requester			
Does it Liberty of a Person ? :		**Request Pertains to :**	
Information Sought :	1) Airtel had introduced a 999 recharge plan for lifetime incoming in 2005, in which it promised lifetime incoming, customers who had recharged for 999 lifetime should be given valid information as to why incoming is no longer available along with all componies same policy applied, please provide the information.		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(426)/2025-RTI Dated: 17-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 20.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00614, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The query preferred in your application is not seeking any available information and is interrogatory in nature. Therefore, TRAI does not have any specific information. However, as general information, the Telecommunication Tariff (43rd Amendment) Order 2006 dated 21.03.2006 & Telecommunication Tariff (48th Amendment) Order, 2008 dated 01.09.2008 issued by TRAI govern the conditions related to tariff plans with lifetime/ unlimited validity and may kindly be perused.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 17-09-2025
15:04:35

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00615	**Date of Receipt :**	20/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Status	[redacted]		
Is Requester Belo			
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	1. will the authority provide the details of officers took part in the interview for filling up the post of TRAI RO Kolkata held at TRAI HQ,WTC,7th Floor, Tower-F, Nauroji Nagar, New Delhi on 05.08.2025, 11:30 AM 2. Kindly furnish the details of Interview marks obtained by each officer. 3. Kindly provide the last date of deputation(period up to which deputation is called) for which the interview was of called for Regional office, Kolkata. 4. Kindly furnish the period of service left for individual participants. 5. Kindly furnish the details of any officer called via official mail for further interaction any day after the date of interview on 05.08.2025. 6. If yes, the reason thereof.		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(427)/2025-RTI Dated: 22-09-2025

To,

[redacted]

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

Madam,

Please refer to your RTI application dated 20.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00615, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The following officers attended the interaction on 05.08.2025:- 1. Mr. Souvick Kumar Das, 2. Mr. Kaushik Mukherjee, 3. Mr. Tarak Nath Das, 4. Mr. Ashish Kumar, 5. Mr. Jitendra,
2.	The selection of the candidates for the post of Advisor RO Kolkata was done by Selection Committee on the basis of interaction with the eligible candidates. No marks were allotted to Candidates.
3.	As per vacancy circular, Deputation period is up to 31.03.2028 or till the date of superannuation whichever is earlier.
4.	Personal information exempted under RTI clause Section 8(1)(j) of the Right to information Act, 2005.
5.	An e-mail was sent on 13.08.2025 inadvertently to one of the candidates, due to some communication gap, but same was duly withdrawn vide email dated 14.08.2025.
6.	Not Applicable in view of above.

Contd. on next page 02.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 22-09-2025
10:28:28

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00616	**Date of Receipt :**	20/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Sta	[redacted]		
Is Requester			
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	On dated: 05.08.2025 an interview for selection of Advisor for TRAI RO, Kolkata on deputation basis was conducted. In this regard the following informations are requested under RTI Act, 2005: 1. Details of officers who were called for the interview for filling up the post of Advisor TRAI, RO Kolkata held at TRAI HQ, WTC,7th Floor, Tower-F, Nauroji Nagar, New Delhi on 05.08.2025. 2. Name and Designations of the Chairman and members of the committee constituted for selection of Advisor,TRAI RO, Kolkata. 3. Kindly furnish marks obtained by each officer in the evaluation process for selection of Advisor, TRAI RO, Kolkata held on 05.08.2025. 4. Kindly provide the tenure of deputation for which the above deputation is called for. 5. Kindly furnish the date of retirement of each participant who appeared for the evaluation process. 6. Kindly furnish the details of any officer called for further interaction any day after the date of interview i.e after 05.08.2025. 7. If answer to 6 above is yes, the reason thereof. 8. Date of publication of result of the above process.		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(428)/2025-RTI Dated: 22-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 20.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00616, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The following officers were called for interaction: - 1. Mr. Souvick Kumar Das, 2. Mr. Kaushik Mukherjee, 3. Mr. Tarak Nath Das, 4. Mr. Ashish Kumar, 5. Mr. Jitendra,
2.	The following selection committee was constituted: - a. Chairperson – Shri Anil Kumar Lahoti, Chairperson, TRAI. b. Member – 1. Dr. M.P. Tangirala, Member, TRAI. 2. Shri Ritu Rajan Mittar, Member, TRAI.
3.	The selection of the candidates for the post of Advisor RO Kolkata was done by Selection Committee on the basis of interaction with the eligible candidates. No marks were allotted to Candidates.
4.	As per vacancy circular, Deputation period is up to 31.03.2028 or till the date of superannuation whichever is earlier.
5.	Personal information exempted under RTI clause Section 8(1)(j) of the Right to information Act, 2005.
6 & 7.	An e-mail was sent on 13.08.2025 inadvertently to one of the candidates, due to some communication gap, but same was duly withdrawn vide email dated 14.08.2025.
8.	Selection committee submitted its report on 18.08.2025 and the selected candidate has been given offer of appointment on 22.08.2025.

Contd. on next page 02.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 22-09-2025
10:27:33

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00617	**Date of Receipt :**	20/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Statu	[redacted]		
Is Requester Be			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	I request for providing me with the types with description of Tariff Plans (e.g. Prepaid, Postpaid etc.) available and being provided by Telecom Service Providers in India. Please also provide copies of relevant Regulation and Notification by the TRAI regulating the Tariff Plans of the Telecom Service Providers.		

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(429)/2025-RTI Dated: 17-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 20.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00617, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought by you is available on the Tariff portal at https://tariff.trai.gov.in/consumerview/index.aspx Further, TRAI mandated TSPs to display all tariff offers on customer Care Centres, the points of sale, retail outlets and on the website, App of the telecom service provider through Direction dated 18.09.2020 which is also available at https://www.trai.gov.in/sites/default/files/2024-09/Standing_Direction_18092020.pdf

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 17-09-2025
15:11:03

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00618	**Date of Receipt :**	22/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
Status(R			
Is Requester Below			
A			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	1. The total number of broadband subscribers (wired and wireless) as per current data in Belagavi district, Karnataka. 2. The year-wise broadband subscriber count for Belagavi district for the last 3 years. 3. The list of licensed Internet Service Providers (ISPs) providing services in Belagavi district as of August 2025. 4. Details of service quality parameters (internet speed, downtime, customer complaints) reported in Belagavi district from April 2024 to March 2025. 5. The number and types of consumer complaints related to broadband services received from Belagavi district in the last 2 years. 6. Any ongoing or planned government/DoT/TRAI initiatives for improving internet connectivity in Belagavi district.		

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RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00170	**Date of Receipt :**	02/09/2025
Transferred From :	Director General (Telecom) HQ on 02/09/2025 With Reference Number : DGTHQ/R/T/25/00512		
Remarks :	**RTI May pertains to TRAI**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Statu	[redacted]		
Is Requeste Line ? :		**Status**	
Amount Paid :	0 (RTI fee is received by **Telecom Regulatory Authority of India (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	1. The total number of broadband subscribers (wired and wireless) as per current data in Belagavi district, Karnataka. 2. The year-wise broadband subscriber count for Belagavi district for the last 3 years. 3. The list of licensed Internet Service Providers (ISPs) providing services in Belagavi district as of August 2025. 4. Details of service quality parameters (internet speed, downtime, customer complaints) reported in Belagavi district from April 2024 to March 2025. 5. The number and types of consumer complaints related to broadband services received from Belagavi district in the last 2 years. 6. Any ongoing or planned government/DoT/TRAI initiatives for improving internet connectivity in Belagavi district.		
Original RTI Text :	1. The total number of broadband subscribers (wired and wireless) as per current data in Belagavi district, Karnataka. 2. The year-wise broadband subscriber count for Belagavi district for the last 3 years. 3. The list of licensed Internet Service Providers (ISPs) providing services in Belagavi district as of August 2025. 4. Details of service quality parameters (internet speed, downtime, customer complaints) reported in Belagavi district from April 2024 to March 2025.		

	5. The number and types of consumer complaints related to broadband services received from Belagavi district in the last 2 years. 6. Any ongoing or planned government/DoT/TRAI initiatives for improving internet connectivity in Belagavi district.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(431)/2025-RTI Dated: 22-09-2025

To,

[redacted]

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

Sir,

Please refer to your two (02) similar RTI applications received online on the RTI portal vide Reg. No. TRAOI/R/E/25/00618, dated 22.08.2025 and another received back through transferred online from DoT vide Reg. No. TRAOI/R/T/25/00170, dated 02.09.2025, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 & 2.	TRAI collects internet subscription data from Service Providers at the level of Licensed Service Area (LSA) and State/ UT only, and publishes the same periodically on TRAI website. The weblink to access this information is as below; https://www.trai.gov.in/release-publication/reports/performance-indicators-reports However, it is informed that the Department of Telecommunications (DoT) also publishes the count of broadband subscribers. Hence, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 02.09.2025 to DoT for providing the related information, if any, directly to you.
3.	The Department of Telecommunications (DoT) issues licenses/ authorisations for various telecommunication services including internet services.
	Information can be accessed from the following link: http://www.trai.gov.in/consumer-info/telecom/service-providers-list
4 & 6.	The information sought is not available with TRAI.
5.	The TRAI Act, 1997 does not envisage redressal of individual consumer complaints by TRAI.

Contd. on next page 02.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 22-09-2025
10:33:19

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00621	**Date of Receipt :**	23/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Status(Ru	[redacted]		
Is Requester Below			
A			way
Does it conce Liberty of a Person ? :		**Request Pertains to :**	

Information Sought :

Subject: Complaint Regarding Non-Functional 5G Service and Incorrect Data Provision

Dear Sir/Madam,

I am writing to formally lodge a complaint against Airtel regarding my recent recharge. On 13 Aug 2025, I recharged my Airtel number [redacted] with Rs 979 for 84 days of validity, which was supposed to include free unlimited 5G data. However, the 5G service has not been activated, and I am only receiving 2GB of data daily, with the free data option not functioning.

I have contacted Airtel customer care multiple times over the past 7 days, but the issue remains unresolved. This is causing significant inconvenience, and I request immediate resolution of the 5G service issue and a refund for the difference in the data service.

Please treat this as a formal complaint and provide a resolution at the earliest.

Thank you for your attention to this matter.

Sincerely,
[redacted]

Print Save Close

ACTION HISTORY OF RTI REQUEST No.TRAOI/R/E/25/00621

Applicant Name [redacted]

Text of Application

Subject: Complaint Regarding Non-Functional 5G Service and Incorrect Data Provision Dear Sir/Madam, I am writing to formally lodge a complaint against Airtel regarding my recent recharge. On 13 Aug 2025, I recharged my Airtel number [redacted] with Rs 979 for 84 days of validity, which was supposed to include free unlimited 5G data. However, the 5G service has not been activated, and I am only receiving 2GB of data daily, with the free data option not functioning. I have contacted Airtel customer care multiple times over the past 7 days, but the issue remains unresolved. This is causing significant inconvenience, and I request immediate resolution of the 5G service issue and a refund for the difference in the data service. Please treat this as a formal complaint and provide a resolution at the earliest. Thank you for your attention to this matter. Sincerely [redacted] 7[redacted]

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	23/08/2025	Nodal Officer	
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	08/09/2025	Nodal Officer	The Information sought by you is not specific and clear. Therefore, the same does not fall under the definition of information as per Section 2(f) of the RTI Act 2005.

Print

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00622	**Date of Receipt :**	25/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Status(	[redacted]		
Is Requester Belo ? :			
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/Madam

I am a citizen of India and in exercise of my right under Section 6(1) of the Right to Information Act 2005 I seek the following certified information from your esteemed office

1. Kindly provide certified copies of reports consultation papers and regulatory findings issued by TRAI regarding telecom tariff regulation and consumer protection measures during the last three financial years. Certified physical copies may kindly be dispatched through post only

2. Kindly furnish certified information on TRAI evaluation and monitoring of BharatNet and other major digital infrastructure initiatives including compliance audits and progress review reports. (copies requested to be sent via post)

The requested records qualify as information under Section 2(f) of the Right to Information Act 2005 and their certified copies are sought under Section 2(j). These documents pertain to regulatory oversight consumer welfare and digital infrastructure development which are in significant public interest. As no exemption under Sections 8 or 9 applies the information is liable to disclosure. If any portion of the requested material is held by another public authority I request transfer under Section 6(3) with due intimation to me. Kindly provide complete legible certified copies exclusively by postal delivery for reference and record

With regards

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(434)/2025-RTI Dated: 22-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 25.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00622, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The information sought is available in public domain & available at TRAI website at the link: https://www.trai.gov.in/telecom/telecom-tariff & https://www.trai.gov.in/telecom/consumer-protection
2.	The information sought is not available with TRAI.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 22-09-2025
10:31:22

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00630	**Date of Receipt :**	28/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
St	[redacted]		
Is Requester Be			
Amount Paid :		**Mode of Payment**	Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	As per PDF attached		

Print Save Close

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00179	**Date of Receipt :**	15/09/2025
Transferred From :	Department of Telecommunications on 15/09/2025 With Reference Number : DOTEL/R/T/25/00873/2		
Remarks :	**The information sought in the RTI Application is not available with the CPIO. The information sought pertains to TCCCPR 2018, spam and UCC Calls / SMSs and may be available with the TRAI. Accordingly, the RTI Application is transferred to the TRAI under the Section 6(3) of RTI Act 2005 for providing information, if any, directly to the applicant.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Status(Ru	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Telecom Regulatory Authority of India (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	As per PDF attached. For 5,6,7,8,9 & 10		
Original RTI Text :	As per PDF attached		

Print Save Close

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00189	**Date of Receipt :**	19/09/2025
Transferred From :	Department of Telecommunications on 19/09/2025 With Reference Number : DOTEL/R/T/25/00873/4		
Remarks :	**The information sought in the RTI Application is not available with the CPIO and may be available with the TRAI. Accordingly, the RTI Application is transferred to the TRAI under the Section 6(3) of RTI Act 2005 for providing information, if any, directly to the applicant.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Status(Rur	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Telecom Regulatory Authority of India (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	As per PDF attached. For 5, 6		
Original RTI Text :	As per PDF attached		

Print Save Close

Subject: Request for Information Regarding Data Privacy Measures and Receipt of Unsolicited Promotional Calls/SMS-reg

I am a citizen of India and would like to seek information under the Right to Information Act, 2005, pertaining to the protection of mobile subscriber data, privacy safeguards in place, and the increasing incidence of unsolicited promotional calls and messages.

Information Sought:

1. What data privacy clauses or provisions are mandated by the epartment/Authority that telecom operators must comply with while handling subscriber data (including mobile numbers, usage patterns, location, etc.)?
    - Kindly provide a copy or extract of the applicable rules, regulations, or license conditions that govern such privacy obligations.
2. Are telecom service providers (TSPs), private entity permitted to share subscriber data with third-party vendors, telemarketing agencies, or any other entity?
    - If yes, under what legal framework or consent mechanisms is this permitted?
    - If no, what are the penalties in case of non-compliance?
3. How does the Department/Authority monitor compliance by telecom operators and telemarketers with data privacy norms and ensure that there is no unauthorized access or misuse of subscriber data?
4. Whether periodic audits or inspections are conducted to assess the data protection measures adopted by TSPs?
    - If yes, kindly share details of such audits conducted in the last 2 years and summary findings, if available.
5. What redressal mechanism is in place for mobile subscribers to report and seek resolution for issues related to:
    - a. Leakage or misuse of personal data.
    - b. Receiving repeated unsolicited promotional calls or SMS despite DND activation.
6. What is the process by which citizens can identify the source of a promotional call/SMS (e.g., identifying the telemarketer or company responsible)?
7. Please provide the number of complaints received by the Department/TRAI in the past 3 years related to:
    - a. Privacy violations or unauthorized data sharing.
    - b. Unsolicited commercial calls/SMS.

- c. Failure to comply with DND (Do Not Disturb) norms.

8. What actions were taken on these complaints?
    - Please share year-wise data on inquiries initiated, show cause notices issued, penalties levied, or licenses suspended/cancelled (if any).
9. Is there coordination between the Department of Telecommunications/TRAI and the Ministry of Electronics and Information Technology (MeitY) regarding implementation or enforcement of data protection laws for telecom users?
10. Is there any specific compliance framework or obligation imposed on TSPs under the proposed or existing Digital Personal Data Protection Act, 2023 (DPDP Act)?If yes, please provide the relevant guidelines or circulars issued.
11. It is seen that large databases of mobile numbers are often compiled and sold by data brokers. Once sold, data spreads quickly across multiple industries insurance, real estate, fintech, etc. In this regard, please provide the following information:
    a. Has the Department/Authority identified or investigated any cases involving the unauthorized compilation, sale, or misuse of mobile number databases by data brokers or third-party entities in the last five years?
    b. If yes, please provide details such as:
    c. Number of such cases identified.
    d. Names of entities against whom action was taken.
    e. Nature of action taken (e.g., fines, prosecutions, blacklisting).
    f. What regulatory or legal safeguards are currently in place to prevent unauthorized entities from collecting, aggregating, and selling mobile numbers of telecom subscribers?
    g. Is there any coordination between TRAI/DoT and law enforcement agencies (such as CBI, Cybercrime Cells, or CERT-In) in tracking and preventing data leaks involving mobile numbers?
    h. Are there any ongoing efforts to identify and regulate data brokers operating within India who deal in mobile subscriber data? If yes, kindly provide details.
12. Data Sharing by Telecom Operators, Their Agents, Insurance company or Any Private Entity Without Subscriber's Consent. Please provide the following information:-
    a. Are telecom service providers (TSPs), their authorized agents, or any third-party private entities permitted to share or disclose a subscriber's personal data (such as mobile number, name, location, usage details, etc.) with other entities without the explicit and informed consent of the subscriber?

b. If not permitted, what are the specific legal or regulatory provisions (including license conditions, TRAI regulations, or guidelines issued by the DoT) that prohibit such unauthorized sharing or disclosure of subscriber data?
c. What actions or penalties are prescribed against telecom operators, agents, or private entities found to be involved in unauthorized data sharing or leakage of subscriber information?
d. Has the Department/Authority received any complaints or initiated any investigations in the last five years against TSPs or their agents for sharing subscriber data without consent? If yes, please provide:
   - Number of such complaints or cases.
   - Names of entities involved.
   - Nature of action taken or current status.
e. Is there any periodic audit or compliance check conducted by the Department/Authority to ensure that subscriber data is not being shared or monetized by TSPs or their agents without proper consent?
f. In cases where data leakage or unauthorized sharing has occurred, what recourse is available to the affected subscriber under the current legal framework?

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(436)/2025-RTI Dated: 30.09.2025

To,

[redacted]

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

Sir,

Please refer to your three (03) similar RTI applications received online on the RTI portal vide Reg. No. TRAOI/R/E/25/00630, dated 28.08.2025 and another two received through transferred online from DoT vide Reg. Nos. TRAOI/R/T/25/00179, dated 15.09.2025 & Reg. No. TRAOI/R/T/25/00189, dated 19.09.2025 for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	To curb Unsolicited Commercial Communication (UCC), TRAI has issued regulations i.e., Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018 and further amended from time to time. This Regulation may also be access in the weblink at: https://trai.gov.in/release-publication/regulations Clause 4 of Schedule IV of TCCCPR, 2018 may be referred in relation to security & Integrity of data related to detection of Unsolicited Commercial Communications.
2 to 4.	The information sought by you is interrogative in nature. Therefore, it does not constitute as 'Information' in terms of Section 2(f) of the RTI Act, 2005. However, it is informed that the relevant Clauses of TCCCPR 2018 may be referred for regulation regarding Unsolicited Commercial Communications.
5.	In order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI. In terms of this mechanism, the consumers can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs. If Consumers are not satisfied with the disposal of their grievance by the service provider, they can approach appropriate consumer Disputes Redressal Forum or a Consumer Disputes Redressal Commission or the National Consumer Redressal Commission established under the Consumer Protection Act, for redressal of their complaints/disputes.

<table>
<tr><td></td><td></td></tr>
<tr><td>6.</td><td>A customer can lodge a complaint within 7 days of receiving such unsolicited commercial communication to his/ her Access service provider by sending SMS or making voice call at 1909 or through TRAI DND App/ Access service provider App/ website as per the provisions of TCCCPR, 2018.</td></tr>
<tr><td>7</td><td>As per TRAI Act, 1997, TRAI is not mandated to handle individual complaints.
Based on the information provided by Access Service Providers, the details of UCC calls/SMSs are given below:
<table>
<tr><th>Calendar Year</th><th>Complaints against Registered Telemarketers (RTMs)</th><th>Complaints against Unregistered Telemarketers (UTMs)</th></tr>
<tr><td>2022</td><td>1,78,690</td><td>9,04,359</td></tr>
<tr><td>2023</td><td>1,39,886</td><td>12,22,946</td></tr>
<tr><td>2024</td><td>1,91,430</td><td>17,47,327</td></tr>
<tr><td>Till July-2025</td><td>2,12,625</td><td>12,47,482</td></tr>
</table></td></tr>
<tr><td>8.</td><td>The information sought by you is interrogative in nature. Therefore, it does not constitute as ‘Information’ in terms of Section 2(f) of the RTI Act, 2005.
However, action on customer complaints is taken by the telecom service providers. Please refer to the Regulation 25 of TCCCPR 2018 (as amended) for complaint mechanism regarding Unsolicited Commercial Communications.</td></tr>
<tr><td>9 to 12</td><td>The information sought is not available with TRAI.
However, it is informed that the regulation TCCCPR 2018 and its latest amendment may be accessed at the following link: https://trai.gov.in/release-publication/regulations</td></tr>
</table>

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 01-10-2025 10:42:13

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00635	**Date of Receipt :**	29/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		1
Is Requester			
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	1. Efficacy and benefit of multi sport channels?		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(437)/2025-RTI Dated: 22-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 29.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00635, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

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

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 22-09-2025 15:36:16

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00636	**Date of Receipt :**	30/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Status(R	[redacted]		
Is Requester Below Pov			
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. THE object of multiple DTH sport channels?		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(438)/2025-RTI Dated: 22-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 30.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00636, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

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

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 22-09-2025 15:37:16

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00639	**Date of Receipt :**	31/08/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Status(	[redacted]		
Is Requester Belo			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

I am a consumer having my mobile number registered under FULLY DND. Despite this I have been continuously receiving promotional messages from Primal Finance.

I had raised multiple complaints on the TRAI DND app but each time the complaint is closed as RTM First Violation without any further action against the sender or the telecom operator Jio.

Through this RTI I request the following information

What action has been taken by TRAI against Primal Finance for repeated DND violations reported by customers

How many total complaints have been registered against Primal Finance for sending unsolicited promotional messages despite customers being under FULLY DND in the last 2 years

Why are complaints being repeatedly closed as First Violation even when multiple complaints are made

What guidelines or rules exist regarding action against telemarketers and service providers in case of repeated violations of DND

Provide certified copies of any circulars notifications or letters issued to service providers like Jio for not taking strict action against such telemarketers

This information is sought under the Right to Information Act 2005

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(439)/2025-RTI Dated: 30.09.2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 31.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00639, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 3.	TRAI does not handle individual complaints. Action against the senders of unsolicited commercial communications is taken by the telecom service providers in accordance with the provisions of Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018 (as amended from time to time).
	Further it is informed that the TRAI Act, 1997 does not envisage redressal of individual consumer complaints by TRAI.
4.	To curb Unsolicited Commercial Communication (UCC), TRAI has issued regulations i.e., Telecom Commercial Communication Customers Preference Regulation (TCCCPR), 2018 and further amended from time to time. (weblink given at the bottom). The Regulation 25 of TCCCPR 2018 may be referred for complaint mechanism regarding Unsolicited Commercial Communications.
5.	TRAI issued a direction dated 13th August 2024, to all the Access Service Providers to disconnect the resources of senders of UCC. (the weblink of the direction is given at the bottom) The regulation TCCCPR 2018 and its latest amendment may be accessed at the following link: https://trai.gov.in/release-publication/regulations The direction may also be accessed at the following link: https://www.trai.gov.in/sites/default/files/2024-09/Direction_13082024.pdf

Contd. on next page 02.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 01-10-2025 12:04:44

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00641	**Date of Receipt :**	01/09/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Status(	[redacted]		
Is Requester A			y
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Subject: RTI regarding telecom service failure in Chamba Himachal Pradesh after 24 August 2025

Grievance / Information sought under RTI Act 2005:

1. Provide details of total number of telecom towers of Reliance Jio Airtel BSNL and VI installed in District Chamba Himachal Pradesh.

2. Provide details of network outages reported from District Chamba for Jio Airtel BSNL and VI since 24 August 2025 including reason of outage and restoration time.

3. Provide certified copies of any reports submitted by these operators to DoT or TRAI regarding service disruption in Chamba after 24 August 2025.

4. Provide details of any instructions or notices issued by DoT or TRAI to these operators regarding failure of telecom services during this period.

5. Inform whether compensation or refund has been directed by DoT or TRAI to these operators for customers affected by continuous service failure.

6. Provide copies of any future or upcoming plans submitted by Jio Airtel BSNL or VI to improve network resilience in District Chamba in case of heavy rainfall or landslides.

	7. Inform whether any notification or advisory was issued by Government of Himachal Pradesh regarding telecom service disruption after 24 August 2025. 8. Provide copies of any orders or directions issued by District Administration Chamba related to opening or closing of telecom services or safety measures due to disaster after 24 August 2025.

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(440)/2025-RTI Dated: 24-09-2025

To,

[redacted])

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

Sir,

Please refer to your RTI application dated 01.09.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00641, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 & 3 to 8	The information sought is not available with TRAI. However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 04.09.2025 to DoT for providing the related information, if any, directly to you.
2.	TRAI monitors the performance of service providers against the prescribed benchmark for various Quality of Service parameters on Licensed Service Area (LSA) basis. Performance of service providers against QoS parameters is being published on TRAI website-: https://www.trai.gov.in/release-publication/qos-reports/pmr-reports

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 24-09-2025 15:33:31

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00642	**Date of Receipt :**	02/09/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
Status(			
Is Requester			
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	I have attached the RTI application in supporting documents column, Please find the attached RTI application. Thanks.		

Print Save Close

Practici[redacted]urts
Enrolled with Bar Council of Delhi - Enrollment No: [redacted]

To
The Public Information Officer (PIO)
Telecom Regulatory Authority of India (TRAI)
Mahanagar Doorsanchar Bhawan,
J.L. Nehru Marg (Old Minto Road),
New Delhi – 110002

Subject: Application under the Right to Information Act, 2005 – Regarding Recharge Validity of 28 Days by Telecom Operators

Respected Sir/Madam,

I, **Adv[redacted]025**, am filing this application under the **Right to Information Act, 2005** seeking information regarding the recharge validity periods being offered by telecom companies in India such as Airtel, Reliance Jio, and Vodafone Idea (VI).

Currently, these operators provide most of their "monthly" prepaid recharge plans with a **validity of 28 days instead of 30/31 days**, thereby requiring consumers to recharge 13 times in a year instead of 12. This practice raises concerns about whether it complies with TRAI's directions and consumer protection norms.

Accordingly, I request the following information:

Information Requested:

1. Has TRAI issued any **directions, circulars, or advisories** to telecom operators (Airtel, Jio, VI, or others) regarding the validity period of monthly recharge plans (i.e., 28 days vs. 30/31 days)? If yes, kindly provide a copy of such directions/advisories.

2. Has TRAI received any **consumer complaints** regarding telecom operators offering 28-day recharge plans instead of full month validity? If yes, please

[redacted]
Address: [redacted]

[redacted]
Practicing in Delhi High Court and District Courts
Enrolled with Bar Council of Delhi - Enrollment No: [redacted]

provide the number of such complaints received in the last **five years (2019–2024)**.

3. What **action has been taken by TRAI** on this issue, either through enforcement, consultation papers, or consumer advisories? Kindly provide copies of relevant documents.

4. Has TRAI conducted or commissioned any **study/analysis** on the impact of 28-day recharge validity on consumers? If yes, please provide a copy of the report.

5. Is TRAI planning to issue any **future guidelines/directions** to telecom operators to ensure that consumers are provided with genuine "monthly" recharge options (30/31 days)?

Mode of Reply:

I request the information to be provided in **certified hard copy**. If available in digital form, it may be shared via email at [redacted]

Yours sincerely,
A[redacted]

+[redacted]
Address[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(441)/2025-RTI Dated: 24-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 02.09.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00642, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	TRAI through Telecommunication Tariff (66th Amendment) Order dated 27.01.2022 and Telecommunication Tariff (67th Amendment) Order dated 31.03.2022 mandated to offer at least one plan voucher, one special tariff voucher and one combo voucher having a validity of thirty days Voucher which shall be renewable on the same date of every month and if the date of such renewal is not available in a month, the date of renewal shall be the last date of the month.
2.	The TRAI Act, 1997 does not envisage redressal of individual consumer complaints by TRAI.
3 to 5.	The information sought by you is interrogative in nature, hence, does not fall under the definition of 'information' as per section 2(f) of the RTI Act, 2005.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 24-09-2025 15:39:36

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00643	**Date of Receipt :**	03/09/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Is R	[redacted]		way
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	1. How many times complaints have been lodged from Jio mobile number [redacted] through customer care in Jio company regarding network and True5G from 01/01/2025 to 01/09/2025. 2.Submit details of each complaint lodged. 3. What action was taken by the administration after filing each complaint. 4. Is it a violation of the rights of the customer if the internet and network are not working properly after the customer recharges his mobile? If yes, then what efforts are being made by the company to correct this? Please give me answer in hindi language.		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(442)/2025-RTI Dated: 24-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 03.09.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00643, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 4.	The information sought vide your above mentioned RTI application is not available in TRAI.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 24-09-2025 15:43:55

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00645	**Date of Receipt :**	04/09/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
	[redacted]		
Does Liberty of a Person ? :		**:**	
Information Sought :	1. Please provide the actions and followup communication taken on my email to dait@trai.gov.in and ap@trai.gov.in dated 14/07/25, 16:04 with subject ..Incorrect FAQ for QOS deposit deadline..		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(443)/2025-RTI Dated: 29-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 04.09.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00645, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1.	The updated FAQ as queried, is under process.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 29-09-2025
11:52:31

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00646	**Date of Receipt :**	04/09/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Stat	[redacted]		
Is Reques			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Subject: Request for information under RTI Act, 2005 regarding Airtel broadband service outages Sir/Madam, Under the RTI Act, 2005, I hereby request the following information: 1. Please provide records of service outages reported by Bharti Airtel Ltd. in [redacted] Pradesh, from 01/05/2025 to 04/09/2025 2. Please provide details of the duration, reason, and location-wise impact of these outages, as submitted by Airtel to DoT/TRAI. 3. Please clarify whether Airtel has reported compliance with the TRAI directive mandating compensation/rebate for outages exceeding 24 hours during this period. I request that the information be provided to me in electronic format (PDF/Excel) at my given email.		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(444)/2025-RTI Dated: 24-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 04.09.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00646, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 3	TRAI monitors the performance of service providers against the prescribed benchmark for various Quality of Service parameters on Licensed Service Area (LSA) basis. Performance of service providers against QoS parameters is being published on TRAI website-: https://www.trai.gov.in/release-publication/qos-reports/pmr-reports However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 09.09.2025 to DoT for providing the related information, if any, directly to you.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 24-09-2025 15:40:43

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/E/25/00647	**Date of Receipt :**	06/09/2025
Type of Receipt :	Online Receipt	**Language of Request :**	English
Stat	[redacted]		
Is Reques			
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	This is in reference to the practice of stopping the incoming call and incoming sms facility on a users connection immediately after the expiry of a customer recharge plan, all the leading telecom companies are engaged in, through this RTI i would like to know from the competent authorities at TRAI which in no lesser way is a guardian for many countless telecom customers like me and had been protecting our rights for years that - 1. Has any Circular or Policy been issued by TRAI which lays down the mechanism of dealing with issues related to stopping the incoming calls and incoming sms facility on a users connection immediately after the expiry of a customer recharge plan by the Telecom Operator 2. For how many days from the expiry of a customer Recharge Plan a customer can enjoy the incoming call and incoming sms facility on his number 3. After how many days from the expiry of a customers recharge plan and in an event of not recharging it with any base plan his number would be discontinued and the Telecom Operator is free to allot that number to any other customer.		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(447)/2025-RTI Dated: 29-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 06.09.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00647, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 to 3.	The provision regarding deactivation of Cellular Mobile Telephone Connection due to non-usage are regulated by TCPR(6th Amendment),2013 available at https://www.trai.gov.in/sites/default/files/2024-10/Sixth_Amedment_21_FEB_2013.pdf

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 29-09-2025 11:53:44

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00138	**Date of Receipt :**	07/08/2025
Transferred From :	Department of Telecommunications on 07/08/2025 With Reference Number : DOTEL/R/E/25/00624/1		
Remarks :	**For reply of para 10.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Statu	[redacted]		
Is Request			
Amount Paid :	0 (RTI fee is received by **Department of Telecommunications (original recipient)**)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	For paras related to assignment of spectrum		
Original RTI Text :	Subject: Request for information regarding non-availability of 5G service in Bhimpura T, Parsurampur, Belthara Road, Ballia, Uttar Pradesh - 221711 Respected Sir/Madam, I seek the following information under Section 6(1) of the RTI Act, 2005: 1. Has any license or spectrum been granted to Airtel and Jio for launching 5G service in Bhimpura T, Parsurampur, Belthara Road, Ballia, Uttar Pradesh - 221711? 2. If yes, please provide details of the date of allocation and the band type (low band, mid band, mmWave) allotted to these operators. 3. Has any 5G tower been installed or upgraded from 4G to 5G in this region using NSA or SA technology?		

4. If the 5G service has not been launched yet, what is the reason for the delay? Have the companies provided any tentative timeline to the Department?

5. Is there a functioning optical fiber cable (OFC) network available in this area to support 5G services? If yes, please mention the service provider, routes, and total cable length.

6. Have Airtel and Jio informed the department about their future plans or expected dates for launching 5G service in this region?

7. Is it a violation of consumer rights if companies continue to delay the 5G rollout and respond vaguely with service will be launched in future despite repeated consumer complaints?

8. Has the Department of Telecommunications or TRAI issued any notices or directives to these companies for not launching 5G in this region?

9. What kind of penalties or actions are applicable as per DoT policy in case of significant delay in service launch?

10. I have been filing complaints with Airtel and Jio for the past 10 to 15 months regarding 5G non-availability. Despite this, no 5G service has been launched, while companies continue to charge for 5G plans. What action does the department take in such cases? Are users eligible for refunds, penalties, or any relief?

I am willing to pay the RTI application fee of Rs.10 online. Kindly provide the above information within 30 days as per RTI Act.

Thank you

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(390)/2025-RTI Dated: 01-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 07.08.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00138, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 10.	The information sought vide your above mentioned RTI application is not available in TRAI.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 01-09-2025
13:08:58

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00139	**Date of Receipt :**	07/08/2025
Transferred From :	Department of Telecommunications on 07/08/2025 With Reference Number : DOTEL/R/T/25/00746		
Remarks :	**RTI is marked to CPIOs in DoT and also transferred u/s 6(3) of the RTI Act for furnishing reply to point(s) concerned.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Status(R	[redacted]		provided
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Director General (Telecom) HQ (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Information sought under the Right to Information Act, 2005		
Original RTI Text :	Information sought under the Right to Information Act, 2005		

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RTI REQUEST DETAILS

Registration No. :	TRAOI/R/X/25/00028	**Date of Receipt :**	19/08/2025
Transferred From :	Department of Telecommunications on 19/08/2025 With Reference Number : DOTEL/R/T/25/00746/7		
Remarks :	**May pertains to DoT**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Status	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Director General (Telecom) HQ (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	For providing the information of para(10 to 17) directly to applicant.		
Original RTI Text :	Information sought under the Right to Information Act, 2005		

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RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00151	**Date of Receipt :**	19/08/2025
Transferred From :	Department of Telecommunications on 19/08/2025 With Reference Number : DOTEL/R/T/25/00746/5		
Remarks :	**For para (1 to 9) : The information sought under the RTI application is not available with this CPIO. The information is likely to be available with PSU-I Section, DoT. Hence, the RTI application has been transferred to SO(SU), CPIO, for providing information directly to applicant. For para(10 to 17): The information sought under the RTI application is not available with this CPIO. Hence, the RTI application has been transferred to TRAI, for providing information directly to applicant.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
P	[redacted]		
Status(Rura			
L			
Is Reque Pover			
Amount Paid :	0 (RTI fee is received by **Director General (Telecom) HQ (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Information sought under the Right to Information Act, 2005		
Original RTI Text :	Information sought under the Right to Information Act, 2005		

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RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00163	**Date of Receipt :**	26/08/2025
Transferred From :	Department of Telecommunications on 26/08/2025 With Reference Number : DOTEL/R/T/25/00832		
Remarks :	**rti is transferred u/s 6(3) of rti act**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
St	[redacted]		
Letter No. :	Details not provided	**Letter Date :**	Details not provided
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Director General (Telecom) HQ (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Information sought under the Right to Information Act, 2005 being forwarded to provide information of serial number 5,6,10,11,12,13,16 and 17.		
Original RTI Text :	Information sought under the Right to Information Act, 2005		

Print Save Close

Information sought under the Right to Information Act, 2005

1. What is the total outstanding amount due from Reliance Jio Infocomm Ltd. to BSNL and MTNL for the period from March 2014 to March 2025?
2. Please provide the breakup of the above outstanding amount under different heads/categories (such as tower rental, optical fiber usage, interconnect charges, license fees, etc.).
3. What actions (such as notices, recovery orders, meetings, etc.) have been taken by BSNL/MTNL or the Department of Telecommunications (DoT) for recovery of the said dues? Kindly provide the date-wise details.
4. Have there been any legal/administrative obstacles in the recovery of the said dues? If yes, please provide details.
5. How many towers, BTS, optical fiber lines, exchange buildings or other infrastructure have BSNL and MTNL provided for use by Reliance Jio during the period from March 2014 to March 2025?
6. Please provide state-wise and district-wise details (with numbers) of the infrastructure mentioned above.
7. What steps/plans/tenders/projects have been initiated by the Government of India/Department of Telecommunications to enable BSNL to launch 5G network and data services?
8. What amount of budget has been sanctioned and spent so far for BSNL's 5G project? Please provide year-wise details.
9. What is the estimated timeline for the launch of BSNL’s 5G network?
10. What are the minimum and average uplink/downlink data speed standards set by TRAI/DoT for 3G, 4G, and 5G services in India?
11. Has any penalty/notice/action been taken against any company for not meeting these speed standards? If yes, please provide the names and details of such companies.
12. Does DoT/TRAI maintain any record/report of the actual data speeds provided to the public by Reliance Jio and other private companies (such as Airtel, Vi, etc.)?
13. If yes, please provide copies of the year-wise reports for the period from March 2014 to March 2025.
14. How many complaints have been registered regarding network and data speed issues against private telecom companies (Jio, Airtel, Vi, etc.) from March 2014 till date?
15. Out of these, how many complaints have been resolved, how many are pending, and what action has been taken on them? Please provide the statistical data.
16. Has the Government/DoT/TRAI issued any guidelines/policy regarding the hike in recharge tariffs by private telecom companies?
17. If yes, please provide a copy of such guidelines/policy.

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(391)/2025-RTI Dated: 01-09-2025

To,

[redacted]

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

Sir,

Please refer to your four (04) similar RTI applications received through transferred online on the RTI portal from DoT vide their Reg. No. TRAOI/R/T/25/00139, dated 07.08.2025, Reg. No. TRAOI/R/X/25/00028, dated 19.08.2025, Reg. No. TRAOI/R/T/25/00151, dated 19.08.2025 and vide Reg. No. TRAOI/R/T/25/00163, dated 26.08.2025, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 9.	The information sought is not available with TRAI.
10 to 13.	TRAI has not prescribed any minimum or average uplink/ downlink data speed for 3G/4G/5G. However, kindly refer the following relevant regulations- "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline And Wireless) Service Regulations, 2024 (06 of 2024)" dated 2.8.2024 which are available on TRAI's website at following url: https://trai.gov.in/sites/default/files/2024-10/Regulation_02082024.pdf Further, TRAI MySpeed App/ Portal facilitates users to explore the Mobile Data experience of customers across India. Users can submit data by downloading the app and testing their data speeds. TRAI MySpeed Portal provides Crowdsourced data, technology wise, Licensed Service Area (Circle) wise and operator wise. For more details the portal may be accessed through the following link:- https://myspeed.trai.gov.in
14 & 15.	The TRAI Act, 1997 does not envisage redressal of individual consumer complaints by TRAI.
16 & 17.	The Tariffs are governed by Telecom Tariff Orders, as amended from time to time, which are available in the public domain of TRAI at: https://www.trai.gov.in/telecom/telecom-tariff

Contd. on next page 02

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 01-09-2025
17:09:31

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00140	**Date of Receipt :**	08/08/2025
Transferred From :	Broadcast Engineering Consultants India Ltd on 08/08/2025 With Reference Number : BECIL/R/E/25/00122		
Remarks :	**Under Section 6(3) of RTI Act, 2005 transferred to the Telecom Regulatory Authority of India.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
S	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Broadcast Engineering Consultants India Ltd (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	Request Information regarding the guidelines of IPTV distribution having MSO license		
Original RTI Text :	Request Information regarding the guidelines of IPTV distribution having MSO license		

Print Save Close

IPTV Queries

<table>
<tr><th>S.No.</th><th>Query</th></tr>
<tr><td>1</td><td>The MSO distributing satellite channels in IPTV format has to follow the guidelines and terms and conditions as per the
“PART III, SECTION 4
TELECOM REGULATORY AUTHORITY OF INDIA
NOTIFICATION
THE TELECOMMUNICATION (BROADCASTING AND CABLE) SERVICES INTERCONNECTION (ADDRESSABLE SYSTEMS) (FIFTH AMENDMENT) REGULATIONS, 2023
(4 of 2023)
New Delhi, 14/09/2023” and amendments thereafter (Yes/No)
Please refer to the permission granted by M.I.B to operate IPTV services attached in this document below.</td></tr>
<tr><td>2</td><td>PART III, SECTION 4
TELECOM REGULATORY AUTHORITY OF INDIA
NOTIFICATION
THE TELECOMMUNICATION (BROADCASTING AND CABLE) SERVICES INTERCONNECTION (ADDRESSABLE SYSTEMS) (FIFTH AMENDMENT) REGULATIONS, 2023
(4 of 2023)
New Delhi, 14/09/2023
Table-4
STB/unique consumer subscription Requirements for DRM for IPTV services
Sl.No.21. “ Page No.13
<table><tr><td>21</td><td>The DRM should not allow delivering linear TV channels on Internet. The delivery of multi channel television programmes should remain in a closed network within the device.</td></tr></table>As per the above information distribution of linear TV channels in Internet is not permitted by the DPO
(Yes/No)</td></tr>
<tr><td>3</td><td>PART III, SECTION 4
TELECOM REGULATORY AUTHORITY OF INDIA
NOTIFICATION
THE TELECOMMUNICATION (BROADCASTING AND CABLE) SERVICES INTERCONNECTION (ADDRESSABLE SYSTEMS) (FIFTH AMENDMENT) REGULATIONS, 2023
(4 of 2023)
New Delhi, 14/09/2023
Table-2
Proposed DRM Requirements for conditional access by subscribers and encryption.
Page No.9 Sl.No.18
<table><tr><td>18.</td><td>In case DPO has deployed hybrid STBs (hybrid STB for the purpose of this regulation means a STB that uses multiple methods of receiving transmission signals with video and audio content, however in a single instance such STB provides only one type of service), DRM shall ensure that the over-the-top (OTT) App and any browser does not get access to the linear television channels offered by the DPO from its own system, and similarly, DRM for IPTV service should not get access to channels delivered through OTT platform. Provided that, all the mandatory requirements for DRM shall be complied by hybrid STBs.</td></tr></table>As per the above information distribution of OTT content and Linear TV channels in the same Application/Unique Consumer Subscription is not permitted</td></tr>
</table>

	(Yes/No)

No. 16/3/2022-BP&L
Government of India
Ministry of Information and Broadcasting

Shastri Bhawan, New Delhi
Dated: 21st February, 2022

To

M/s City Online Media Pvt. Ltd.
701, 7th Floor, Aditya Trade Center
Ameerpet, Hyderabad - 500038

Subject: Self-declaration by IPTV Service Provider-regarding.

Sir,

I am directed to refer to your letter dated 27.12.2021 regarding intimation for IPTV services and to inform that the declaration of M/s City Online Media Pvt. Ltd. regarding compliance of the terms/conditions as prescribed in the guidelines for provisioning of Internet Protocol Television (IPTV) services has been noted.

2. It may also be noted that M/s City Online Media Pvt. Ltd. may provide IPTV services in India during the validity of its MSO registration i.e. currently upto 09.11.2030.

3. Further, M/s City Online Media Pvt. Ltd. is required to carry the channels only permitted by this Ministry and inform this Ministry of any modification etc. from time to time.

Yours faithfully,

(Gopal Sadhwani)
Director
Tel: 23385016

[redacted]

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(393)/2025-RTI Dated: 02-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 08.08.2025 received through transferred online on the RTI portal from Broadcast Engineering Consultants Ltd. (BECIL) vide Reg. No. TRAOI/R/T/25/00140, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 3.	As per Para 10 of the DoPT OM dated 28th November 2013. *"...The Public Information Officer is not supposed to create information that is not a part of the record of the public authority. The Public Information Officer is also not required to furnish information which required drawing of inference and/or making of assumptions; or to interpret information; or to solve the problems raised by the applicants; or to furnish replies to hypothetical questions..."* The query raised by you does not fall under the RTI Act, 2005.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 02-09-2025
12:19:57

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00144	**Date of Receipt :**	13/08/2025
Transferred From :	Department of Telecommunications on 13/08/2025 With Reference Number : DOTEL/R/E/25/00792		
Remarks :	**RTI is also being transferred to DGT and TRAI u/s 6(3) of the RTI Act for furnishing reply to points concerned.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Statu	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Department of Telecommunications (original recipient)**)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought : RTI Application

To
The Public Information Officer
Department of Telecommunications
Government of India

Subject Request for Information under RTI Act

Sir Madam

I request the following information under the RTI Act 2005 regarding the disconnection of my Airtel mobile number

1 Please confirm the exact TRAI or DoT guidelines under which Airtel can block a mobile number for non recharge or incomplete KYC
2 Please confirm if Airtel is allowed to report my number to DoT as fraud or

incomplete KYC without my consent
3 Please clarify whether KYVMC or any other verification process can be triggered by Airtel at any time after the number is active
4 Please provide the process for compensation or penalty on Airtel for wrongful disconnection and blocking of my number due to incomplete KYC or wrong reporting
5 Please explain why Airtel employees are giving conflicting answers about a 15 day or 90 day limit for releasing the blocked number and if Airtel is responsible for such misinformation
6 Please confirm whether Airtel backend can directly release the blocked number without my visiting their store and if so why it was not done in my case
7 Please provide the DoT escalation process if Airtel refuses to unblock my number despite following all required procedures

I have already approached the Airtel store within 2 days of disconnection but was told I must wait 90 days The store denied knowledge of the 15 day rule and said they are not aware This shows Airtel employees do not have correct information

Kindly provide the information within the period specified under the RTI Act 2005

Original RTI Text :

RTI Application

To
The Public Information Officer
Department of Telecommunications
Government of India

Subject Request for Information under RTI Act

Sir Madam

I request the following information under the RTI Act 2005 regarding the disconnection of my Airtel mobile number

1 Please confirm the exact TRAI or DoT guidelines under which Airtel can block a mobile number for non recharge or incomplete KYC
2 Please confirm if Airtel is allowed to report my number to DoT as fraud or incomplete KYC without my consent
3 Please clarify whether KYVMC or any other verification process can be triggered by Airtel at any time after the number is active
4 Please provide the process for compensation or penalty on Airtel for wrongful disconnection and blocking of my number due to incomplete KYC or wrong reporting
5 Please explain why Airtel employees are giving conflicting answers about a 15 day or 90 day limit for releasing the blocked number and if Airtel is responsible for such misinformation
6 Please confirm whether Airtel backend can directly release the blocked number without my visiting their store and if so why it was not done in my case
7 Please provide the DoT escalation process if Airtel refuses to unblock my number despite following all required procedures

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Kindly provide the information within the period specified under the RTI Act 2005

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(418)/2025-RTI Dated: 11-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 13.08.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00144, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 7.	The information sought is not available with TRAI.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 11-09-2025
12:25:11

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00145	**Date of Receipt :**	13/08/2025
Transferred From :	Department of Telecommunications on 13/08/2025 With Reference Number : DOTEL/R/E/25/00793		
Remarks :	**RTI is also being transferred to TRAI u/s 6(3) of the RTI Act for furnishing reply to points concerned.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Stat	[redacted]		
Is Reques			
Amount Paid :	0 (RTI fee is received by **Department of Telecommunications (original recipient)**)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

It is understood that communications have been exchanged between the Department of Telecommunications (DoT) and the Telecom Regulatory Authority of India (TRAI) with respect to the regulation of Telemarketers and Principal Entities, in order to combat unsolicited commercial communication. It is also understood that TRAI has conveyed that it does not consider the proposal to regulate Telemarketers and Principal Entities presently viable and has expressed other reservations in this regard. This has also been stated in an article dated 23.07.2025 published in the Economic Times (Attached as Supporting Document).

Therefore, please provide the following information in soft copy.

1. All communications exchanged between the DoT and TRAI concerning the regulation of Telemarketers and Principal Entities in order to combat unsolicited commercial communication since the notification of the Telecom Commercial Communication Customer Preference Regulation, 2018 till date, including those referred in the Article dated 23.07.2025 published in the Economic Times.

	2. All file notings of TRAI, DoT or any other department of the Government of India in the possession of the DoT in relation to any file dealing with or discussing the information requested in Item No. 1. 3. Any other information regarding the above queries which is in the possession of the DoT.
Original RTI Text :	It is understood that communications have been exchanged between the Department of Telecommunications (DoT) and the Telecom Regulatory Authority of India (TRAI) with respect to the regulation of Telemarketers and Principal Entities, in order to combat unsolicited commercial communication. It is also understood that TRAI has conveyed that it does not consider the proposal to regulate Telemarketers and Principal Entities presently viable and has expressed other reservations in this regard. This has also been stated in an article dated 23.07.2025 published in the Economic Times (Attached as Supporting Document). Therefore, please provide the following information in soft copy. 1. All communications exchanged between the DoT and TRAI concerning the regulation of Telemarketers and Principal Entities in order to combat unsolicited commercial communication since the notification of the Telecom Commercial Communication Customer Preference Regulation, 2018 till date, including those referred in the Article dated 23.07.2025 published in the Economic Times. 2. All file notings of TRAI, DoT or any other department of the Government of India in the possession of the DoT in relation to any file dealing with or discussing the information requested in Item No. 1. 3. Any other information regarding the above queries which is in the possession of the DoT.

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RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00162	**Date of Receipt :**	24/08/2025
Transferred From :	Department of Telecommunications on 24/08/2025 With Reference Number : DOTEL/R/E/25/00793		
Remarks :	**The information sought in the RTI Application is not available with the CPIO. The same may be available with TRAI. Accordingly, the RTI Application is transferred to TRAI under the Section 6(3) of RTI Act 2005 for providing information, if any, directly to the applicant.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Status Is	[redacted]		
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 :	It is understood that communications have been exchanged between the Department of Telecommunications (DoT) and the Telecom Regulatory Authority of India (TRAI) with respect to the regulation of Telemarketers and Principal Entities, in order to combat unsolicited commercial communication. It is also understood that TRAI has conveyed that it does not consider the proposal to regulate Telemarketers and Principal Entities presently viable and has expressed other reservations in this regard. This has also been stated in an article dated 23.07.2025 published in the Economic Times (Attached as Supporting Document). Therefore, please provide the following information in soft copy. 1. All communications exchanged between the DoT and TRAI concerning the regulation of Telemarketers and Principal Entities in order to combat unsolicited commercial communication since the notification of the Telecom Commercial Communication Customer Preference Regulation, 2018 till date, including those referred in the Article dated 23.07.2025 published in the Economic Times. 2. All file notings of TRAI, DoT or any other department of the Government of India in the possession of the DoT in relation to any file dealing with or discussing		

	the information requested in Item No. 1. 3. Any other information regarding the above queries which is in the possession of the DoT.
	It is understood that communications have been exchanged between the Department of Telecommunications (DoT) and the Telecom Regulatory Authority of India (TRAI) with respect to the regulation of Telemarketers and Principal Entities, in order to combat unsolicited commercial communication. It is also understood that TRAI has conveyed that it does not consider the proposal to regulate Telemarketers and Principal Entities presently viable and has expressed other reservations in this regard. This has also been stated in an article dated 23.07.2025 published in the Economic Times (Attached as Supporting Document). Therefore, please provide the following information in soft copy.
Original RTI Text :	1. All communications exchanged between the DoT and TRAI concerning the regulation of Telemarketers and Principal Entities in order to combat unsolicited commercial communication since the notification of the Telecom Commercial Communication Customer Preference Regulation, 2018 till date, including those referred in the Article dated 23.07.2025 published in the Economic Times. 2. All file notings of TRAI, DoT or any other department of the Government of India in the possession of the DoT in relation to any file dealing with or discussing the information requested in Item No. 1. 3. Any other information regarding the above queries which is in the possession of the DoT.

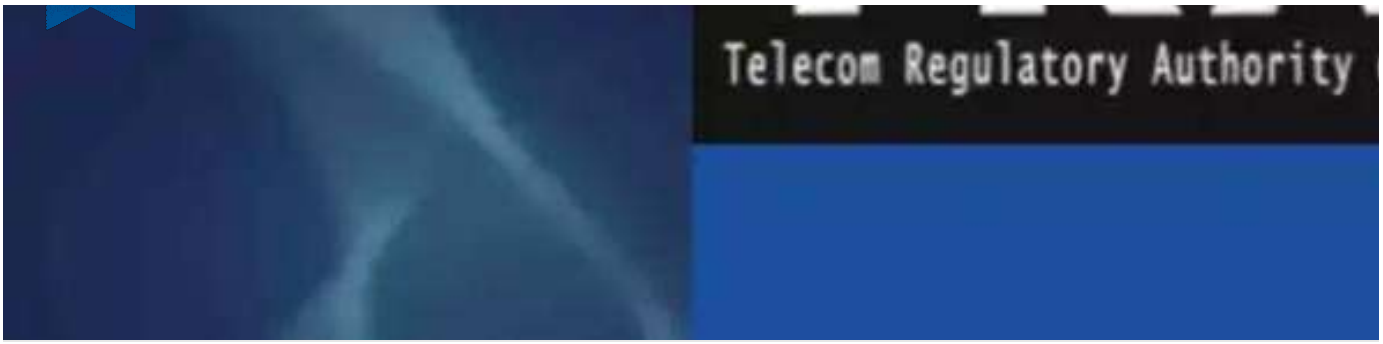
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TELECOM NEWS

Trai declines DoT's request to regulate telemarketers



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Synopsis

Spam calls and messages will continue to bother consumers. Telecom Regulatory Authority of India is unlikely to regulate telemarketers. The Department of Telecommunications wanted to bring telemarketers under regulation. Currently, telecom operators face penalties for spam. Operators say telemarketers should be responsible. Telemarketers frequently switch operators making it difficult to track them.

By Kiran Rathee, ET Bureau

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Last Updated: Jul 23, 2025, 12:10:00 AM IST

New Delhi: Consumers are unlikely to get much respite from spam communications in the near future, with the telecoms regulator believed to have effectively rejected the Department of Telecommunications' (DoT) plan to bring **telemarketers** under a regulatory mechanism.

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While the current regulatory framework devised by the **Telecom Regulatory Authority of India** (**Trai**) to curb spam communications places the onus on **telecom operators** to tackle the issue, telemarketers-who play a central role in aggregating and disseminating commercial messages via telecom channels-are not covered by any regulatory ambit and are therefore practically unaccountable, according to industry experts.

In light of this, the DoT had, last year, asked Trai to recommend a mechanism to bring telemarketers under regulatory control and establish accountability-mirroring that expected of telecom operators-as part of a coordinated effort by authorities to combat unsolicited messages and calls.

Officials told ET that Trai has now responded to the DoT, highlighting the complexities involved in framing a regulatory mechanism for telemarketers, while also noting that regulating them may yield limited benefit.

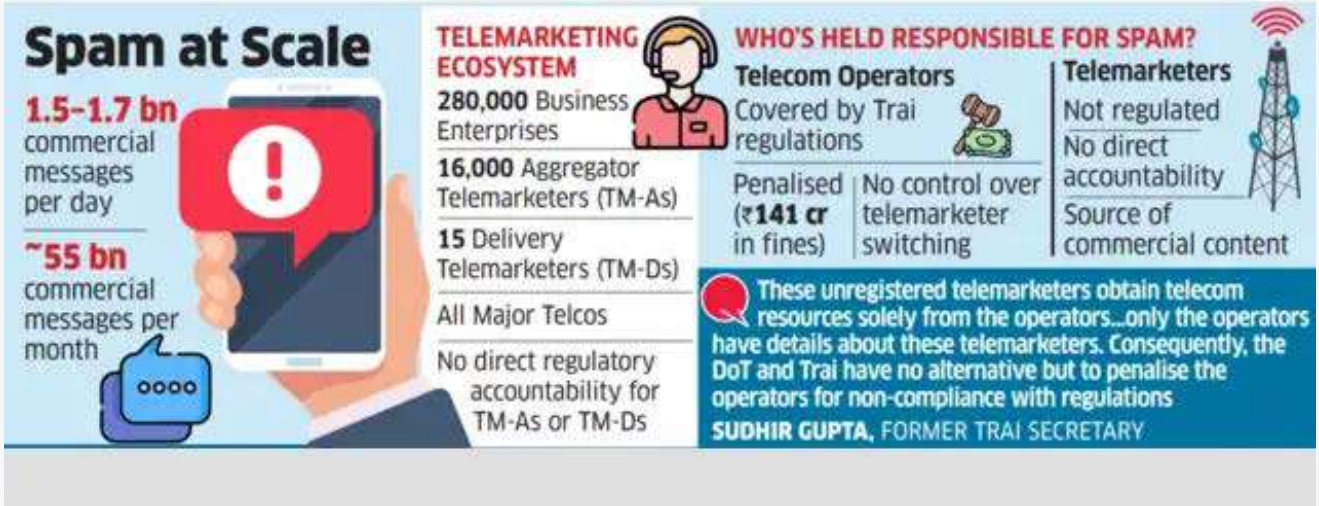
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"The regulator deliberated the matter at length before writing back to the DoT to suggest a relook at the mandate for regulating telemarketers. The DoT will review Trai's reply and take a final decision on the matter," one official said, requesting anonymity.

The move, however, spells continued bad news for consumers, who face unwanted communications on a daily basis. Experts believe that once telemarketers are brought under a regulatory or authorisation framework, they can be held accountable for curbing spam alongside telecom operators and can be made liable to face consequences.

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Current Trai regulations regarding commercial communications do not cover telemarketers, with only telecom operators held accountable. The operators argue that, since telemarketers send commercial communications on behalf of business entities, accountability should rest with them instead. Operators maintain they are merely intermediaries, not the principal players in this space.



BCCL

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Trai currently levies financial penalties on telecom operators for spam messages and calls transmitted via their networks. Operators have commercial binding agreements with telemarketers and, according to Trai, are expected to recover the penalty amounts from these telemarketers. However, the system is ineffective, as telemarketers frequently switch operators. Moreover, telecom providers are unable to enforce any conditions upon them.

As a result, carriers argue they are being penalised in cases over which they have no control.

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Trai has imposed fines on telecom operators-totalling approximately ₹141 crore so far-for failing to curb spam. Operators have challenged the penalties in the telecoms tribunal, contending that they should not be held accountable for something they neither control nor perpetuate.

A former Trai official noted that there are hundreds of telemarketers and that it is not feasible to monitor them without the cooperation of telecom operators.

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"These unregistered telemarketers obtain telecom resources solely from the operators-whether PRI lines or bulk SIM cards. Therefore, only the operators have details about these telemarketers. Consequently, the DoT and Trai have no alternative but to penalise the operators for non-compliance with regulations," Sudhir Gupta, a former Trai secretary, told

ET.

In India, an estimated 1.5 to 1.7 billion commercial messages are sent daily, adding up to around 55 billion each month, according to industry data.

Data previously shared by telecom operators with Trai shows that commercial traffic originates from around 280,000 business enterprises, which is then aggregated by approximately 16,000 aggregator telemarketers (TM-As). These TM-As deliver the SMS traffic to around 15 delivery telemarketers (TM-Ds).

These 15 TM-Ds are connected to every telecom provider and handle the delivery of all commercial traffic. Operators say they are entirely dependent on these 15 TM-Ds and have no visibility over the entire message delivery chain-for example, where a message originated or who aggregated it.



The regulator has issued various directives to operators to curb spam and phishing. However, despite these efforts and the involvement of multiple government departments, the problem continues unabated.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(409))/2025-RTI Dated: 12-09-2025

To,

[redacted]

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

Sir,

In continuation of TRAI's letter of even number dated 10.09.2025 wherein you have been requested to deposit the requisite fee of Rs.44/- in TRAI account to provide the document as required by you.

2. In this regard, after receiving the cash Receipt bearing No. 4821, dated 10.09.2025 of Rs. 44/- the following is furnished:-

S.No.	Reply
1.	DoT letter dated 01.10.2024 enclosed as **Annexure-I** and TRAI letter dated 28th May 2025 enclosed as **Annexure-II**
2.	The copy of the noting's of File No. E-15555 is enclosed as **Annexure-III**
3.	The information sought is not available with TRAI.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 12-09-2025 10:13:25

(S. K. Dutta)
Central Public Information Officer

F. No. 20-1350/2024 AS-I (Vol.-II)
Government of India
Ministry of Communications
Department of Telecommunications
(Licensing Policy Wing)
20-Ashoka Road, New Delhi-110001

Dated: 01.10.2024

Subject: Seeking recommendations of TRAI on terms and conditions, including fees or charges, for authorisation to provide telemarketing service under section 3(1)(a) of the Telecommunications Act 2023 – regarding

The Telecommunications Act, 2023 has been published in the Official Gazette of India. It shall come into force on such date as the Central Government may, by notification in the Official Gazette, appoint and different dates may be appointed for different provisions of this Act. Section 3(1)(a) of the Act provides for obtaining an authorisation by any person intending to provide telecommunication services, subject to such terms and conditions, including fees or charges, as may be prescribed.

2. In this regard, under Section 11(1)(a) of the TRAI Act, 1997 (as amended), TRAI is requested to provide its recommendations within 60 days of receipt of this reference on terms and conditions, including fees or charges, for authorisation to provide telemarketing service as per the provisions of the Telecommunications Act 2023. A background note on related aspects in this regard is attached as Annexure to this reference.

3. This has the approval of the competent authority.

Encl: As above

1/10/24

(Sunil Kumar Singhal)
Deputy Director General (LP)
Phone: 23036836

To,

The Secretary
Telecom Regulatory Authority of India
7th Floor, Tower-F,
World Trade Centre, Nauroji Nagar,
New Delhi: 110029

भारतीय दूरसंचार विनियामक प्राधिकरण
टावर-एफ, एनबीसीसी वर्ल्ड ट्रेड सेंटर, नौरोजी नगर, नई दिल्ली-29
पंजीकरण सं. 31855
04 OCT 2024
ई आफिस सं.

File No. RG-25/(2)/2025-QoS (Computer No. 15555)
Generated from eOffice by JOGINDER LAL MUKHIJA, DA(JLM)-QoS-II, Deputy Advisor (QoS), TRAI on 22/08/2025 11:53 am

Annexure

Background Note

1. Section 3(1)(a) of the Telecommunications Act 2023 provide for authorizations to provide telecommunication services. As per Section 2 of the Telecommunications Act 2023, message, telecommunication and telecommunication service are defined as follows:

> *(g) "message" means any sign, signal, writing, text, image, sound, video, data stream, intelligence or information sent through telecommunication;*
>
> *(p) "telecommunication" means transmission, emission or reception of any messages, by wire, radio, optical or other electro-magnetic systems, whether or not such messages have been subjected to rearrangement, computation or other processes by any means in the course of their transmission, emission or reception;*
>
> *(t) "telecommunication service" means any service for telecommunication;*

2. Telemarketer, as per Telecom Commercial Communications Customer Preference Regulations (TCCCPR), 2018, notified by TRAI, is the person or legal entity engaged in the activity of transmission or delivery of commercial communication or scrubbing or aggregation. Hence, the services provided by telemarketers are covered under the definition of "telecommunication service" as mentioned above. Currently, telemarketers are regulated through TCCCPR, 2018, by way of registration of the telemarketers with the access service providers.

3. TCCCPR 2018 have been notified to curb the problem of Unsolicited Commercial Communication (UCC). These regulations provide for registration of senders which shall prohibit the unregistered senders to initiate any commercial messages and shall deter the registered senders to send fraudulent messages or messages of dubious nature. These regulations also provide for registration of headers and use of headers to segregate different types of messages.

4. UCC causes inconvenience as well as it is being used to cheat and defraud the gullible users of telecommunication services. The problem of UCC along with the major issues of cheating and defrauding may be effectively controlled if the telemarketing service providers are covered in the authorization framework for provision of telecommunication services as these service providers will directly come under the regulatory framework notified by the Central Government and shall comply with applicable regulatory framework within ambit of the extant legal framework.

5. As per the Telecommunications Act 2023, combined reading of definition of "specified message" as per Section 28 and the definition of "message" as per Section 2(g) of the Telecommunications Act 2023 may be used to define telemarketing

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service provider. Accordingly, telemarketing service provider may be defined as follows:

> *Telemarketing service provider is a person who carries out transmission of any sign, signal, writing, text, image, sound, video, data stream, intelligence or information, through telecommunication, for offering, advertising or promoting goods, services, interest in property, business opportunity, employment opportunity or investment opportunity, whether or not—*
>
> *(a) the goods, services, interest, or opportunity are real; or*
>
> *(b) it is lawful to acquire such goods, services, property, interest or take up the opportunity.*

Scope of telemarketing service providers may be defined in accordance with the above mentioned definition.

6. While formulating recommendations, TRAI may consider following points:
   a. Scope, terms & conditions, including fees or charges for authorization to provide telemarketing service, which may be granted under section 3(1)(a).
   b. Requirement of reference agreement, if any, between authorized entities providing telemarketing service and authorized entities providing telecommunication services like voice, SMS, data etc.

7. Section 28 of the Telecommunications Act 2023 may have, either direct or indirect linkages with the terms and conditions of the authorisation to provide telemarketing service. Some other Sections of the Telecommunications Act 2023 which may have direct or indirect linkage are 9, 19 to 24, 32 to 42, 44, 49, and 55.

भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार / Government of India
सत्यमेव जयते
भादूविप्रा
TRAI

File No RG-25/(2)/2025-QoS (E-15555) Dated: 28th May 2025

To
The Secretary (T),
Department of Telecommunications,
Ministry of Communications,
20, Ashoka Road, New Delhi – 110001

Subject: Seeking Clarification on Scope and Definition of Telemarketer for the Purpose of Authorization under the Telecommunications Act, 2023 — Regarding

This is with reference to your letter no. F. No. 20-1350/2024-AS-I (Vol.-II) dated 01.10.2024, requesting TRAI's recommendations under Section 3(1)(a) of the Telecommunications Act, 2023, regarding the terms and conditions, including applicable fees and charges, for the authorization of telemarketing service providers.

2. TRAI has examined the reference and associated background note. In the course of its examination, several key issues have emerged which need clarification from DoT to enable Authority to deal the matter further. These are outlined below.

i. The reference note attempts to bring out the legal basis for bringing telemarketers under authorization, relying on Sections 3(1)(a) and 28 of the Telecommunications Act, 2023, and on their roles as defined in the TCCCPR, 2018. It proposes a composite definition of 'telemarketing service provider' derived from the definitions of "message" and "specified message" under the Act, as follows:

"A person who carries out transmission of any sign, signal, writing, text, image, sound, video, data stream, intelligence or information, through telecommunication, for offering, advertising or promoting goods, services, interest in property, business opportunity, employment opportunity or investment opportunity, whether or not such goods, services, property, interest or opportunity are real or lawful to acquire."

ii. This proposed definition appears to encompass a very wide spectrum of entities, including the following:

वर्ल्ड ट्रेड सेंटर, टावर-एफ (चौथे से सातवां तल), नौरोजी नगर, नई दिल्ली-110029
World Trade Center, Tower-F, (4th to 7th Floors), Nauroji Nagar, New Delhi-110029
Tel. : 011-20907752 / www.trai.gov.in

a) Business users/principal entities who originate commercial communications directly.
b) Individual agents (e.g., insurance or bank agents) using personal mobile numbers to communicate offers.
c) Entities engaged in aggregating and delivering commercial communication.
d) Call Centres and Other Service Providers (OSPs).
e) Audiotex licensees involved in outbound commercial calls.

iii. Several of the above categories (e.g., call centres/OSPs, senders such as banks etc.) are currently exempt from licensing and registration under existing policy framework. Although Audiotex licensees are already operating under the licensing framework of DoT, TRAI does not classify them as Telemarketers under TCCCPR 2018 framework.

iv. Para 3 of the background note acknowledges that a significant portion of spam and fraudulent messages originate from unregistered or misused sender IDs. However, given the proposed definition of "Telemarketer" as reproduced at para 3 above, 'senders' or 'principal entities' will also fall under the broad definition of 'telemarketing service providers' as conveyed by DoT. The coverage of 'senders' or 'principal entities' under authorization framework will have wide ranging repercussions.

v. Clarification is needed on whether DoT intends to cover the senders/principal entities who generate the commercial content and initiate campaigns directly themselves, in the proposed authorization framework.

vi. The definition of "specified message" in Section 28 of the Act, and by extension in the DoT reference, appears limited to promotional messages only. In contrast, TRAI's TCCCP Regulations, 2018, govern not only promotional messages but also:

- Transactional communications (e.g., OTPs, bank alerts),
- Service communications (e.g., order status, delivery updates), and
- Government communications, which were added via amendment dated 12.02.2025.

vii. The omission of transactional and service messages, and government messages/calls, from the current scope of authorization creates uncertainty about whether telemarketers involved in such communications will require authorization.

3. At present, the onus of regulatory compliance by the senders/telemarketers is on the access providers through contractual obligations between the access

providers and these entities. The process of telemarketer (TM) registration has been reviewed multiple times in the past based on the experience. Under TCCPR 2007, TM registration was attempted to be done initially by the Department of Telecommunications (DoT) and, then under TCCCPR 2010, it was done by the Telecom Regulatory Authority of India (TRAI). However, the enforcement of regulations was effected via contractual obligations through the access providers. This issue was holistically reviewed at the time of preparation of TCCCPR 2018 and currently the registration is done by the Access Providers (APs) as per the provisions of TCCCPR, 2018. The primary rationale for this transition, as provided by the explanatory memorandum to TCCCPR 2018, was to ensure decentralized, real-time accountability and enforcement. APs were in the best position to authenticate telemarketers' details, control onboarding, and ensure compliance via the Distributed Ledger Technology (DLT) platform, thereby enhancing transparency, improving traceability, and preventing misuse of telecom resources by rogue entities. This approach also aligned with TRAI's broader regulatory design to enable ecosystem-driven, technology-backed regulation. Relevant para of the explanatory memorandum to TCCCPR 2018 are reproduced below:

*"**3.1.1: Robust verification and authentication of telemarketers**: It is noticed that in case of unauthorized activities or violations of the regulations, it is often difficult to trace defaulting telemarketers and sender (i.e. content provider). This points to the need for clearly demarcating roles and responsibilities of various stakeholders in the value chain and for formulating mechanisms to make them traceable. This will require changes in the process of registration of RTMs and a process for robust verification and authentication."*

*"**3.3.1: Prescriptions that are too prescriptive lead to frequent amendments and yet slow response:** Before delving into specific issues related to the registration of entities, it is necessary to understand the previous regulatory approach to deal with the UCC issues. Table mentioned in Para 1.4 of this explanatory memorandum provides summary of key changes made in the regulations since year 2010 when current main regulations came into force. It would be observed that changes made in the regulations were to respond to the changing characteristics of senders of UCC. Despite a large number changes, their nature, and the frequency with which such changes were made,*

the problem of UCC persists. It indicates the need for a flexible and adaptive approach, where the framework evolves in responses to new challenges."

*"**3.3.2: Co-regulation approach may be more effective in case of UCC:** Dealing with UCC, however, does require detailed procedures, the setting out of clear roles and responsibilities and prescriptions for holding defaulting entity to account. Though, prescribing such details in the regulations has led to problems indicated above. These conflicting requirements can, perhaps, be met by a co-regulatory approach where the access provider develops and administers arrangement of involved entities through codes of practice, while regulations lay down the principles and the desired outcomes rather than avoidable details. In addition to this, the regulations would circumscribe and enable the access providers to enforce appropriate arrangements."*

*"**3.3.3: Code(s) of Practice (CoPs) provide evolving and adaptive framework**: It is proposed that CoPs be formulated and operated by the access providers as per their requirements, who may specify terms and conditions for agreements with entities and action to be taken when an entity fails to perform the desired role or carry out its responsibilities. With a co-regulatory approach and codes(s) of practice by the access providers the governance framework can evolve over time, as needed. This would provide the access providers flexibility in developing the system to attain regulatory objectives.....*

..... Access provider should enforce provisions in the CoP-Entities by entering into agreements with the participating entities and ensure compliance using technology driven solutions."

*"**3.3.6: Flexibility to customize the agreements and requirements**: UCC eco system would be multi layered and participating entities may play single or multiple roles. Scope of such entities may be quite different from each other, and to more effectively or efficiently perform a function, an entity might take additional specific measures over and above those specified in the regulations or codes of practice. In such scenarios, it would not be practically possible to define procedures, fees and actions to be taken against participating entities in a prescriptive manner. Granting flexibility would help make the system more agile and adaptive in response. Codes of Practice are to be formulated and submitted by access providers in a manner that fulfils the purpose of the regulations. In case of deficiencies, Authority may instruct access provider(s) to make changes in the formulated codes of practice. Any attempt to misuse*

vested power by any of the participating entities would be dealt with by market forces, as participants would have the option to take connectivity from any access providers. In time, there may develop customized legal agreements that serve the needs of all parties in a specific instance."

4. Accordingly, TCCCPR-2018 provides various enabling provisions in this regard. Currently, over 18,000 telemarketers are active within this system. However, the present reference does not provide any clarity on what additional enablement or regulatory benefit will be achieved by bringing these entities under direct regulation and authorization, which is, already not feasible under the existing mechanism. Moreover, while such a significant shift in regulatory approach is proposed, it needs to be considered whether not bringing senders or principal entities — the actual originators of commercial content —under authorization and multiple exemptions, would potentially limit the effectiveness of the intended control measures. It is also to be noted that direct regulation of such large number of entities will require substantial augmentation of field level organization of TRAI.

5. In light of the above, TRAI requests DoT to clarify the following:

   I. The definition of 'telemarketing service providers' as proposed in the reference is wide when adopted in entirety and covers, inter-alia, business users/principal entities, OSPs and individual entities. DoT to explicitly indicate whether all categories of entities such as senders/ principal entities, their agents, Call Centres/ OSPs, intermediaries involved in commercial communications, Audiotex licensees etc. are to be included in the proposed authorisation framework.

   II. Is it intended that 'senders' or principal business entities (e.g., banks, insurance companies) who initiate commercial communications for their own services also be brought under authorization?

   III. Will the proposed authorization cover only promotional communications, or should it also extend to transactional, service, and government communications in line with the scope of TCCCPR, 2018?

   IV. If transactional, service, and government communications are not covered under the proposed authorization regime, will separate regulatory mechanisms remain applicable for their governance?

V. Given the existing exemptions granted to OSPs and call centres, does DoT envisage such entities continuing to operate outside the authorization regime? If not, will these policies be aligned to avoid any regulatory conflict?

VI. Considering the diverse nature and scale of entities involved, and the current regulatory structure in place, whether the administrative feasibility for migrating a huge number of entities to a direct authorization model has been examined? Besides, direct regulation of such large number of entities will require substantial augmentation of field level organization of TRAI.

It is requested that the above clarifications may be provided to enable TRAI to comprehensively examine the issue and frame its recommendations under Section 11(1)(a) of the TRAI Act.

28/5/25

(Atul Kumar Chaudhary)
Secretary
Telecom Regulatory Authority of India (TRAI)

Telecom Regulatory Authority of India

(QoS-II Section)

Subject: Request for Presentation on the Consultation Paper regarding Authorization Framework for TMs

Kindly refer to DoT's letter dt 01.10.2024.

2. Vide ibid letter DoT has intimated that with the enactment of the new Telecom Act 2023, Telemarketers (TMs) are now required to operate under a TM Authorization. This significant development necessitates a recalibration of roles and responsibilities among Telecom Service Providers (TSPs), Telemarketers (TMs), and Principal Entities (PEs) in the governance of bulk messaging and voice call businesses.

3. Currently, the regulatory framework places most responsibilities on TSPs. However, under the TM Authorization, certain functions may need to be reassigned between TSPs/VNOs and TMs.

4. To facilitate a structured and efficient redistribution of responsibilities, a draft Consultation Paper on the TM Authorization framework has been prepared.

5. In view of above, Convenience of the Authority is requested for presentation on Consultation Paper, please.

10/03/2025 10:25 AM

राहुल चौहान**|RAHUL CHAUHAN**

सहायक**|ASSISTANT**

Note # 2

Convenience of the Authority is requested for presentation on Consultation Paper on Telemarketer Authorization please.

10/03/2025 10:56 AM

संजय कुमार**|SANJAY KUMAR**

संयुक्त सलाहकार (सेवा गुणवत्ता-**II)|JOINT ADVISOR (QoS-II)**

Note # 3

10/03/2025 10:58 AM

दीपक शर्मा**|DEEPAK SHARMA**

सलाहकार (सेवा गुणवत्ता) -**II|ADVISOR (QoS)-II**

Note # 4

10/03/2025 01:50 PM

पुष्पेन्द्र कुमार संह|**PUSHPENDRA KUMAR SINGH**
प्रधान सलाहकार(सेवा गुणवत्ता)|**PRINCIPAL ADVISOR (QOS)**

Note # 5

10/03/2025 02:34 PM

अतुल कुमार चौधरी|**ATUL KUMAR CHAUDHARY**
स चव, भादू वप्रा|**Secretary, TRAI**

Note # 6

10/03/2025 03:12 PM

अनिल कुमार लाहोटी|**ANIL KUMAR LAHOTI**
अध्यक्ष, भादू वप्रा|**Chairperson, TRAI**

Note # 7

1. Reference notes above of QoS-II Division seeking convenience of the Authority for making presentation on Consultation Paper on Telemarketer Authorisation.

2. We may have this presentation on 12.3.2025 (Wednesday) at 1100 hrs.

3. Submitted please.

10/03/2025 06:11 PM

प्रकाश कर्तानी|**PRAKASH KIRTANI**
संयुक्त सलाहकार, अध्यक्ष, भादू वप्रा का कार्यालय|**Joint Advisor (O/o CP)**

Note # 8

10/03/2025 06:34 PM

अतुल कुमार चौधरी|**ATUL KUMAR CHAUDHARY**
स चव, भादू वप्रा|**Secretary, TRAI**

Note # 9

Preparation for the meeting on 12th March may be made and the meeting with the TSPs regarding the DCA may accordingly be rescheduled.

11/03/2025 11:46 AM

पुष्पेन्द्र कुमार संह|**PUSHPENDRA KUMAR SINGH**
प्रधान सलाहकार(सेवा गुणवत्ता)|**PRINCIPAL ADVISOR (QOS)**

Note # 10

11/03/2025 01:00 PM

दीपक शर्मा|**DEEPAK SHARMA**
सलाहकार (सेवा गुणवत्ता) -**II|ADVISOR (QoS)-II**

Note # 11

11/03/2025 01:02 PM

संजय कुमार|**SANJAY KUMAR**
संयुक्त सलाहकार (सेवा गुणवत्ता-**II)|JOINT ADVISOR (QoS-II)**

Note # 12

03/04/2025 11:15 AM

राहुल चौहान|**RAHUL CHAUHAN**
सहायक|**ASSISTANT**

Note # 13

Telecom Regulatory Authority of India

(QoS-II Section)

Subject: Request for Presentation on the Consultation Paper regarding Authorization Framework for TMs

Kindly refer to DoT's letter dt 01.10.2024.

2. Vide ibid letter DoT has intimated that with the enactment of the new Telecom Act 2023, Telemarketers (TMs) are now required to operate under a TM Authorization. This significant development necessitates a recalibration of roles and responsibilities among Telecom Service Providers (TSPs), Telemarketers (TMs), and Principal Entities (PEs) in the governance of bulk messaging and voice call businesses.

3. Currently, the regulatory framework places most responsibilities on TSPs. However, under the TM Authorization, certain functions may need to be reassigned between TSPs/VNOs and TMs.

4. In this regard, a presentation to Authority was given on 12.03.2025 (Refer Note#7 above). As per the direction of Authority, necessary changes has been made in draft Consultation Paper on the TM Authorization framework.

5. In view of above, Convenience of the Authority is requested for further brainstorming and presentation on Consultation Paper, please.

03/04/2025 11:32 AM

जितेन्द्र यादव**|JITENDER YADAV**

सहायक**|ASSISTANT**

Note # 14

Kindly see noting at Prepages:

During the research on functioning of Telemarketers it has come to the notice that its functions may perhaps overlap with other entities like Call center and Audiotex licensees necessating discussion on legal and licensing implication of the issue with NLS and Legal division.

In view of above, Convenience of the Authority is requested for further brainstorming and presentation on Consultation Paper, please.

In view of above, Convenience of the Authority is requested for further brainstorming and presentation on Consultation Paper, please.

03/04/2025 01:04 PM

संजय कुमार**|SANJAY KUMAR**

संयुक्त सलाहकार (सेवा गुणवत्ता-**II)|JOINT ADVISOR (QoS-II)**

Note # 15

Note above may be seen.

Convenience of authority is sought for brainstorming the issues related to bringing TMs under authorization framework.

03/04/2025 05:55 PM

दीपक शर्मा**|DEEPAK SHARMA**

सलाहकार (सेवा गुणवत्ता) -**II|ADVISOR (QoS)-II**

Note # 16

03/04/2025 06:28 PM

पुष्पेन्द्र कुमार संह**|PUSHPENDRA KUMAR SINGH**

प्रधान सलाहकार(सेवा गुणवत्ता)**|PRINCIPAL ADVISOR (QOS)**

Note # 17

04/04/2025 09:37 AM

अतुल कुमार चौधरी**|ATUL KUMAR CHAUDHARY**
स चव**,** भादू वप्रा**|Secretary, TRAI**

Note # 18

04/04/2025 05:35 PM

अनिल कुमार लाहोटी**|ANIL KUMAR LAHOTI**
अध्यक्ष**,** भादू वप्रा**|Chairperson, TRAI**

Note # 19

1. Reference Notes above of QoS-II Division seeking convenience of the Authority for holding brainstorming discussion / presentation on the issues related to bringing TMs under authorisation framework.

2. We may have this brainstorming / presentation on 16.4.2025 (Wednesday) at 1100 hrs.

3. Submitted please.

07/04/2025 04:21 PM

प्रकाश कर्तानी**|PRAKASH KIRTANI**
संयुक्त सलाहकार**,** अध्यक्ष**,** भादू वप्रा का कार्यालय**|Joint Advisor (O/o CP)**

Note # 20

07/04/2025 04:22 PM

अतुल कुमार चौधरी**|ATUL KUMAR CHAUDHARY**
स चव**,** भादू वप्रा**|Secretary, TRAI**

Note # 21

07/04/2025 05:05 PM

पुष्पेन्द्र कुमार संह**|PUSHPENDRA KUMAR SINGH**
प्रधान सलाहकार(सेवा गुणवत्ता)**|PRINCIPAL ADVISOR (QOS)**

Note # 22

07/04/2025 06:24 PM

दीपक शर्मा|**DEEPAK SHARMA**

सलाहकार (सेवा गुणवत्ता) -**II|ADVISOR (QoS)-II**

Note # 23

09/04/2025 12:49 PM

संजय कुमार|**SANJAY KUMAR**

संयुक्त सलाहकार (सेवा गुणवत्ता-**II)|JOINT ADVISOR (QoS-II)**

Note # 24

Kindly refer Notes ante.

2 It is submitted that the brainstorming/presentation for brining TM under authorisation framework, held on 16.04.2025 could not be concluded. Therefore, the convenience of the Authority is requested for scheduling a further session to continue the brainstorming and presentation on the same issue.

Submitted, please.

17/04/2025 11:01 AM

जितेन्द्र यादव|**JITENDER YADAV**

सहायक|**ASSISTANT**

Note # 25

17/04/2025 05:39 PM

संजय कुमार|**SANJAY KUMAR**

संयुक्त सलाहकार (सेवा गुणवत्ता-**II)|JOINT ADVISOR (QoS-II)**

Note # 26

Convenience of the Authority is requested for scheduling a further session to continue the brainstorming on TM Authorisation.

Submitted please

22/04/2025 01:23 PM

दीपक शर्मा|**DEEPAK SHARMA**

सलाहकार (सेवा गुणवत्ता) -**II|ADVISOR (QoS)-II**

Note # 27

22/04/2025 06:53 PM

पुष्पेन्द्र कुमार संह|**PUSHPENDRA KUMAR SINGH**
प्रधान सलाहकार(सेवा गुणवत्ता)|**PRINCIPAL ADVISOR (QOS)**

Note # 28

23/04/2025 09:44 AM

अतुल कुमार चौधरी|**ATUL KUMAR CHAUDHARY**
स चव, भादू वप्रा|**Secretary, TRAI**

Note # 29

23/04/2025 05:01 PM

अनिल कुमार लाहोटी|**ANIL KUMAR LAHOTI**
अध्यक्ष, भादू वप्रा|**Chairperson, TRAI**

Note # 30

1. Reference notes above.

2. Brainstorming session on TM Authorisation may be held tomorrow morning i.e. 24.4.2025 (Thursday) at 1100 hrs.

3. Submitted please.

23/04/2025 07:00 PM

प्रकाश कर्तानी|**PRAKASH KIRTANI**
संयुक्त सलाहकार, अध्यक्ष, भादू वप्रा का कार्यालय|**Joint Advisor (O/o CP)**

Note # 31

24/04/2025 09:39 AM

अतुल कुमार चौधरी|**ATUL KUMAR CHAUDHARY**
स चव, भादू वप्रा|**Secretary, TRAI**

Note # 32

24/04/2025 10:20 AM

पुष्पेन्द्र कुमार संह|**PUSHPENDRA KUMAR SINGH**
प्रधान सलाहकार(सेवा गुणवत्ता)|**PRINCIPAL ADVISOR (QOS)**

Note # 33

01/05/2025 11:01 AM

दीपक शर्मा**|DEEPAK SHARMA**

सलाहकार (सेवा गुणवत्ता) **-II|ADVISOR (QoS)-II**

Note # 34

01/05/2025 11:39 AM

संजय कुमार**|SANJAY KUMAR**

संयुक्त सलाहकार (सेवा गुणवत्ता-**II)|JOINT ADVISOR (QoS-II)**

Note # 35

Kindly refer notes ante.

2. DoT, vide their letter dated 01.10.2024, has informed that with the implementation of the new Telecom Act 2023, Telemarketers (TMs) are now required to operate under a TM Authorization, necessitating a review of roles among Telecom Service Providers (TSPs), Telemarketers (TMs), and Principal Entities (PEs) in the governance of bulk messaging and voice calls. While the existing framework places most responsibilities on TSPs, certain functions may now need to be realigned between TSPs/VNOs and TMs.

3. In this context, presentation-cum-brainstorming sessions were held before the Authority on 12.03.2025, 16.04.2025, and 24.04.2025. Based on the discussions and directions during these sessions, a draft reply to DoT has been prepared and submitted at **DFA/44135** for approval, wherein the following clarifications have been sought from DoT:

i. The definition of 'telemarketing service providers' as proposed in the reference is wide when adopted in entirety and covers, inter-alia, business users/principal entities, OSPs and individual entities. DoT to explicitly indicate which categories of entities such as senders/ principal entities, their agents, Call Centres/ OSPs, intermediaries involved in commercial communications, Audiotex licensees etc. are to be included or excluded in the definition of 'telemarketing service providers'.

ii. Is it intended that 'senders' or principal business entities (e.g., banks, insurance companies) who initiate commercial communications for their own services also be brought under authorization?

iii. Will the proposed authorization cover only promotional communications, or should it also extend to transactional, service, and government communications in line with the scope of TCCCPR, 2018?

iv. If transactional, service, and government communications are not covered under the proposed authorization regime, will separate regulatory mechanisms remain applicable for their governance?

v. Given the existing exemptions granted to OSPs and call centres, does DoT envisage such entities continuing to operate outside the authorization regime? If not, will these policies be aligned to avoid any regulatory conflict?

vi. Considering the diverse nature and scale of entities involved, and the current regulatory structure in place, has an assessment been undertaken to evaluate the administrative feasibility for migrating a huge number of entities to a direct authorization model?

4. Submitted for kind perusal and approval, please.

16/05/2025 03:32 PM

राहुल चौहान**|RAHUL CHAUHAN**
सहायक**|ASSISTANT**

Note # 36

Refer Note#35

Kindly refer notes ante.

2. DoT, vide their letter dated 01.10.2024, has informed that with the implementation of the new Telecom Act 2023, Telemarketers (TMs) are now required to operate under a TM Authorization, necessitating a review of roles among Telecom Service Providers (TSPs), Telemarketers (TMs), and Principal Entities (PEs) in the governance of bulk messaging and voice calls. While the existing framework places most responsibilities on TSPs, certain functions may now need to be realigned between TSPs/VNOs and TMs.

3. In this context, presentation-cum-brainstorming sessions were held before the Authority on 12.03.2025, 16.04.2025, and 24.04.2025. Based on the discussions and directions during these sessions, a draft reply to DoT has been prepared and submitted at **DFA/44135** for approval of the Authority Please.

Submitted Please.

16/05/2025 03:46 PM

जो गंदर लाल मुखीजा **|JOGINDER LAL MUKHIJA**
उप सलाहकार (सेवा गुणवत्ता)**|Deputy Advisor (QoS)**

Note # 37

16/05/2025 03:49 PM

दीपक शर्मा**|DEEPAK SHARMA**
सलाहकार (सेवा गुणवत्ता) -**II|ADVISOR (QoS)-II**

Note # 38

16/05/2025 04:05 PM

पुष्पेन्द्र कुमार संह**|PUSHPENDRA KUMAR SINGH**
प्रधान सलाहकार(सेवा गुणवत्ता)**|PRINCIPAL ADVISOR (QOS)**

Note # 39

16/05/2025 05:34 PM

अतुल कुमार चौधरी**|ATUL KUMAR CHAUDHARY**
स चव**,** भादू वप्रा**|Secretary, TRAI**

Note # 40

16/05/2025 06:09 PM

मा. प्र. तन्गिराला**|MARUTHI PRASAD TANGIRALA**
सदस्य- भादू वप्रा**|MEMBER- TRAI**

Note # 41

19/05/2025 10:28 AM

ऋतु रंजन मत्तर**|RITU RANJAN MITTAR**
सदस्य- भादू वप्रा**|MEMBER- TRAI**

Note # 42

needs improvement as discussed.

20/05/2025 01:27 PM

अनिल कुमार लाहोटी**|ANIL KUMAR LAHOTI**
अध्यक्ष**,** भादू वप्रा**|Chairperson, TRAI**

Note # 43

20/05/2025 01:45 PM

पुष्पेन्द्र कुमार संह**|PUSHPENDRA KUMAR SINGH**
प्रधान सलाहकार(सेवा गुणवत्ता)**|PRINCIPAL ADVISOR (QOS)**

Note # 44

22/05/2025 12:03 PM

दीपक शर्मा**|DEEPAK SHARMA**
सलाहकार (सेवा गुणवत्ता) **-II|ADVISOR (QoS)-II**

Note # 45

22/05/2025 03:19 PM

संजय कुमार**|SANJAY KUMAR**
संयुक्त सलाहकार (सेवा गुणवत्ता-**II)|JOINT ADVISOR (QoS-II)**

Note # 46

Kindly refer to the detailed Note#35 above.

2. In compliance with the directions of the Authority as per Note #42, the necessary improvements have been incorporated in the DFA and the revised version has been submitted at **DFA/44308**.

3. Submitted for kind perusal and approval, please.

22/05/2025 03:35 PM

राहुल चौहान**|RAHUL CHAUHAN**
सहायक**|ASSISTANT**

Note # 47

As per the directions of the Authority as per Note #42, the necessary improvements have been incorporated in the DFA (document with changes highlighted is attached below for ready reference) and the revised version has been submitted at **DFA/44308**.

TM_Auth_Draft_TRAI_Clarification_Letter_21.05.2025.docx

22/05/2025 03:39 PM

संजय कुमार**|SANJAY KUMAR**
संयुक्त सलाहकार (सेवा गुणवत्ता-**II)|JOINT ADVISOR (QoS-II)**

Note # 48

22/05/2025 03:55 PM

दीपक शर्मा**|DEEPAK SHARMA**
सलाहकार (सेवा गुणवत्ता) -**II|ADVISOR (QoS)-II**

Note # 49

Approval of the Authority is requested for DFA/44308.

22/05/2025 06:17 PM

पुष्पेन्द्र कुमार संह**|PUSHPENDRA KUMAR SINGH**
प्रधान सलाहकार(सेवा गुणवत्ता)**|PRINCIPAL ADVISOR (QOS)**

Note # 50

23/05/2025 10:27 AM

अतुल कुमार चौधरी**|ATUL KUMAR CHAUDHARY**
स चव**,** भादू वप्रा**|Secretary, TRAI**

Note # 51

23/05/2025 05:36 PM

मा. प्र. तन्गिराला**|MARUTHI PRASAD TANGIRALA**
सदस्य- भादू वप्रा**|MEMBER- TRAI**

Note # 52

26/05/2025 11:06 AM

ऋतु रंजन मत्तर**|RITU RANJAN MITTAR**
सदस्य- भादू वप्रा**|MEMBER- TRAI**

Note # 53

Approved

26/05/2025 03:39 PM

अनिल कुमार लाहोटी**|ANIL KUMAR LAHOTI**
अध्यक्ष**,** भादू वप्रा**|Chairperson, TRAI**

Note # 54

We may address the letter to Secretary(T).

26/05/2025 04:50 PM

अतुल कुमार चौधरी**|ATUL KUMAR CHAUDHARY**
स चव**,** भादू वप्रा**|Secretary, TRAI**

Note # 55

26/05/2025 05:32 PM

पुष्पेन्द्र कुमार संह**|PUSHPENDRA KUMAR SINGH**
प्रधान सलाहकार(सेवा गुणवत्ता)**|PRINCIPAL ADVISOR (QOS)**

Note # 56

26/05/2025 05:57 PM

दीपक शर्मा**|DEEPAK SHARMA**
सलाहकार (सेवा गुणवत्ता) -**II|ADVISOR (QoS)-II**

Note # 57

27/05/2025 10:35 AM

संजय कुमार**|SANJAY KUMAR**
संयुक्त सलाहकार (सेवा गुणवत्ता-**II)|JOINT ADVISOR (QoS-II)**

Note # 58

Kindly refer note ante.

2 As approved, TRAI letter dt 28.05.2025 has been sent to DoT via email dt 28.05.2025 and by post.

Submitted for info, please.

28/05/2025 02:45 PM

जितेन्द्र यादव**|JITENDER YADAV**
सहायक**|ASSISTANT**

Note # 59

29/05/2025 10:20 AM

संजय कुमार**|SANJAY KUMAR**
संयुक्त सलाहकार (सेवा गुणवत्ता-**II)|JOINT ADVISOR (QoS-II**

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00147	**Date of Receipt :**	14/08/2025
Transferred From :	Securities and Exchange Board of India (SEBI), Head Office on 14/08/2025 With Reference Number : SEBIH/R/E/25/01050		
Remarks :	**As the queries are related to blocking of SIM which comes under the purview of TRAI, the RTI application is transferred u/s 6(3) of RTI Act, 2005**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Status	[redacted]		
Is Requeste			
Amount Paid :		**Mode of Payment**	Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought : Sir/Madam,

I am a customer of Bharti Airtel Limited and have been facing serious issues with my mobile connection. Recently, I recharged my Airtel number [redacted] but my services have not been resumed. Without any request or consent from my side, my SIM has been blocked by the company. Furthermore, there has been no effective customer service response either through physical Airtel stores or online channels.
As Bharti Airtel Limited is a publicly listed company regulated by SEBI, I wish to seek the following information under the Right to Information Act, 2005:

1. Whether SEBI has received any complaints from customers against Bharti Airtel Limited regarding blocking of services or non-provision of services despite payment.

2. Copies of any action taken, notices issued, or penalties imposed by SEBI against Bharti Airtel Limited in the last three years related to customer grievances or violation of disclosure norms.

3. Information on whether listed telecom companies like Bharti Airtel Limited are required to disclose service-related disruptions, blocking of SIM cards, or customer service failures to SEBI.

4. Copies of any regulations, circulars, or guidelines issued by SEBI that apply to publicly listed telecom companies regarding customer rights and grievance redressal.

I am submitting this RTI because my repeated attempts to resolve the matter with the company have failed, and I believe the issue may involve non-compliance with regulatory requirements that SEBI oversees.

Kindly provide the information in soft copy format (via email) if possible.

Thank you.

Yours faithfully,
[redacted]

Original RTI Text : Sir/Madam,

I am a customer of Bharti Airtel Limited and have been facing serious issues with my mobile connection. Recently, I recharged my Airtel number 8287030724 but my services have not been resumed. Without any request or consent from my side, my SIM has been blocked by the company. Furthermore, there has been no effective customer service response either through physical Airtel stores or online channels.
As Bharti Airtel Limited is a publicly listed company regulated by SEBI, I wish to seek the following information under the Right to Information Act, 2005:

1. Whether SEBI has received any complaints from customers against Bharti Airtel Limited regarding blocking of services or non-provision of services despite payment.

2. Copies of any action taken, notices issued, or penalties imposed by SEBI against Bharti Airtel Limited in the last three years related to customer grievances or violation of disclosure norms.

3. Information on whether listed telecom companies like Bharti Airtel Limited are required to disclose service-related disruptions, blocking of SIM cards, or customer service failures to SEBI.

4. Copies of any regulations, circulars, or guidelines issued by SEBI that apply to publicly listed telecom companies regarding customer rights and grievance redressal.

I am submitting this RTI because my repeated attempts to resolve the matter with the company have failed, and I believe the issue may involve non-compliance with regulatory requirements that SEBI oversees.

Kindly provide the information in soft copy format (via email) if possible.

Thank you.

Yours faithfully,
[redacted]

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(411)/2025-RTI Dated: 08-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application received through transferred online on the RTI portal from Securities and Exchange Board of India (SEBI) vide Reg. No. TRAOI/R/T/25/00147 dated 14.08.2025 for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 4.	The information sought is not available with TRAI. However, the desired information may be available with DoT. In terms of Section 6 (3) (ii) of the RTI Act 2005, your RTI application was transferred online on 19.08.2025 to DoT for providing the related information, if any, directly to you.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 08-09-2025
16:59:47

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00148	**Date of Receipt :**	14/08/2025
Transferred From :	Department of Telecommunications on 14/08/2025 With Reference Number : DOTEL/R/E/25/00805		
Remarks :	**RTI is transferred u/s 6(3) of the RTI Act to TRAI for furnishing suitable reply directly to the applicant.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Stat	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Department of Telecommunications (original recipient)**)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Subject: Information on DoT oversight of Reliance Jio - compliance with TCCRR-2012, including handling of specific consumer grievances.

Kindly provide the following information in relation to the grievance redressal obligations of Reliance Jio Infocomm Ltd. under TRAI - Telecom Consumers Complaint Redressal Regulations, 2012 (TCCRR-2012):

I. Regulatory Oversight:
1. Copies of audit, inspection, or compliance verification reports prepared by DoT or any designated agency for Reliance Jio - complaint redressal mechanism (as per TCCRR-2012) for the last two financial years.

2. The SOP or process used by DoT to verify telecom operators compliance with the following provisions of TCCRR-2012 : (i) Regulation 6(1) - Duty to register complaints, (ii) Regulation 7(1) - Prompt issuance of Service Request/Complaint number (iii) Regulation 9(4) - Registration and response to appeals (iv) Regulation 11(1) - Timely and reasoned resolution

3. Number of complaints received by DoT in the last 12 months against Reliance Jio for: (a) Refusal to register complaints (b) Non-issuance of appeal numbers by the appellate authority.

4. Details of any penalties, warnings, or show cause notices issued to Reliance Jio for non-compliance with complaint redressal regulations in the last two years.

5. Please confirm whether DoT, under its policy framework for consumer grievance handling in telecom, has prescribed a separate classification for complaints specifically related to Violation of TCCRR-2012 procedural obligations by a telecom operator within any public grievance or monitoring system. If such classification exists, please provide a copy of the relevant policy order, notification, or internal guidelines that define it, If no such classification exists, please provide records/minutes showing whether such categorization has been considered, discussed, or proposed.

II. Case-Specific Records (Reference Nos: DOTEL/E/2025/0034591, DOTEL/E/2025/0036352, DOTEL/E/A/25/0005555, DOTEL/C/A/25/0004975) :

6. Copies of all correspondence, including emails, letters, and reports, exchanged between DoT and Reliance Jio regarding the above grievance and appeal numbers.

7. Copies of any documents, reports, or statements submitted by Reliance Jio to DoT in connection with these grievances or appeals to demonstrate compliance with TCCRR-2012.

8. Whether DoT independently verified Jio submissions in these cases before closure. Please provide any verification notes, checklists, or internal file noting related to this verification.

9. If no correspondence exists between DoT and Reliance Jio for the above grievance or appeal numbers, please provide : (a) The SOP followed by DoT for handling PG Portal complaints related to telecom operators. (b) Confirmation whether operator replies are independently verified by DoT before closure, and if not, copies of any records, circulars, guidelines, or file noting, that state reasons and rules permitting such closure without verification.

Original RTI Text :

Subject: Information on DoT oversight of Reliance Jio - compliance with TCCRR-2012, including handling of specific consumer grievances.

Kindly provide the following information in relation to the grievance redressal obligations of Reliance Jio Infocomm Ltd. under TRAI - Telecom Consumers Complaint Redressal Regulations, 2012 (TCCRR-2012):

I. Regulatory Oversight:
1. Copies of audit, inspection, or compliance verification reports prepared by DoT or any designated agency for Reliance Jio - complaint redressal mechanism (as per TCCRR-2012) for the last two financial years.

2. The SOP or process used by DoT to verify telecom operators compliance with the following provisions of TCCRR-2012 : (i) Regulation 6(1) - Duty to register complaints, (ii) Regulation 7(1) - Prompt issuance of Service Request/Complaint number (iii) Regulation 9(4) - Registration and response to appeals (iv) Regulation 11(1) - Timely and reasoned resolution

3. Number of complaints received by DoT in the last 12 months against Reliance Jio for: (a) Refusal to register complaints (b) Non-issuance of appeal numbers by the appellate authority.

4. Details of any penalties, warnings, or show cause notices issued to Reliance Jio for non-compliance with complaint redressal regulations in the last two years.

5. Please confirm whether DoT, under its policy framework for consumer grievance handling in telecom, has prescribed a separate classification for complaints specifically related to Violation of TCCRR-2012 procedural obligations by a telecom operator within any public grievance or monitoring system. If such classification exists, please provide a copy of the relevant policy order, notification, or internal guidelines that define it, If no such classification exists, please provide records/minutes showing whether such categorization has been considered, discussed, or proposed.

II. Case-Specific Records (Reference Nos: DOTEL/E/2025/0034591, DOTEL/E/2025/0036352, DOTEL/E/A/25/0005555, DOTEL/C/A/25/0004975) :

6. Copies of all correspondence, including emails, letters, and reports, exchanged between DoT and Reliance Jio regarding the above grievance and appeal numbers.

7. Copies of any documents, reports, or statements submitted by Reliance Jio to DoT in connection with these grievances or appeals to demonstrate compliance with TCCRR-2012.

8. Whether DoT independently verified Jio submissions in these cases before closure. Please provide any verification notes, checklists, or internal file noting related to this verification.

9. If no correspondence exists between DoT and Reliance Jio for the above grievance or appeal numbers, please provide : (a) The SOP followed by DoT for handling PG Portal complaints related to telecom operators. (b) Confirmation whether operator replies are independently verified by DoT before closure, and if not, copies of any records, circulars, guidelines, or file noting, that state reasons and rules permitting such closure without verification.

Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(412)/2025-RTI Dated: 08-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 14.08.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00148, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 & 2.	The TRAI Act, 1997 does not envisage redressal of individual consumer complaints by TRAI. Nevertheless, in order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI. In terms of this mechanism, the consumers can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs. However, In Compliance, as per TCCRR Regulation 15 (Reporting requirements) makes it mandatory that: Every service provider must submit to TRAI, and also place on its website, by the 15th of the month following every quarter, a report mentioning (a) the number of appeals received; (b) number of appeals disposed of; (c) number of appeals pending; and (d) such other particulars, as may be required by the Authority. This ensures transparency in consumer grievance redressal and enables TRAI to monitor how effectively service providers are addressing appeals. A copy of the report is enclosed as **Annexure**
3.	No Complaint on the said subject/issues has been received in TRAI.
4.	No details are available with TRAI, as no penalties, warnings, or show cause notices have been issued to Reliance Jio for non-compliance with complaint redressal regulations during the last two years.
5.	TRAI has issued the Telecom Consumers Complaint Redressal Regulations, 2012, along with subsequent amendments.
6 to 9.	The information sought is not available with TRAI.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 08-09-2025 16:35:12

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00149	**Date of Receipt :**	18/08/2025
Transferred From :	Department of Telecommunications on 18/08/2025 With Reference Number : DOTEL/R/T/25/00795		
Remarks :	**RTI is transferred u/s 6(3) to TRAI.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
S	[redacted]		
Is Req Line ? :		**Status**	
Amount Paid :	0 (RTI fee is received by **Ministry of Electronics & Information Technology (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	pdf attached all questions		
Original RTI Text :	pdf attached all questions		

Print Save Close

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00174	**Date of Receipt :**	03/09/2025
Transferred From :	Department of Telecommunications on 03/09/2025 With Reference Number : DOTEL/R/T/25/00795		
Remarks :	**The information sought in the RTI pertains to Tariff and Validity of mobile connections, therefore, it is being transferred under section 6(3) of the RTI Act for providing information in respect of the RTI application, if any, directly to the applicant.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Statu	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Ministry of Electronics & Information Technology (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	pdf attached all questions		
Original RTI Text :	pdf attached all questions		

Print Save Close

सुचना के अधिकार अधिनियम 2005 के अंतर्गत निम्नलिखित बिन्दुओ की जानकारी प्रदान करे

दुरसंचार विभाग के अन्तर्गत मोबाइल सिम कार्ड कम्पनीयो से संबंधित निम्नलिखित बिंदुओं की जानकारी प्रदान करें

1. मोबाइल सिम कार्ड कम्पनीयो द्वारा जब सिम कार्ड बेचे गए तब उनमें इनकमिंग कॉल हमेशा के लिए निशुल्क थी परंतु अब मोबाइल सिम कार्ड कम्पनीयो ने तिन माह में रिचार्ज नहीं करवाने पर सिम कार्ड बंद कर दिया जाता है.
   अ) ऐसा किस नियम के तहत किया जा रहा है
   आ) ब)क्या ऐसे नियम को शासन प्रशासन सरकार की सहमति से स्विक्रत किया गया है
   इ) स)ऐसा नियम बनाने का क्या उद्देश्य है
   ई) द) इस नियम से संबंधित सम्पूर्ण दस्तावेज प्रमाणित

2. मोबाइल सिम कार्ड कम्पनीयो द्वारा जब सिम कार्ड बेचे गए तब रिचार्ज महीने में 30 दिवस होते थे परंतु अब सिम कार्ड कम्पनीयो ने रिचार्ज महीने में 28 दिन कर दिये ऐसा किस आधार पर किस नियम के तहत किया सम्पूर्ण दस्तावेज प्रमाणित

3. मुझ स्वयं का सिम कार्ड रिलायंस जियो कम्पनी का जिसके नम्बर [redacted] है जिसको खरीदते समय उसकी वेधता और इनकमिंग काल की वैधता 2034 तक निशुल्क थी परंतु अब मेरा सिम कार्ड बंद कर दिया ऐसा किस आधार पर किया और क्या मोबाइल सिम कार्ड रिलायंस जियो कम्पनी अपने द्वारा मुझे बेचे गए सिम कार्ड में चालु करते समय के नियम को कुछ समय बाद केसे बदल सकते हैं क्या आपने मेरे सिम कार्ड के नियमो में परिवर्तन से संबंधित मेरी सहमति ली

4. क्या रिलायंस जियो कम्पनी सिम कार्ड को कभी भी बंद कर सकती है क्या

5. क्या रिलायंस जियो कम्पनी द्वारा सिम कार्ड खरीदते समय के नियमो को बदलाव करके मेरा सिम कार्ड मेरी सहमति के बिना बंद किया वह किस आधार पर किया ओर किस नियम के तहत किया.

नोट: जानकारी उपलब्ध करवाने के साथ प्रथम अपील अधिकारी का नाम पता पदनाम और सम्पर्क न. जरुर बताये

सुचना के अधिकार अधिनियम 2005 के अंतर्गत सम्बन्धित जानकारी आपके विभाग से सम्बन्धित नही होने पर उक्त आवेदन को स्वत ही सम्बन्धित विभाग में हस्तांतरित करे.

जानकारी निम्न पते पर उपलब्ध करवाए

[redacted]

[redacted]

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या. RT-2/7/(421)/2025-आरटीआई दिनांक: 17-09-2025

सेवा में,

[redacted]

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

महोदय,

कृपया ऑनलाइन आरटीआई पोर्टल के माध्यम से दूरसंचार विभाग (DoT) से भादूविप्रा में प्राप्त आपके (02) समान आरटीआई आवेदन पत्र, पंजीकरण संख्या TRAOI/R/T/25/00149 दिनांक 18.08.2025 और TRAOI/R/T/25/00174 दिनांक 03.09.2025 का अवलोकन करें। आपने अपने आरटीआई पत्रों में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत जानकारी मांगी है। इस संबंध में आपको सूचित किया जाता है: -

क्र. स.	उत्तर
1 से 5 तक	आपके द्वारा पूछे गए प्रश्न पूछताछ प्रकृति के हैं और व्यक्तिगत शिकायत है, जिसमें तत्काल उपलब्ध जानकारी नहीं मांगी गई है। हालांकि, आपको यह भी सूचित किया जाता है कि उपयोग न करने के कारण सेलुलर मोबाइल दूरसंचार कनेक्शन को निष्क्रिय करने संबंधी प्रावधान टीसीपीआर (छठे संशोधन) 2013 से विनियमित किया जाता है। इसके अतिरिक्त ट्राई ने दूरसंचार टैरिफ (66वां संशोधन) आदेश दिनांक 27.01.2022 और दूरसंचार टैरिफ (67वां संशोधन) आदेश दिनांक 31.03.2022 के माध्यम से कम से कम एक प्लान वाउचर, एक विशेष टैरिफ वाउचर और तीस दिनों की वैधता वाला एक कॉम्बो वाउचर प्रदान करना अनिवार्य किया है। यह वाउचर हर महीने की एक ही तारीख को नवीनीकृत किया जा सकेगा और यदि किसी महीने में ऐसे नवीनीकरण की तारीख उपलब्ध नहीं है, तो नवीनीकरण की तारीख उस महीने की आखिरी तारीख होगी।

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

भवदीय,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 17-09-2025 10:51:25

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00150	**Date of Receipt :**	18/08/2025
Transferred From :	Department of Telecommunications on 18/08/2025 With Reference Number : DOTEL/R/E/25/00808		
Remarks :	**RTI is transferred u/s 6(3) to BSNL and TRAI for furnishing reply to the applicant directly.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Stat	[redacted]		
Is Requester B			
Amount Paid :		**Payment**	Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	please check Supporting document		
Original RTI Text :	please check Supporting document		

Print Save Close

विषय: BSNL की सेवा गुणवत्ता, नेटवर्क कवरेज, कस्टमर केयर, तकनीकी अपग्रेडेशन एवं ग्राहक शिकायत निवारण से संबंधित सूचना हेतु आवेदन (RTI Act, 2005 के अंतर्गत)

1. नेटवर्क गुणवत्ता और डेटा स्पीड:

- कृपया बताएं कि BSNL द्वारा 2024–25 के दौरान औसत डाउनलोड व अपलोड स्पीड (state-wise) क्या रही है?

- वर्तमान में कितने BSNL मोबाइल टावर्स केवल 2G या 3G पर कार्यरत हैं?

- कितने टावरों पर 4G सेवाएं चालू हैं, और किन राज्यों में नहीं हैं?

- कई क्षेत्रों में 4G नेटवर्क होते हुए भी मोबाइल में केवल 1–2 सिग्नल बार मिलते हैं, जिससे सेवा बाधित होती है। इसका कारण व समाधान क्या है?

- 4G/5G नेटवर्क विस्तार व टावर अपग्रेड हेतु 2023–24 व 2024–25 में आवंटित बजट और उसका राज्यवार उपयोग क्या रहा?

2. 5G सेवा:

- BSNL द्वारा 5G सेवा की वर्तमान स्थिति क्या है? किन राज्यों/शहरों में पायलट प्रोजेक्ट चल रहे हैं?

- BSNL के पास 5G उपकरणों की खरीद व रोलआउट हेतु क्या योजना व टाइमलाइन है? कृपया दस्तावेज दें।

3. कॉल गुणवत्ता:

- BSNL की कॉल ड्रॉप दर, कॉल सेटअप टाइम व Voice Clarity (MOS Score) की स्थिति (2024–25) बताएं।

- TRAI द्वारा कॉल गुणवत्ता सुधार हेतु BSNL को दिए गए निर्देशों की प्रति दें।

- कई बार VoLTE व HD Calling के संकेत होने पर भी कॉल की गुणवत्ता खराब होती है। क्या BSNL इस पर कोई तकनीकी ऑडिट करता है? कृपया रिपोर्ट दें।

- BSNL द्वारा अपनाए गए सेवा गुणवत्ता मानदंड (SLA) क्या हैं? पिछले एक वर्ष में SLA उल्लंघनों का विवरण दें।

- BSNL के नंबर पर प्रॉमोशनल SMS की संख्या हाल ही में बढ़ी है, जो कई उपभोक्ताओं के लिए असुविधाजनक है। कृपया बताएं कि इस संबंध में BSNL की नीति क्या है और इसे नियंत्रित करने के लिए क्या कदम उठाए जा रहे हैं?

4. कस्टमर केयर व शिकायत निवारण:

- पिछले एक वर्ष में प्राप्त उपभोक्ता शिकायतों की कुल संख्या और राज्यवार समाधान प्रतिशत बताएं।

- लंबित शिकायतों की संख्या बताएं।

- क्या कस्टमर सपोर्ट पर कोई स्वतंत्र ऑडिट हुआ है? यदि हाँ, तो रिपोर्ट दें।

- ऑनलाइन शिकायतें 'Closed' होने के बाद उस पर की गई कार्रवाई की जानकारी उपयोगकर्ता को क्यों नहीं दी जाती?

- कई बार शिकायतों को बिना समाधान के बंद कर दिया जाता है। ऐसी स्थिति में जिम्मेदार अधिकारी की जवाबदेही कैसे तय होती है?

- कई बार कस्टमर केयर कॉल connect नहीं होता, और कर्मचारियों का व्यवहार अपमानजनक होता है। क्या ऐसे मामलों के लिए कोई internal monitoring/training प्रणाली है?

- BSNL में ग्राहक शिकायत निवारण हेतु राज्यवार कितने कर्मचारी तैनात हैं?

- BSNL Selfcare App की तकनीकी स्थिरता, ग्राहक शिकायतें और उनके समाधान प्रतिशत का विवरण दें। यदि कोई ऐप परफॉर्मेंस ऑडिट हुआ हो, तो उसकी प्रति दें।

5. WiFi Calling:

- क्या BSNL WiFi Calling (VoWiFi) सेवा प्रदान करता है? यदि नहीं, तो इसकी शुरुआत की योजना क्या है?

6. मोबाइल नंबर पोर्टेबिलिटी (MNP) से जुड़ी जानकारी:

- क्या BSNL में MNP के लिए SMS पर शुल्क लिया जाता है, जबकि अन्य ऑपरेटर यह सेवा नि:शुल्क प्रदान करते हैं? यदि हाँ, तो इसकी नीति बताएं।

- 2023–24 व 2024–25 में कितने उपभोक्ताओं ने BSNL से अन्य ऑपरेटरों में MNP किया? कृपया राज्यवार आंकड़ा दें।

कृपया सूचना RTI Act की धारा 7(1) के अनुसार 30 दिनों में प्रदान करें।

भवदीय,

[redacted]

[redacted]

[redacted]

[redacted]

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

फ. संख्या. RT-2/7/(422)/2025-आरटीआई दिनांक: 17-09-2025

सेवा में,

[redacted]

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

महोदय,

कृपया ऑनलाइन आरटीआई पोर्टल के माध्यम से दूरसंचार विभाग (DoT) से भादूविप्रा में प्राप्त आपके आरटीआई आवेदन पत्र, पंजीकरण संख्या TRAOI/R/T/25/00150 दिनांक 18.08.2025 का अवलोकन करें। आपने अपने आरटीआई पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत जानकारी मांगी है। इस संबंध में आपको सूचित किया जाता है: -

क्र. स.		उत्तर
1 (i).		कृपया निम्नलिखत प्रासंगिक विनिनयम का संदर्भ लें- "एक्सेस (वायरलाइन और वायरलेस) सेवा गुणवत्ता मानक और ब्रॉडबैंड (वायरलाइन और वायरलेस) सेवा विनियम, 2024 (2024 का 06)" दिनांक 2.8.2024, जो ट्राई की वेबसाइट पर उपलब्ध हैं :- www.trai.gov.in URL: https://trai.gov.in/sites/default/files/2024-10/Regulation_02082024.pdf इसके अलावा, ट्राई माईस्पीड ऐप/पोर्टल उपयोगकर्ताओं को पूरे भारत मे ग्राहकों के मोबाइल डेटा अनुभव का पता लगाने की सुविधा प्रदान करता है। उपयोगकर्ता ऐप डाउनलोड करके और अपनी डेटा स्पीड का परीक्षण करके डेटा सबिमट कर सकते हैं। ट्राई माईस्पीड पोर्टल तकनीक, लाइसेंस प्राप्त सेवा क्षेत्र (सर्किल) और ऑपरेटर के अनुसार क्राउडसोर्स्ड डेटा प्रदान करता है। अधिक जानकारी के लिए पोर्टल को निम्नलखित लिंक के माध्यम से एक्सेस किया जा सकता है:- https://myspeed.trai.gov.in
1 (ii) to (v).		उपर्युक्त मदों के अंतर्गत मांगी गई जानकारी ट्राई के पास उपलब्ध नहीं है।
3 (iii) & (v).		
4 (ii) & (v) to (viii).		
5.		
6 (i) & (ii).		
2	(i), (ii)	2023-24 में 10,89,320 उपभोक्ताओं व 2024-25 में 73,39,855 उपभोक्ताओं ने BSNL से अन्य ऑपरेटरों मे MNP किया। इनके राज्यवार आँकड़े मौजूद नहीं है।
3.	(i)	ट्राई लाइसेंस प्राप्त सेवा क्षेत्र (एलएसए) के आधार पर विभिन्न सेवा गुणवत्ता मानकों के लिए निर्धारित बेंचमार्क के अनुसार बीएसएनएल सहित सभी सेवा प्रदाताओं के प्रदर्शन की निगरानी करता है। सेवा गुणवत्ता मानकों के अनुसार सेवा प्रदाताओं का प्रदर्शन ट्राई की वेबसाइट - https://www.trai.gov.in/release-publication/qos-reports/pmr-reports पर प्रकाशित किया जा रहा है।

		सेवा का गुणवत्ता का आकलन ट्राई द्वारा अपने अधिकारियों के माध्यम से या स्वतंत्र एजेंसियों की सहायता से चयनित मार्गों पर स्वतंत्र ड्राइव टेस्ट आयोजित करके किया जाता है। सेवा गुणवत्ता और ड्राइव टेस्ट के ऑडिट और मूल्यांकन के परिणाम ट्राई की वेबसाइट www.trai.gov.in पर प्रकाशित किए जाते है, जिसका यूआरएल है: https://www.trai.gov.in/release-publication/qos-reports/idt-reports
	(ii)	कृपया ट्राई द्वारा 2 अगस्त 2024 को जारी QoS विनियम देखें, जिन्हें "एक्सेस (वायरलाइन और वायरलेस) सेवा गुणवत्ता मानक ब्रॉडबैंड (वायरलाइन और वायरलेस) सेवा विनयम, 2024 (2024 का 06)" कहा जाता है, जिसमें कॉल ड्रॉप सहित विभिन्न QoS मापदंडों के लिए मानक निर्धारित किए गए है। ये विनयम वायरलाइन और वायरलेस मीडिया पर प्रदान की जाने वाली एक्सेस और ब्रॉडबैंड दोनों सेवाओं पर लागू है और 1 अक्टूबर 2024 से प्रभावी हैं और जो कि ट्राई की वेबसाइट www.trai.gov.in पर निम्नलिखित यूआरएल के अंतर्गत उपलब्ध है:-https://www.trai.gov.in/sites/default/files/2024-10/Regulation_02082024.pdf सेवा की गुणवत्ता सुनिच्श्रित करने के लिए, मानकों के गैर-अनुपालन से संबंधत मुद्दों पर टीएसपी/बीएसपी के साथ अनुवर्ती कार्रवी की जाती है तथा वित्तीय निरूत्साहन (एफडी0 लगाया जाता है।
	(iv)	ट्राई लाइसेंस प्राप्त सेवा क्षेत्र (एलएसए) के आधार पर विभिन्न सेवा गुणवत्ता मानकों के लिए निर्धारित बेंचमार्क के अनुसार बीएसएनएल सहित सभी सेवा प्रदाताओं के प्रदर्शन की निगरानी करता है। सेवा गुणवत्ता मानकों के अनुसार सेवा प्रदाताओं का प्रदर्शन ट्राई की वेबसाइट - https://www.trai.gov.in/release-publication/qos-reports/pmr-reports पर प्रकाशित किया जा रहा है।
4.	(i)	ट्राई अधिनियम, 1997 में ट्राई द्वारा व्यक्तिगत उपभोक्ता शिकायतों के निवारम की परिकल्पना नहीं की गई है।
	(iii) & (iv)	ट्राई अधिनियम, 1997 में ट्राई द्वारा व्यक्तिगत उपभोक्ता शिकायतों के निवारण की परिकल्पना नहीं की गई है। फिर भी, उपभोक्ताओं के हितों की रक्षा के लिए, ट्राई ने सेवा प्रदाताओं द्वारा दूरसंचार उपभोक्ताओं की शिकायतों के निवारण के लिए उनके सेवा प्रदाताओं द्वारा ढांचा तैयार किया है। दूरसंचार सेवा प्रदाताओं (टीएसपी) को ट्राई द्वारा जारी "दूरसंचार उपभोक्ता शिकायत निवारण विनियम (टीसीसीआरआर), 2012" के प्रवाधानों के अनुसार अपने ग्राहकों की शिकायतों का निवारण करना आवश्यक है। इस तंत्र के अनुसार, कोई भी उपभोक्ता अपने टीएसपी के शिकायत केंद्र में सेवा से संबंधित शिकायतें दर्ज करा सकता हैं। यदि शिकायत केंद्र में सेवा प्रदाता द्वारा शिकायत का संतोषजनक ढंग से निवारण नहीं किया जाता है, तो टीएसपी के अपीलीय प्राधिकरण के पास अपील दर्ज की जा सकती है।

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

भवदीय,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 17-09-2025 15:02:28

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00152	**Date of Receipt :**	19/08/2025
Transferred From :	Department of Telecommunications on 19/08/2025 With Reference Number : DOTEL/R/T/25/00805		
Remarks :	**RTI is transferred u/s 6(3) of RTI Act to TRAI for providing information directly to the applicant**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Status	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Ministry of Home Affairs (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

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

&

The Central Public Information Officer,
Ministry of Home Affairs (MHA),
Government of India.

Subject: Request for Information under the RTI Act, 2005 Prepaid Mobile Recharge Policies

Description of Information Sought:

Earlier, telecom subscribers used to get lifetime validity with minimum recharge of Rupees 10 for incoming calls and SMS. Please provide certified

information on when and why such lifetime validity plans were withdrawn by TRAI or Government of Inida.

Why are telecom operators now compulsorily offering unlimited calling plans only with 28 days validity, leaving no option for prepaid users who want limited usage few calls and 100 SMS per day only ?

Please clarify whether allowing operators to restrict validity to 28 days and compelling unlimited call packs is in compliance with constitutional values, fundamental rights of citizens, and TRAI s own regulatory framework.

I seek certified copies of all relevant rules, circulars, notifications, and policy decisions on the above. The information is requested under Section 6(1) of the RTI Act, 2005, for to file the cases against the TRAI and Government of India in the Suprim courts of Law.

Original RTI Text :

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

&

The Central Public Information Officer,
Ministry of Home Affairs (MHA),
Government of India.

Subject: Request for Information under the RTI Act, 2005 Prepaid Mobile Recharge Policies

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Print Save Close

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(423)/2025-RTI Dated: 17-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 19.08.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00152, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1.	The queries sought under the RTI request are the interrogatory in nature and are not seeking readily available information. It is further informed that the Tariffs are governed by Telecom Tariff Orders, as amended from time to time and are also available at https://www.trai.gov.in/telecom/telecom-tariff

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 17-09-2025
10:52:24

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00153	**Date of Receipt :**	20/08/2025
Transferred From :	Department of Telecommunications on 20/08/2025 With Reference Number : DOTEL/R/E/25/00810		
Remarks :	**RTI is also transferred u/s 6(3) of RTI Act to TRAI for furnishing reply to concerned points directly.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Stat	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Department of Telecommunications (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

To,
Central Public Information Officer (CPIO)
Department of Telecommunications (DoT)
Sanchar Bhawan, 20, Ashoka Road, New Delhi - 110001

Subject: Seeking information regarding 5G network display, indoor coverage guidelines, grievance redressal, and consumer protection under RTI Act, 2005

Application under Right to Information Act, 2005

Sir/Madam,

Note: Kindly provide the reply in Hindi (Devanagari script) with certified copies or official website links, wherever available.

5G Signal Display Rules
(a) Is any telecom operator allowed to continuously display the 5G signal

logo on the consumer device when the actual service is based on 4G NSA architecture and 5G NSA is disconnected?
(b) Provide certified copies of any circulars, notifications or guidelines issued by DoT / Telecom Engineering Centre (TEC) / TRAI in this regard.

Minimum Indoor 5G Coverage Guidelines
(a) What is the minimum indoor coverage percentage or signal strength standard required to declare any area as having 5G coverage?
(b) Provide copies of any technical standards, notifications or specifications issued by DoT / TEC in this matter.

Grievance Redressal Mechanism for 5G Issues
(a) As per DoT/TRAI rules, what is the process to file complaints related to 5G network speed, coverage, and Quality of Service?
(b) Is taking only Service Requests through 198 or telecom app considered as an official complaint?
(c) Provide copies of any rules or orders issued in this regard.

Consumer Protection - Poor Indoor 5G Service
(a) If a consumer has purchased a 5G plan and fulfils all usage conditions but the company does not improve indoor 5G service for more than one year, does this come under Deficiency in Service or Poor Quality of Service?
(b) Provide copies of any orders or guidelines issued under the Consumer Protection Act, 2019 or DoT/TRAI Quality of Service regulations in this regard.

Complaint vs Service Request Definition
(a) What is the definition and difference between Complaint and Service Request in telecom services?
(b) Provide copies of any documents issued by DoT/TRAI clarifying how 5G related complaints should be officially filed.

Note:
If the information requested is not available with your department, kindly transfer the application under Section 6(3) of the RTI Act, 2005 to the concerned department/authority (such as TRAI, TEC, Ministry of Consumer Affairs - CCPA) and inform me accordingly.

Applicant Details:
Name: [redacted]

Original RTI Text : To,
Central Public Information Officer (CPIO)
Department of Telecommunications (DoT)
Sanchar Bhawan, 20, Ashoka Road, New Delhi - 110001

Subject: Seeking information regarding 5G network display, indoor coverage guidelines, grievance redressal, and consumer protection under RTI Act, 2005

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Applicant Details:
Name: [redacted]

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RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00154	**Date of Receipt :**	20/08/2025
Transferred From :	Department of Telecommunications on 20/08/2025 With Reference Number : DOTEL/R/E/25/00829		
Remarks :	**RTI is also transferred u/s 6(3) of the RTI Act to TRAI for furnishing reply to concerned points directly to the applicant.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Stat	[redacted]		
Is Reques	[redacted]		
	)	**Payment**	
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

To,
Central Public Information Officer (CPIO)
Department of Telecommunications (DoT)
Sanchar Bhawan, 20, Ashoka Road, New Delhi - 110001

Subject: Seeking information regarding 5G network display, indoor coverage guidelines, grievance redressal, and consumer protection under RTI Act, 2005

Application under Right to Information Act, 2005

Sir/Madam,

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Note:
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Applicant Details:
[redacted]

Original RTI Text : To,
Central Public Information Officer (CPIO)
Department of Telecommunications (DoT)
Sanchar Bhawan, 20, Ashoka Road, New Delhi - 110001

Subject: Seeking information regarding 5G network display, indoor coverage guidelines, grievance redressal, and consumer protection under RTI Act, 2005

Application under Right to Information Act, 2005

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Note: Kindly provide the reply in Hindi (Devanagari script) with certified copies or official website links, wherever available.

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Applicant Details:
Name: [redacted]

Print Save Close

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00157	**Date of Receipt :**	21/08/2025
Transferred From :	Department of Telecommunications on 21/08/2025 With Reference Number : DOTEL/R/E/25/00829/2		
Remarks :	**The RTI is being transferred U/S 6(3) of RTI, Act 2005 to provide the related information, if any, directly to you.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Stat	[redacted]		
Is Reques			
Amount Paid :	0 (RTI fee is received by **Department of Telecommunications (original recipient)**)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

To,
Central Public Information Officer (CPIO)
Department of Telecommunications (DoT)
Sanchar Bhawan, 20, Ashoka Road, New Delhi - 110001

Subject: Seeking information regarding 5G network display, indoor coverage guidelines, grievance redressal, and consumer protection under RTI Act, 2005

Application under Right to Information Act, 2005

Sir/Madam,

Note: Kindly provide the reply in Hindi (Devanagari script) with certified copies or official website links, wherever available.

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Applicant Details:
[redacted]

Original RTI Text : To,
Central Public Information Officer (CPIO)
Department of Telecommunications (DoT)
Sanchar Bhawan, 20, Ashoka Road, New Delhi - 110001

Subject: Seeking information regarding 5G network display, indoor coverage guidelines, grievance redressal, and consumer protection under RTI Act, 2005

Application under Right to Information Act, 2005

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Complaint vs Service Request Definition
(a) What is the definition and difference between Complaint and Service Request in telecom services?
(b) Provide copies of any documents issued by DoT/TRAI clarifying how 5G related complaints should be officially filed.

Note:
If the information requested is not available with your department, kindly transfer the application under Section 6(3) of the RTI Act, 2005 to the concerned department/authority (such as TRAI, TEC, Ministry of Consumer Affairs - CCPA) and inform me accordingly.

Applicant Details:


Print Save Close

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00158	**Date of Receipt :**	21/08/2025
Transferred From :	Department of Telecommunications on 21/08/2025 With Reference Number : DOTEL/R/E/25/00810/3		
Remarks :	**The RTI is being transferred U/S 6(3) of RTI, Act 2005 to provide the related information, if any, directly to you.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Statu	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Department of Telecommunications (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

To,
Central Public Information Officer (CPIO)
Department of Telecommunications (DoT)
Sanchar Bhawan, 20, Ashoka Road, New Delhi - 110001

Subject: Seeking information regarding 5G network display, indoor coverage guidelines, grievance redressal, and consumer protection under RTI Act, 2005

Application under Right to Information Act, 2005

Sir/Madam,

Note: Kindly provide the reply in Hindi (Devanagari script) with certified copies or official website links, wherever available.

5G Signal Display Rules
(a) Is any telecom operator allowed to continuously display the 5G signal

logo on the consumer device when the actual service is based on 4G NSA architecture and 5G NSA is disconnected?
(b) Provide certified copies of any circulars, notifications or guidelines issued by DoT / Telecom Engineering Centre (TEC) / TRAI in this regard.

Minimum Indoor 5G Coverage Guidelines
(a) What is the minimum indoor coverage percentage or signal strength standard required to declare any area as having 5G coverage?
(b) Provide copies of any technical standards, notifications or specifications issued by DoT / TEC in this matter.

Grievance Redressal Mechanism for 5G Issues
(a) As per DoT/TRAI rules, what is the process to file complaints related to 5G network speed, coverage, and Quality of Service?
(b) Is taking only Service Requests through 198 or telecom app considered as an official complaint?
(c) Provide copies of any rules or orders issued in this regard.

Consumer Protection - Poor Indoor 5G Service
(a) If a consumer has purchased a 5G plan and fulfils all usage conditions but the company does not improve indoor 5G service for more than one year, does this come under Deficiency in Service or Poor Quality of Service?
(b) Provide copies of any orders or guidelines issued under the Consumer Protection Act, 2019 or DoT/TRAI Quality of Service regulations in this regard.

Complaint vs Service Request Definition
(a) What is the definition and difference between Complaint and Service Request in telecom services?
(b) Provide copies of any documents issued by DoT/TRAI clarifying how 5G related complaints should be officially filed.

Note:
If the information requested is not available with your department, kindly transfer the application under Section 6(3) of the RTI Act, 2005 to the concerned department/authority (such as TRAI, TEC, Ministry of Consumer Affairs - CCPA) and inform me accordingly.

Applicant Details:
[redacted]

Original RTI Text : To,
Central Public Information Officer (CPIO)
Department of Telecommunications (DoT)
Sanchar Bhawan, 20, Ashoka Road, New Delhi - 110001

Subject: Seeking information regarding 5G network display, indoor coverage guidelines, grievance redressal, and consumer protection under RTI Act, 2005

Application under Right to Information Act, 2005

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Note: Kindly provide the reply in Hindi (Devanagari script) with certified copies or official website links, wherever available.

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Note:
If the information requested is not available with your department, kindly transfer the application under Section 6(3) of the RTI Act, 2005 to the concerned department/authority (such as TRAI, TEC, Ministry of Consumer Affairs - CCPA) and inform me accordingly.

Applicant Details:
Name: [redacted]

Print Save Close

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/X/25/00029	**Date of Receipt :**	27/08/2025
Transferred From :	Department of Telecommunications on 27/08/2025 With Reference Number : DOTEL/R/E/25/00810/1		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Stat	[redacted]		
Is Reques Line ? :		**Status**	
Amount Paid :	0 (RTI fee is received by **Department of Telecommunications (original recipient)**)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	For the matter related to Quality of Services and consumer protection.		

Original RTI Text :

To,
Central Public Information Officer (CPIO)
Department of Telecommunications (DoT)
Sanchar Bhawan, 20, Ashoka Road, New Delhi - 110001

Subject: Seeking information regarding 5G network display, indoor coverage guidelines, grievance redressal, and consumer protection under RTI Act, 2005

Application under Right to Information Act, 2005

Sir/Madam,

Note: Kindly provide the reply in Hindi (Devanagari script) with certified copies or official website links, wherever available.

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Applicant Details:
Name: [redacted]

Print Save Close

Cover Note – Background for RTI Application

Subject: Background information regarding RTI on Airtel 5G service, misleading display, and poor indoor coverage.

मान्यवर,

मैं Airtel का उपभोक्ता हूँ और मेरे मोबाइल नंबर पर पिछले कई महीनों से 5G नेटवर्क लोगो दिख रहा है, जबकि वास्तविक सेवा 4G NSA infrastructure पर आधारित है। इस कारण उपभोक्ताओं को यह भ्रम होता है कि उन्हें 5G सेवा मिल रही है, जबकि व्यवहार में नेटवर्क स्पीड 4G के बराबर या उससे कम रहती है।

मेरे क्षेत्र में Airtel का टावर लगभग 400-500 मीटर की दूरी पर है, फिर भी–

- Indoor 5G coverage अत्यंत खराब है।
- Speed test में 4G जैसी या उससे कम स्पीड मिलती है।
- Airtel बार-बार शिकायत करने पर भी "Service Request" बनाता है, लेकिन उसे औपचारिक शिकायत (Complaint) के रूप में दर्ज नहीं करता।
- लगभग 1 वर्ष से यह समस्या बनी हुई है, लेकिन सेवा में सुधार नहीं किया गया।

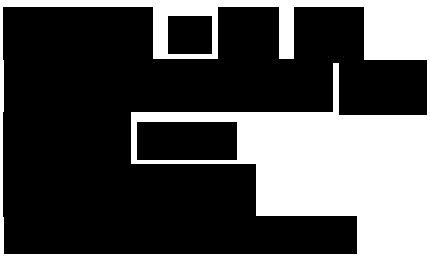
इस स्थिति में मेरे कुछ स्पष्ट प्रश्न हैं –

1. क्या टेलीकॉम ऑपरेटर को 5G लोगो दिखाने की अनुमति है जब वास्तविक सेवा 4G (NSA) पर आधारित हो, और NSA भी Disconnected हो?
2. किसी क्षेत्र को 5G कवरेज घोषित करने के मानक क्या हैं, विशेषकर indoor coverage के संदर्भ में?
3. 5G सेवा संबंधी शिकायतें औपचारिक रूप से दर्ज करने का मानक तरीका क्या है?
4. लंबे समय तक सुधार न होने पर क्या यह Consumer Protection Act, 2019 के तहत "Deficiency in Service" मानी जाएगी?
5. Complaint और Service Request में अंतर के बारे में official guidelines क्या हैं?

इन सवालों के आधार पर मैंने RTI Act, 2005 के अंतर्गत जानकारी मांगी है, जिसकी प्रति इस cover note के साथ संलग्न है।

आपसे अनुरोध है कि यदि यह जानकारी आपके विभाग के पास उपलब्ध नहीं है, तो कृपया RTI Act की धारा 6(3) के तहत इसे संबंधित विभाग (जैसे TRAI, TEC, Ministry of Consumer Affairs – CCPA आदि) को स्थानांतरित करें।

सादर,



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

सत्यमेव जयते

भादूविप्रा TRAI

फ. संख्या. RT-2/7/(430)/2025-आरटीआई दिनांक: 22-09-2025

सेवा में,

[redacted]

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

महोदय,

कृपया ऑनलाइन आरटीआई पोर्टल के माध्यम से दूरसंचार विभाग से भादूविप्रा में प्राप्त आपके (04) समान आरटीआई आवेदन पत्र, पंजीकरण संख्या TRAOI/R/T/25/00153, दिनांक 20.08.2025, TRAOI/R/T/25/00154, दिनांक 20.08.2025, TRAOI/R/T/25/00157, दिनांक 21.08.2025 और TRAOI/R/T/25/00158, दिनांक 21.08.2025 का अवलोकन करें। आपने अपने आरटीआई पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत जानकारी मांगी है। इस संबंध में आपको सूचित किया जाता है: -

क्र. सं.	उत्तर
1 से 4 और 6 से 10.	आपके द्वारा मांगी गई जानकारी भादूविप्रा में उपलब्ध नहीं है।
5 और 11.	ट्राई अधिनियम, 1997 में ट्राई द्वारा व्यक्तिगत उपभोक्ता शिकायतों के निवारण की परिकल्पना नहीं की गई है। फिर भी, उपभोक्ताओं के हितों की रक्षा के लिए, ट्राई ने दूरसंचार उपभोक्ताओं की शिकायतों के निवारण हेतु उनके सेवा प्रदाताओं द्वारा एक रूपरेखा निर्धारित की है। दूरसंचार सेवा प्रदाताओं (टीएसपी) को ट्राई द्वारा जारी "दूरसंचार उपभोक्ता शिकायत निवारण विनियम (टीसीसीआरआर), 2012" के प्रावधानों के अनुसार अपने ग्राहकों की शिकायतों का निवारण करना आवश्यक है। इस व्यवस्था के अंतर्गत, उपभोक्ता अपने टीएसपी के शिकायत केंद्र में सेवा संबंधी शिकायतें दर्ज कर सकते हैं। यदि सेवा प्रदाता द्वारा शिकायत केंद्र पर शिकायत का संतोषजनक निवारण नहीं किया जाता है, तो टीएसपी के अपीलीय प्राधिकारी के पास अपील दर्ज की जा सकती है।

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

भवदीय,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 22-09-2025 15:34:28

(एस. के. दत्ता)
केंद्रीय जन सूचना अधिकारी

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00155	**Date of Receipt :**	20/08/2025
Transferred From :	Department of Telecommunications on 20/08/2025 With Reference Number : DOTEL/R/E/25/00820		
Remarks :	**RTI is more closely related to TRAI. Therefore being transferred u/s 6(3)**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Status(R	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Department of Telecommunications (original recipient)**)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

To
The Central Public Information Officer
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan, J.L. Nehru Marg, Old Minto Road,
New Delhi 110002

Subject: Seeking information regarding legality of telecom operators offering monthly packs with only 28 days validity

Respected Sir or Madam,

I, Bhaskar Arugokkula, a resident of Madhapur, Hyderabad, Telangana, under the Right to Information Act, 2005, kindly seek the following information:

1. As per TRAI Telecom Tariff Orders and directives, is it permissible for telecom operators to advertise or communicate a monthly plan that provides

only 28 days validity instead of a calendar month?

2. Please provide copies of relevant TRAI directives, notifications, or circulars which regulate the definition of monthly validity for prepaid mobile recharge packs.

3. TRAI issued a directive on 13th January 2022 mandating that all telecom operators must provide at least one plan voucher, special tariff voucher, and combo voucher with 30-day validity and calendar-month validity.
What monitoring and enforcement steps have been taken by TRAI to ensure compliance by private telecom operators like Airtel, Jio, Vi, etc.?

4. If operators continue to promote 28-day packs as monthly packs, what penalty or action is applicable under TRAI Act, 1997, or under DoT licensing conditions?

5. Please clarify whether a consumer has the right to seek compensation if a recharge marketed as monthly provides only 28 days validity.

Applicant Details:
Name: [redacted]

Original RTI Text :

To
The Central Public Information Officer
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan, J.L. Nehru Marg, Old Minto Road,
New Delhi 110002

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5. Please clarify whether a consumer has the right to seek compensation if a recharge marketed as monthly provides only 28 days validity.

Applicant Details:
Name: [redacted]

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(415)/2025-RTI Dated: 11-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 16.08.2025 filed online on the RTI portal vide Reg. No. TRAOI/R/E/25/00596, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 & 2.	TRAI through Telecommunication Tariff (66th Amendment) Order dated 27.01.2022 and Telecommunication Tariff (67th Amendment) Order dated 31.03.2022 mandated to offer at least one plan voucher, one special tariff voucher and one combo voucher having a validity of thirty days Voucher which shall be renewable on the same date of every month and if the date of such renewal is not available in a month, the date of renewal shall be the last date of the month. The above can be referred on TRAI website on https://www.trai.gov.in/sites/default/files/2024-09/Regulation_27012022.pdf and https://www.trai.gov.in/sites/default/files/2024-09/Regulation_31032022.pdf respectively.
3,4 & 5.	The queries sought under the RTI request are the interrogatory in nature and are not seeking readily available information.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 11-09-2025 12:22:57

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00156	**Date of Receipt :**	21/08/2025
Transferred From :	Department of Telecommunications on 21/08/2025 With Reference Number : DOTEL/R/E/25/00762/1		
Remarks :	**Reply to point no. 1&2 has been provided. No information is available this CPIO and for all other points of the RTI request, the RTI is being transferred U/S 6(3) of RTI, Act 2005 to provide the related information, if any, directly to you.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
P [redacted]			
Status(Rur [redacted]			
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Department of Telecommunications (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Sender:
Name: [redacted]
Date of Complaint: 01-06-2025

To,
The Public Information Officer,
Department of Telecommunications,
Government of India

Subject: Request for information under Section 6(1) of the RTI Act, 2005 regarding PG Portal Complaint No. DOTEL/E/2025/0023635

Respected Sir/Madam,

I wish to state that I had filed a complaint on the PG Portal on 01-06-2025 to the Department of Telecommunications regarding extremely poor network services of Reliance Jio in my area. The complaint reference number is DOTEL/E/2025/0023635.

In my village - Rampur Pokhri, Block - Tariyani Chowk, District - Sheohar, Bihar - 843128, voice calls do not work properly and internet speed is extremely poor and unusable. Despite raising this issue multiple times through the Jio app and other platforms, no improvement has been made.

Jio provided a generic response and closed the complaint on 04-06-2025, but the network quality has not improved at all till date.

Therefore, kindly provide the following information under Section 6(1) of the Right to Information Act, 2005:

1. What instructions or action has the Department of Telecommunications taken against Reliance Jio in connection with complaint number DOTEL/E/2025/0023635? Please provide a copy.

2. What was the reply submitted by Reliance Jio in response to this complaint? Please provide a copy.

3. Has any network survey been conducted in my area - [redacted] Latitude - 26.3501082, Longitude - [redacted] If yes, kindly provide the report.

4. Is there any proposal to install a new mobile tower in this area? If yes, where and by when?

5. Has the Department of Telecommunications issued any warning or direction to Reliance Jio regarding poor network services in this area?

6. Is there any technical audit report or Quality of Service (QoS) data available for the mobile network in this area? If yes, please provide a copy.

7. Has this area been included in any priority plan for network improvement?

I request you to kindly provide the above information within the time limit prescribed under the RTI Act, 2005.

Sincerely,
[redacted]
Date: 31-07-2025

Original RTI Text : Sender:
Name [redacted]
Date of Complaint: 01-06-2025

To,
The Public Information Officer,
Department of Telecommunications,
Government of India

Subject: Request for information under Section 6(1) of the RTI Act, 2005 regarding PG Portal Complaint No. DOTEL/E/2025/0023635

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Therefore, kindly provide the following information under Section 6(1) of the Right to Information Act, 2005:

1. What instructions or action has the Department of Telecommunications taken against Reliance Jio in connection with complaint number DOTEL/E/2025/0023635? Please provide a copy.

2. What was the reply submitted by Reliance Jio in response to this complaint? Please provide a copy.

3. Has any network survey been conducted in my area - Rampur Pokhri, Block - Tariyani Chowk, District - Sheohar, Bihar - 843128 (Latitude - 26.3501082, Longitude - 85.3358662)? If yes, kindly provide the report.

4. Is there any proposal to install a new mobile tower in this area? If yes, where and by when?

5. Has the Department of Telecommunications issued any warning or direction to Reliance Jio regarding poor network services in this area?

6. Is there any technical audit report or Quality of Service (QoS) data available for the mobile network in this area? If yes, please provide a copy.

7. Has this area been included in any priority plan for network improvement?

I request you to kindly provide the above information within the time limit prescribed under the RTI Act, 2005.

Sincerely,
[redacted]
Date: 31-07-2025

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प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES
सत्यमेव जयते

CPGRAMS

Language : English

Welcome [redacted]

Grievance Dashboard
Appeal Dashboard
Lodge Public Grievance
Lodge Pension Grievance
Account Activity
Edit Profile
Change Password
Sign out

Grievance Status for registration number : DOTEL/E/2025/0023635

Grievance Concerns To

Name Of Complainant

[redacted]

Date of Receipt

01/06/2025

Received By Ministry/Department

Telecommunications

Grievance Description

Telecommunications >> Mobile Related >> Issues Related to Network Coverage

Mobile Number : [redacted]
Service Provider : Reliance JIO Infocom Limited

Subject: Persistent Network Issues in Rampur Pokhari, Sheohar (Bihar) – Request for Immediate Resolution

Dear Sir/Madam,

My name is Ajeet Kumar, and I have been a regular customer of Jio for the past three years. I am writing to bring to your attention a serious and long-standing issue affecting not just me but many other Jio users in my locality.

For the past three years, we have been facing extremely poor network coverage, both in terms of call quality and mobile data services, at the following location:

Latitude, Longitude: [redacted]

Village: [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

Despite consistent monthly recharges and repeated complaints, the quality of service has not improved. We have reached out multiple times through various channels, but the problem remains unresolved. Worse still, our complaints are often closed without any valid resolution, and at times with inaccurate responses from the Jio support team.

This issue has severely impacted our daily lives — affecting work, education, and personal communication. As loyal and paying customers, we feel neglected and disappointed by the lack of accountability and action.

I humbly request the concerned authorities to take immediate and effective action to address this ongoing issue and ensure proper network coverage and service quality for all Jio users in

our area.

Phone Number: [redacted]

We sincerely hope that our concerns will be taken seriously and that this issue, which has persisted for far too long, will be resolved at the earliest.

Thank you for your attention.

Sincerely,
[redacted]

Grievance Document



Current Status

Case closed

Date of Action

04/06/2025

Remarks

This is with reference to your complaint regarding weak coverage issue. We would like to inform you that we had checked/reviewed the network condition and observed limited coverage at your location. You may experience intermittent coverage issue at a specific location as network services are dependent upon various external and internal factors, we truly regret any inconvenience this has caused. Please be assured that we are continually evaluating and upgrading our network infrastructure to enhance connectivity. We appreciate your understanding. We have contacted [redacted] 04/06/2025

Has your complaint been resolved ?

No

Reason for Dis-satisfaction / Not Resolved

Others

Rating Remarks

Not satisfied //Complaint closed without resolution.

Appeal Details

Appeal Number

DOTEL/C/A/25/0003267

Date of Receipt

09/06/2025

Appeal Text

Not satisfied //Complaint closed without resolution.

Current Status

Appeal Closed

Date of Action

12/06/2025

Remarks

This is with reference to your complaint regarding weak coverage issue. We would like to inform you that we had checked/reviewed the network condition and observed limited coverage at your location. You may experience intermittent coverage issue at a specific location as network services are dependent upon various external and internal factors, we truly regret any inconvenience this has caused. Please be assured that we are continually evaluating and upgrading our network infrastructure to enhance connectivity. We appreciate your understanding. We have contacted Mr. [redacted] [redacted]6 dated 04/06/2025

Officer Concerns To

Officer Name
Radha Nair (DGM)
Organisation name
Reliance Jio Infocomm Limited
Contact Address
Reliance Corporate IT Park Thane-Belapur Road Navi Mumbai
Email Address
telecom.grievance[at]jio[dot]com
Contact Number
02279655519

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(432)/2025-RTI Dated: 22-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 21.08.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00156, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1, 2, 4 & 7	The information sought is not available with TRAI.
3.	Assessment of quality of service is undertaken by TRAI, by conducting independent drive test on selected routes either through its own officers or by engaging independent agencies. The results of audit and assessment of quality of service and drive tests are published on TRAI website www.trai.gov.in at url: https://www.trai.gov.in/release-publication/qos-reports/idt-reports
5 & 6	TRAI regularly monitors the performance of service providers against the benchmark for various Quality of Service parameters laid down by TRAI by way of Quality-of-Service regulations issued from time to time. For monitoring the performance of service providers, TRAI collects License Service Area (LSA) wise Performance Monitoring Report (PMR) from service providers on regular basis. Wherever the Quality-of-Service benchmarks are not met, the explanation of the concerned service provider is called for and after considering the response of the service provider financial disincentive are imposed on service provider for non- complied QoS parameters. PMR reports are published on TRAI website at url: https://trai.gov.in/release-publication/qos-reports/pmr-reports Further, assessment of quality of service is also undertaken by TRAI, by conducting independent drive test on selected routes either through its own officers or by engaging independent agencies. The results of audit and assessment of quality of service and drive tests are published on TRAI website www.trai.gov.in at url: https://www.trai.gov.in/release-publication/qos-reports/idt-reports

Contd. on next page 02.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 22-09-2025
10:34:43

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00159	**Date of Receipt :**	22/08/2025
Transferred From :	Department of Telecommunications on 22/08/2025 With Reference Number : DOTEL/R/T/25/00807		
Remarks :	**RTI is also being transferred u/s 6(3) for furnishing suitable reply i.r.o your Office directly to the applicant.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Sta	[redacted]		
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Ministry of Textiles (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	
Information Sought :	All Ministries/Department/Organization of Govt. of India are requested to provide the following details regarding Assistant Legal (or any other nomenclature) under the Ministry, Attached/Subordinate Office, Statutory or Autonomous Bodies, PSUs, etc.: 1. Number of sanction strength: 2. Number of post vacant: 3. Mode of Recruitment (DR/Promotion/Deputation): 4. Group & Gazetted/Non-Gazetted: 5. Ministerial/Non-Ministerial: 6. Pay Level & Grade: 7. Next promotion post & pay level:		
Original RTI Text :	All Ministries/Department/Organization of Govt. of India are requested to provide the following details regarding Assistant Legal (or any other nomenclature) under the Ministry, Attached/Subordinate Office, Statutory or Autonomous Bodies, PSUs, etc.: 1. Number of sanction strength: 2. Number of post vacant: 3. Mode of Recruitment (DR/Promotion/Deputation):		

4. Group & Gazetted/Non-Gazetted:
5. Ministerial/Non-Ministerial:
6. Pay Level & Grade:
7. Next promotion post & pay level:

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(433)/2025-RTI Dated: 22-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 22.08.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00159, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 7	No such post exists in TRAI; hence, the information sought in para 1 to 7 is not available in TRAI.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 22-09-2025
10:25:57

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00164	**Date of Receipt :**	26/08/2025
Transferred From :	Director General (Telecom) HQ on 26/08/2025 With Reference Number : DGTHQ/R/T/25/00484		
Remarks :	**RTI may pertains to TRAI**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Stat	[redacted]		
Letter No. :		**Letter Date :**	provided
Is Requester Below Poverty Line ? :	No	**Citizenship Status**	Indian
Amount Paid :	0 (RTI fee is received by **Department of Telecommunications (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Airtel pre-paid recharge is giving validity from date of recharge and not for the duration promised. e.g. my current recharge is expiring in 10 days and if I recharge with 28 days validity pack, they are giving me validity for (28-10) days i.e. 18days only.
So -
a) to get exact validity of 28 days as promised I have to recharge immediately after mid-night on the date my current pack validity expires.
b) If I recharge before mid-night of current pack expiry date, I loose on validity days.
c) If I recharge after mid-night of current pack expiry date, I loose service till I recharge.

My questions-
1) can Airtel legally do this? (Please answer with Yes or No)
2) If No is answer for above question, what are the consequences for Airtel or any service provider and how do I report this to TRAI?

	PS: please refer to attached file for my email communication with Airtel on this matter.
Original RTI Text :	Airtel pre-paid recharge is giving validity from date of recharge and not for the duration promised. e.g. my current recharge is expiring in 10 days and if I recharge with 28 days validity pack, they are giving me validity for (28-10) days i.e. 18days only. So - a) to get exact validity of 28 days as promised I have to recharge immediately after mid-night on the date my current pack validity expires. b) If I recharge before mid-night of current pack expiry date, I loose on validity days. c) If I recharge after mid-night of current pack expiry date, I loose service till I recharge. My questions- 1) can Airtel legally do this? (Please answer with Yes or No) 2) If No is answer for above question, what are the consequences for Airtel or any service provider and how do I report this to TRAI? PS: please refer to attached file for my email communication with Airtel on this matter.

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(435)/2025-RTI Dated: 22-09-2025

To,

[redacted]gmail.com

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

Sir,

Please refer to your RTI application dated 26.08.2025 received through transferred online on the RTI portal from Director General (Telecom) vide Reg. No. TRAOI/R/T/25/00164, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 & 2	The information sought under the RTI request are the interrogatory in nature which does not fall under the definition of 'information' as per section 2(f) of the RTI Act, 2005.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 22-09-2025 10:29:23

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00175	**Date of Receipt :**	04/09/2025
Transferred From :	Department of Telecommunications on 04/09/2025 With Reference Number : DOTEL/R/E/25/00900		
Remarks :	**rti is transferred u/s 6(3) of rti act.**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Sta	[redacted]		
Is Reque			
Amount Paid :	0 (RTI fee is received by **Department of Telecommunications (original recipient))**	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Respected Sir/Madam,

Under the RTI Act 2005, I seek the following information regarding unused/lapsed talktime balance of mobile consumers in India:

1. Please provide year-wise data (for the last 5 financial years) of the total unused/lapsed talktime balance of mobile subscribers in India.
2. Please provide the above data company-wise, i.e., Airtel, Jio, Vodafone-Idea, BSNL, MTNL etc.
3. Kindly inform whether such lapsed talktime balance is counted as revenue/profit of the telecom companies or if it is transferred/adjusted into any government fund.
4. Please provide a copy of any circulars, guidelines or directions issued by the Department of Telecommunications (DoT) or TRAI regarding the treatment/disposal of unused/lapsed talktime balance of telecom subscribers.

I am an Indian citizen. Kindly provide the requested information within the stipulated time as per the RTI Act 2005.

Thanking you,

Original RTI Text :	Respected Sir/Madam, Under the RTI Act 2005, I seek the following information regarding unused/lapsed talktime balance of mobile consumers in India: 1. Please provide year-wise data (for the last 5 financial years) of the total unused/lapsed talktime balance of mobile subscribers in India. 2. Please provide the above data company-wise, i.e., Airtel, Jio, Vodafone-Idea, BSNL, MTNL etc. 3. Kindly inform whether such lapsed talktime balance is counted as revenue/profit of the telecom companies or if it is transferred/adjusted into any government fund. 4. Please provide a copy of any circulars, guidelines or directions issued by the Department of Telecommunications (DoT) or TRAI regarding the treatment/disposal of unused/lapsed talktime balance of telecom subscribers. I am an Indian citizen. Kindly provide the requested information within the stipulated time as per the RTI Act 2005. Thanking you,

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(445)/2025-RTI Dated: 24-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 04.09.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00175, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 to 4.	TRAI has no input to offer on the specific queries raised by you in your complaint.

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

Yours faithfully,

Digitally signed by SUSHIL KUMAR DUTTA
Date: 24-09-2025 15:41:57

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/T/25/00176	**Date of Receipt :**	04/09/2025
Transferred From :	Department of Telecommunications on 04/09/2025 With Reference Number : DOTEL/R/T/25/00862		
Remarks :	**Matter pertains to TRAI**		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
Sta	[redacted]		
Is Reque Line ? :		**Status**	
Amount Paid :	10)	**Mode of Payment**	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	**Request Pertains to :**	

Information Sought :

Respected Sir Madam

I submitted a Mobile Number Portability request from my current operator to Reliance Jio on 8 July 2025. I generated the port code and also completed the required recharge of Rs 349 on 8 July 2025. Despite this my porting request has not progressed and I have not received any solution from customer care.

Details
Mobile Number [redacted]
Date of Port Request 8 July 2025
Recharge Rs 349 on 8 July 2025
Recharge Transaction ID Attached separately

Information requested under RTI Act 2005

1 What is the current status of my porting money refund request as per Department of Telecommunications records
2 What is the standard timeline prescribed by TRAI or DoT for completion of mobile number portability when money is stuck.
3 Under what circumstances can an operator delay or reject an MNP request
4 Whether any complaint or delay report has been registered against

my porting [redacted] 5
5 What action can a consumer take if the porting request is not processed within the prescribed timeline
6 Name designation and contact details of the officer responsible for monitoring MNP implementation in my telecom circle

Or

7 I need my money with interest and compensation of delay.

I declare that I am an Indian citizen and this information is sought for personal use.

Application fee of Rs 10 is paid through RTI online portal.

Yours sincerely
[redacted]

Original RTI Text : Respected Sir Madam

I submitted a Mobile Number Portability request from my current operator to Reliance Jio on 8 July 2025. I generated the port code and also completed the required recharge of Rs 349 on 8 July 2025. Despite this my porting request has not progressed and I have not received any solution from customer care.

Details
Mobile Number 9[redacted]
Date of Port Request 8 July 2025
Recharge Rs 349 on 8 July 2025
Recharge Transaction ID Attached separately

Information requested under RTI Act 2005

1 What is the current status of my porting money refund request as per Department of Telecommunications records
2 What is the standard timeline prescribed by TRAI or DoT for completion of mobile number portability when money is stuck.
3 Under what circumstances can an operator delay or reject an MNP request
4 Whether any complaint or delay report has been registered against my porting request Port Code AR819275
5 What action can a consumer take if the porting request is not processed within the prescribed timeline
6 Name designation and contact details of the officer responsible for monitoring MNP implementation in my telecom circle

Or

7 I need my money with interest and compensation of delay.

I declare that I am an Indian citizen and this information is sought for personal use.

Application fee of Rs 10 is paid through RTI online portal.

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(446)/2025-RTI Dated: 24-09-2025

To,

[redacted]

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

Sir,

Please refer to your RTI application dated 04.09.2025 received through transferred online on the RTI portal from DoT vide Reg. No. TRAOI/R/T/25/00176, for providing information under the provisions of the RTI Act 2005, In this context, the following is furnished: -

S.No.	Reply
1 & 6.	The information sought is not available with TRAI.
2.	The information sought is not available with TRAI. However, in respect of standard timelines for Mobile Number Portability (MNP) process, the applicant can refer to the consolidated Telecommunication Mobile Number Portability Regulations, 2009, as amended from time to time, available on TRAI website at the URL- http://trai.gov.in/sites/default/files/2024-09/CR_24042024.pdf
3.	There is no provision under MNP Regulations for any telecom operator to delay an MNP request. Grounds for rejection of porting requests are available in consolidated Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009), as amended from time to time, available on TRAI website at the URL- http://trai.gov.in/sites/default/files/2024-09/CR_24042024.pdf
4.	The TRAI Act, 1997 does not envisage redressal of individual consumer complaints by TRAI.
5.	In order to protect the interest of Consumers, TRAI has laid down a framework for redressal of Complaints of Telecom Consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their Customers as per the provisions of the "Telecom Consumer Grievance Redressal Regulations (TCCRR), 2012" issued by TRAI. In terms of this mechanism, the consumers can lodge service-related Complaints at the Complaint Centre of their TSPs. In case a Complaint is not redressed satisfactorily by the Service Provider at the Complaint Centre, an Appeal can be registered with the Appellate Authority of the TSPs.

Contd. on next page 02.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 24-09-2025
15:45:06

(S. K. Dutta)
Central Public Information Officer

RTI REQUEST DETAILS

Registration No. :	TRAOI/R/X/25/00025	**Date of Receipt :**	07/08/2025
Transferred From :	Ministry of Information & Broadcasting on 07/08/2025 With Reference Number : MOIAB/R/E/25/00447		
Type of Receipt :	Electronically Transferred from Other Public Authority	**Language of Request :**	English
S [redacted]			
Is Requeste			
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 :	Point No 1 Pertain to TRAI under Section 6(3) of the RTI Act 2005		
Original RTI Text :	1 Sir, I have taken dish tv connection from dish tv VC No. 0[redacted] My connection last date for switch off is 26 July 2025 due expire of plan validity. But my dish tv connection diactivated on 2300 hrs suddenly, when I was watched the tv. When I contact to dish tv customer care they told me as per company policy your connection is deactivated at 2300 hrs. But my connection switch off date is 26 July 2025, it must be activated upto 2359 hrs. Pls give me under mentioned information under RTI Act 2005: 1. What is the timing to deactivate the dth or dish tv connection on last day of recharge validity as Govt. rules, regulations and policies. Pls give the timing in 24 hours format and company can change this as per their choice. 2. Can i take information directly from Dish TV company under RTI Act 2005 online and what is the online procedure.		

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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]

F.No. RT-2/7/(392)/2025-RTI Dated: 01-09-2025

To,

[redacted]

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

Sir,

Please refer to your two (02) similar RTI applications received through transferred online on the RTI portal from Ministry of Information and Broadcasting (MIB) vide Reg. No. TRAOI/R/X/25/00025, dated 07.08.2025 and another through offline mode vide letter No. 18/30/2025-BP&L, dated 06.08.2025, for providing information under the provisions of the RTI Act 2005. In this context, the following is furnished: -

S.No.	Reply
1 & 2.	You are Informed that the broadcasting and cable services sector is regulated through a framework comprising of Tariff Order and Regulations. Text of these are available in public domain on TRAI Website www.trai.gov.in. However, the information sought by you relates to creating information. To create information that is not a part of the record of the public authority; to furnish information which require drawing of inference and/or making of assumptions; or to interpret information; or to solve the problems raised by the applicants; or to furnish replies to hypothetical questions is not a part of the duties of Public Information Officer as per para 10 of 'Guide on the Right to Information Act, 2005' dated 28th November 2013 issued by Department of Personnel & Training.

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

Yours faithfully,

Digitally signed by
SUSHIL KUMAR DUTTA
Date: 01-09-2025
17:11:48

(S. K. Dutta)
Central Public Information Officer