

# TELECOM REGULATORY AUTHORITY OF INDIA

## Notice Inviting Tender

Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhavan, Jawaharlal Nehru Marg (Old Minto Road), New Delhi – 110 002 invites sealed tenders from companies, firms, market research organisations and Non-Government Organisations registered under the Societies Registration Act, 1860 or Companies Act, 1956 or any other law for the time being in force (hereinafter referred to as survey / audit agency), who satisfy the eligibility conditions for:

1. **Tender Document No. – I (Survey) -Assessment through Survey**
  - (i) Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and
  - (ii) Customer Perception of Service; and
2. **Tender Document No. – II (QoS Audit) - Audit and Assessment of Quality of Service;**

for various telecommunication services.

The bids for both the tenders are separately invited on Zonal basis (East Zone, West Zone, North Zone and South Zone). Interested parties may visit our website [www.trai.gov.in](http://www.trai.gov.in) (“Tender Notice”) for detailed terms and conditions which include eligibility conditions, scope of work etc. The tender documents can be purchased from the TRAI Office on payment of Rs.500/- for each tender by demand draft drawn in favour of “TRAI” from 25<sup>th</sup> March, 2010 to 9<sup>th</sup> April, 2010.

The interested parties are required to submit, in sealed covers, separate bids for each Zone containing technical and financial bids in separate sealed covers. The technical bids in separate sealed covers for each Zone must be accompanied by earnest money deposit of Rs.1,00,000/- (Rupees one lakh only) for each Tender. The bids, complete in all respects, should be submitted to Deputy Advisor(QoS), Telecom Regulatory Authority of India, Room No.521, 5<sup>th</sup> Floor, Mahanagar Doorsanchar Bhavan, Jawaharlal Nehru Marg (Old Minto Road), New Delhi-110 002, **not later than 3.00 PM on the 26<sup>th</sup> April, 2010.** The technical bids will be opened at 3.30 PM on the 26<sup>th</sup> April, 2010.

**(S.C. Saxena)**  
Deputy Advisor (QoS)  
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