

To,

(CPIO)

Telcom Regulatory Authority of
INDIADoor Bhanu Bhawan Jawaharlal
Nehru Marg (OLD MINTO ROAD)
NEW DELHI - 110002

Subj: - Right to Information Act 2005

(सूचना के अधिकार अधिनियम 2005)
के तहत

Sir,

निम्न लिखित जानकारी उपलब्ध कराने की प्रार्थना
करे।

राजस्थान के भीलवाड़ा जिले का

[REDACTED] के उपनाम
का नाम

Dated

2/2/2022

Postal address
SBF 285730

mob.





भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

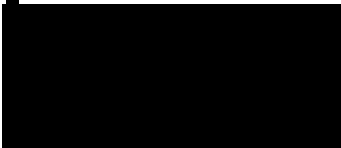
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंग्टो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



फ. संख्या. RT-2/6/(2)/2022-आरटीआई

दिनांक: 17 फरवरी, 2022

सेवा में,



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

श्रीमान,

कृपया दिनांक 02/02/2022 को भारतीय दूरसंचार विनियामक प्राधिकरण को भेजे गए अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि इस भादुविप्रा में दिनांक 08/02/2022 को प्राप्त हुआ है। आपने अपने आरटीआई पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत **मोबाइल नंबर की जानकारी से संबंधित मामलों के सम्बंध में जानकारी मांगी है।**

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

आपका विश्वासपात्र,

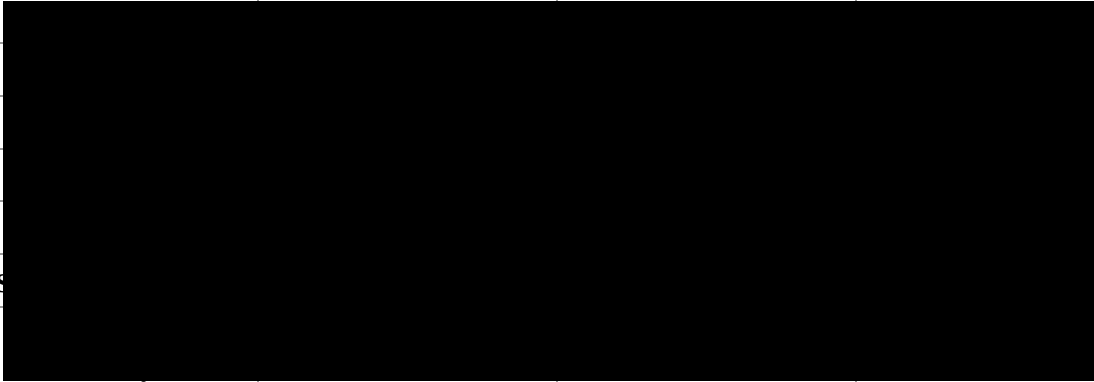
**Signed by Sushil Kumar
Dutta**

Date: 17-02-2022 15:31:32
(एस. के. दत्ता)

केंद्रीय जन सूचना अधिकारी
 दूरभाष: 011-23664503

प्रतिलिपि: -

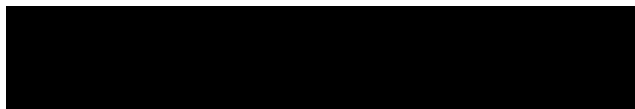
उप सचिव (Coord.) और नोडल अधिकारी (आरटीआई), दूरसंचार विभाग, संचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली - 110001.	उपरोक्त RTI की मूल प्रतिलिपि पत्र के साथ आपको, संबन्धित सूचना सीधे प्रार्थी को उपलब्ध कराने हेतु प्रस्तुत है।
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RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00005	Date of Receipt :	05/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	What action has been taken against Airtel for my complaints to TRAI (Email ID - daca@trai.gov.in by my email ID - [REDACTED] dt 02 Dec 2021, 26 Dec 2021 & 04 Jan 2022 (Emails are attached as supporting documents)		



Reminder 1: Misleading information by Airtel customer care, I am feeling cheated.

2 messages



Sun, Dec 26, 2021 at 8:07 AM

There is no resolution till date.
A Airtel customer care talked me for the resolution of above issue, but no solution by Airtel.

I need extention of Validity of my current plan that was reduced due to pre-activation of my add on recharge plain (explained in previous email).

On Thu, 2 Dec, 2021, 7:36

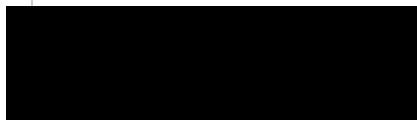


I Am [REDACTED] a customer of Airtel telecome. I confirmed to Airtel customer care (If I recharges an Annual plan in my Airtel number, what will it impact on my current plan. Customer care person confirmed that any Annual recharge will be add on/Activate after your current plan expires) on 23 Nov 2021 through phone call by my mobile no [REDACTED] after getting confirmation I recharged 6 Airtel numbers on 23 Nov 2021. Two recharges (Mob no [REDACTED] and Mob no [REDACTED] ve been Activated by the same day of recharge (Before expiry of current plan).

Hence please take the reference of my tele conversation (Airtel has recards of conversations) with customer care and refund the amount what I have Lost due to misleading information.

Recharge details are attached for your reference.

Regards



Sun, Dec 26, 2021 at 1:37 PM

[Quoted text hidden]

[REDACTED]

This is in reference to your complaint to TRAI vide reference number TA-12-21-0149, regarding benefits lapsed related issue for airtel mobile number [REDACTED] & others.

We apologize for the inconvenience that you have been facing this issue. We understand how upsetting this must be and we appreciate your patience in this matter.

As per your telephonic conversation with Mr. Nitin on 9040438477 dated 30th December 2021, this is to apprise you that as per receipt of your complaint, we have processed the amount of Rs.140/- in your main account balance of number [REDACTED] and Rs.450/- in your main account balance of number [REDACTED] you gave the confirmation over the call that you are agreed with this resolution.

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

Regards,

Shubham Bhardwaj

Customer Experience

bharti airtel limited



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

To: airtel traicomplaints <airtel.traicomplaints@airtel.com>
Cc: daca@trai.gov.in

Tue, Jan 4, 2022 at 8:14 PM

Ref your mail.

No refund is credited to my Airtel main balance (Neither mob no [REDACTED] ill date.

Airtel is Doing fraud and tried its best to mislead the customer.

I need compensation for the same.

I hope TRIA will take an strict action against Airtel to stop such kind of service.





Misleading information by Airtel customer care, I am feeling cheated.

1 message

Thu, Dec 2, 2021 at 7:36 PM

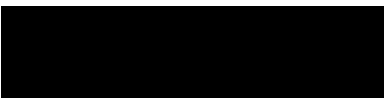
To: wecare@airtelbank.com
Cc: daca@trai.gov.in

I Am Hubraj Singh, a customer of Airtel telecom. I confirmed to Airtel customer care (If I recharges an Annual plan in my Airtel number, what will it impact on my current plan. Customer care person confirmed that any Annual recharge will be add on/Activate after your current plan expires) on 23 Nov 2021 through phone call by my mobile no [REDACTED]. After getting confirmation I recharged 6 Airtel numbers on 23 Nov 2021. Two recharges (Mob no [REDACTED] and Mob no [REDACTED] have been Activated by the same day of recharge (Before expiry of current plan).

Hence please take the reference of my tele conversation (Airtel has records of conversations) with customer care and refund the amount what I have Lost due to misleading information.

Recharge details are attached for your reference.

Regards



2 attachments



Screenshot_2021-12-02-19-17-14-345_in.amazon.mShop.android.shopping.jpg
437K



Screenshot_2021-12-02-19-18-26-638_in.amazon.mShop.android.shopping.jpg
443K



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

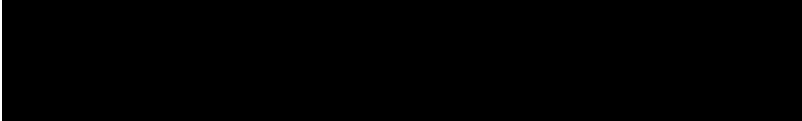
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
ज.ला. नेहरू मार्ग (ओल्ड मिंग्टो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(4)/2022-RTI

Dated: 02/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 05/01/2022 filed online on the RTI Portal vide registration No. TRAOI/R/E/22/00005 for providing information under the provisions of the RTI Act, 2005 regarding action taken on your complaints against M/s Bharti Airtel Ltd., related matters. In this context, the following is furnished:

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

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

Yours faithfully,

Signed by Sushil Kumar
Dutta

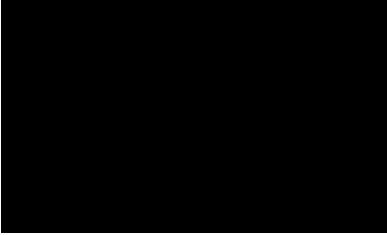
Date: 02-02-2022 15:12:01
(S. K. Dutta)

Central Public Information Officer
Tele: 011-23664503

40-01/2022 SEA II
Ministry of Communications
Department of Telecommunications
Sanchar Bhawan - SEA II Section

dated: ^m20 January 2022

To



Sub: Online RTI application of Sh. [REDACTED] u,
[REDACTED]

The undersigned has to refer to your online RTI application No. DOTEL/R/E/22/00008 dt: 06.01.2022 and to provide the following reply to the information sought therein

Sl.No.1

Whether OM No.AB-1407/32/2012-Estt.(RR) dt: 31st October 2013 (Sub: Model Recruitment Rules for the various posts of Accounts Officer) has been adopted by any Autonomous/Statutory Bodies under the Ministry/Department.

Reply

The RTI application is being forwarded to the Autonomous/Statutory bodies under DOT namely TDSAT, TRAI and C-DOT to provide reply.

Sl.No.2

Educational and other qualifications required for Direct Recruits to the post of Accounts Officer with effect from 01.01.2006

Reply

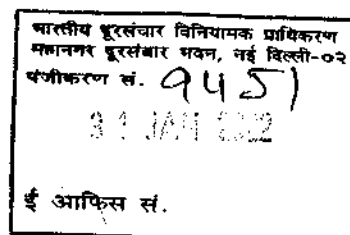
In so far as Accounts & Finance service of DOT, there is no provision for direct recruitment of Accounts Officer.

Sl.No.3

Grade pay of the post of Accounts Officer with effect from 01.01.2006.

Reply

In so far as Accounts & Finance service of DOT, the grade pay of Accounts Officer from 01.01.2006 is Rs.5400/-



contd....

40290/2022/GA
/3035780/2022

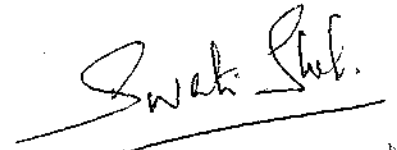
Sl.No.4

Scale of pay of the post of Accounts Officer as on 31.12.2005.

Reply

In so far as Accounts & Finance service of DOT, the scale of pay of Accounts Officer as on 31.12.2005 is Rs.7500-250-1200

If the reply provided is not satisfactory, the applicant may prefer an appeal with Sh. Abhay Kumar Singh, DDG (E&AM), the first appellate authority.



Director(SEA) &CPIO
011-23036059

Copy To

- ✓ 1. Jt.Advisor & CPIO, TRAI, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi 110002 to provide reply directly to the applicant w.r.t. Sl. No.1
2. Administrative Officer & CPIO, TDSAT, room No. 282, Hotel Samrat, Chanakyapuri, New Delhi 110021 to provide reply directly to the applicant w.r.t. Sl. No.1
3. Senior Manager & CPIO, C-DOT, C-DOT campus, Mehrauli, New Delhi 110030 to provide reply directly to the applicant w.r.t. Sl.No.1.
4. ACAO (SEA I), DOT HQ.

Signed by Swati Shahi
Date: 20-01-2022 11:39:1
Reason: Approved

RTI REQUEST DETAILS (आरटीआई अनुरोध विवरण)

Registration Number (पंजीकरण संख्या) : DOTEL/R/E/22/00008 Date of Receipt (प्राप्ति की तारीख) : 06/01/2022
 Type of Receipt (रसीद का प्रकार) : Online Receipt Language of Request (अनुरोध की भाषा) : English

Phone

En

Status (रि

Is Requester Below Poverty Line ? (क्या आवेदक गरीबी रेखा से नीचे का है?) : No

Citizenship Status (नागरिकता) : Indian

Amount Paid (राशि का भुगतान) : 10) (original recipient)

Mode of Payment (भुगतान का प्रकार) : Payment Gateway

Does it concern the life or Liberty of a Person? (क्या यह किसी व्यक्ति के जीवन अथवा स्वतंत्रता से संबंधित है?) : No(Normal)

Request Pertains to (अनुरोध निम्नलिखित संबंधित है) : Swati Shahi, Dir(SEA)

Information Sought (जानकारी मांगी):

1. Whether OM No.AB-1407/32/2012-Estt.(RR) dated 31st October, 2013 (Sub: Model Recruitment Rules for the various posts of Accounts Officer) has been adopted by any Autonomous /statutory Bodies under the Ministry/Department.
2. Educational and other qualifications required for Direct Recruits to the post of Accounts Officer with effect from 01.01.2006
3. Grade pay of the post of Accounts Officer with effect from 01.01.2006
4. Scale of pay of the post of Accounts Officer as on 31.12.2005

Print Save Close

S1. No. 132
12/01/2022

Forwarded to AO (SEA-II) for further disposal
Please.

AO (SEA-II)

S. Senan
12/01/22



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

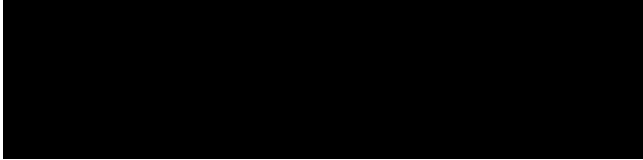
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंग्टो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/6/(16)/2022-RTI

Dated: 18/02/2022.

To,

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

Sir,

Please refer to your online RTI application (Ref No. DOTEL/R/E/22/00008 dated 06/01/2022) filed online on the RTI portal of DoT and received in TRAI through offline vide DoT letter. No. 40-01/2022 SEA II dated 20/01/2022, for providing information under the provisions of the RTI Act, 2005 regarding Recruitment Rules for the post of Accounts Officer in Autonomous/Statutory Bodies under the Ministry/Department (Point No. 1 of your RTI application), related matters. In this context, the following is furnished:

S.No.	Reply
1	The post of Account Officer does not exist in TRAI.

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

Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 18-02-2022 17:48:05

(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

Copy to: -

The Director (SEA) & CPIO, Ministry of Communications, Department of Telecommunications, Sanchar Bhawan- SEA-II Section, New Delhi – 110001.	For information with reference to your above-mentioned letter please.
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36945/2021/GA

S.O. (RTI) / DS (RTI) RT-276/11/2021/RTI
dt- 24/12/2021544960/2021/CR
dt- 23/12/202124.12.21
US (RTI)

24/12/21

S.O. (RTI)

Sh. B. Pandey
24/12/21

प्रधान मंत्री कार्यालय

स्पीड पोस्ट
सूचना का अधिकार

संख्या: आरटीआई/10635/2021-पीएमआर

साउथ ब्लॉक, नई दिल्ली-110011

दिनांक: 17-12-2021

कार्यालय ज्ञापन

विषय- सूचना का अधिकार अधिनियम, 2005 के तहत आवेदन पत्र

उपर्युक्त विषय पर [REDACTED] से प्राप्त दिनांक 08.12.2021 का आवेदन पत्र, जो इस कार्यालय में दिनांक 14.12.2021 को प्राप्त हुआ है, सूचना का अधिकार अधिनियम, 2005 की धारा 6(3) तहत यथोचित कार्रवाई हेतु अंतरित किया जा रहा है।

आवेदक से आवेदन-शुल्क प्राप्त हो गया है।

(प्रवीन कुमार)

अवर सचिव एवं

केंद्रीय लोक सूचना अधिकारी

ई-मेल: rti-pmo.applications@gov.in

☎: 011-23382590

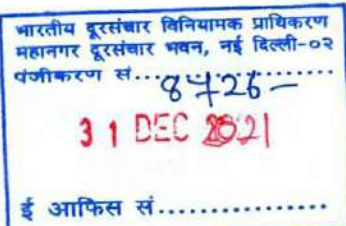
नौडल आर.टी.आई. अधिकारी

दूरसंचार विभाग

संचार भवन, नई दिल्ली

प्रति-(स्पीड पोस्ट द्वारा)

कृपया आप इस संबंध में आगे सूचना हेतु उपरोक्त लोक प्राधिकरण से संपर्क करें।





8/महा केन्द्रीय जनसूचना क्षीपकाली
PMO, भारत सरकार, नई दिल्ली।

दिनांक 08/12/2021

पंजीकृत/अतिरिक्त प्रत

विषय - R.T.I. Act, 2005 के तहत बंदिता सूचनाओं हेतु आवेदन।
महोदय, वृत्तमा उपसंचालित निम्नलिखित आवेदन में उल्लिखित
निम्नलिखित सूचनाओं उपलब्ध होने का लक्ष्य करें। निम्न
सूचनाओं में का भारतीय पेंसल कोड संलग्न है।

(1) किता में जो, अंतर्गत सहित सभी मोबाइल कंपनियों ने
20 (अष्टादश) दिनों का महीना लागू करने साल के 12
(बारह) महीने को 13 (तेरह) महीने करने उपमावताओं
पर "एक महीने का अतिरिक्त रियाज" करने का बोझ
मनाने को से लागू/डाल दिया गया है। वृत्तमा यह
जानकारी देने का लक्ष्य करें कि साल के बारह
महीने को तेरह महीने करने का आदेश/शुक्रोति
भारत सरकार उपमा सरकार के निती अधिनियम
विभाग/मंत्रालय जा दी गई है।

(2) यह कि प्रत्येक मोबाइल कंपनी उपमावताओं को अपना
"मिनि" बेचते समय Lifetime Incoming Plan देती
थी जिसे तहत भारत के करोड़ों उपमावता इस सुविधा
का लाभ उठाते थे। मॉडर में उन Lifetime Sim
पर मनाने को से मोबाइल कंपनियों ने उक्त
Incoming Plan को भी बंद कर दिया है। का

001/
Q
80T,
15/12

URGENT
RTI ACT
42495

ITP.O NO. - 56 F 975765-10/

5435545

2/-

(2)

भारत सरकार द्वारा इसकी श्रुति/स्मृति भी सम्बन्धित मेसाइल कंपनियों को दी गई थी ११
कृपा पूर्ण व स्पष्ट जानकारी देने का कष्ट करें।

(3) कृपा यह भी सूचना/ जानकारी देने का कष्ट करें कि सम्बन्धित मेसाइल कंपनियों को भारत सरकार जो "स्पद्रम" बेचती थी उसकी कीमतों में भारत सरकार द्वारा विगत दो वर्षों में कितनी वृद्धि की गई है ११

(4) कृपा रा.0, Airtel सहित सभी सुगुण मेसाइल ऑपरेटर कंपनियों के सुगुणकारी के पक्षों सहित गुणालय का पूरा पता उपलब्ध कराने की कृपा करें ताकि आवेदन संघ भी उनके सीधा पत्र व्यवहार/ सम्पर्क कर सकें।

(5) अपेक्षा अनुसार निर्माता में तब्दीली कथवा ग्लोबल में सम्बन्धित कंपनियों को होने वाले लाभ की भी जानकारी क्या भारत सरकार को हो रही है, निर्माता/उपनिर्माता का अधिकार संसाधन बनाने दंग से किया जा रहा है ११ कृपा पूर्ण व स्पष्ट जानकारी देने का कष्ट करें।

संलग्नक - ① वर्तमान मुख्य
रा.0 का भारतीय फायरल
कोड (सं. 561 975765 संलग्नक 1)

स्वातंत्र्य/स्वातंत्र्य
कोड/स्वातंत्र्य

TO BE ISSUED IN HINDI


भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंग्टो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/6/(1)/2022-RTI

Dated: 01/02/2022

To,

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

Sir,

Please refer to your offline RTI application dated 08/12/2021 received in TRAI on 31/12/2021 vide Department of telecommunication letter No. F.No. 9-12/2021-RTI-(1) dated 29/12/2021 for providing information under the provisions of the RTI Act, 2005 regarding mobile tariff, related matters. In this context, the following is furnished:

S.No.	Reply
1 & 2	As per the existing tariff framework, the tariff for mobile services is under forbearance except for national roaming, rural fixed line services and leased circuits and the service providers have the flexibility to decide various components of tariff plan including the call rate, validity and other terms and conditions of services. Moreover, billing of postpaid connection is on monthly basis and validity of prepaid recharge voucher is normally expressed in days and not on months subject to regulatory guidelines in vogue. Some telecom service providers have introduced tariff plans wherein the terms and conditions include the condition of recharge with a certain amount at stipulated period to continue to avail uninterrupted services and benefits of the tariff plans. Failure to comply with the prescribed mandatory recharge will result in stoppage of service in a phased manner. As per the Telecommunication Tariff Order 1999 Section-III clause 6 amended through Telecommunication Tariff (43rd Amendment) Order dated 21.03.2006 mandates as under: (v) A tariff plan once offered by an Access Provider shall be available to a subscriber for a minimum period of Six Months from the date of enrolment of the subscriber to that tariff plan. However, any tariff plan presented, marketed or offered as valid for any

	prescribed period exceeding six months or having lifetime or unlimited validity in lieu of an upfront payment shall continue to be available to the subscriber for the duration of the period as prescribed in the plan and in the case of lifetime or unlimited validity plans, as long as the Service Provider is permitted to provide such telecom service under the current license or renewed license. In the case of plan with lifetime validity or unlimited validity, the service provider shall also inform the subscribers of the month and year of expiry of his current license. The above referred TTO is also available in public domain on TRAI website at Link https://www.trai.gov.in/sites/default/files/43Forty_third_Amendment_21_Mar_2006.pdf As per the Telecommunication Tariff Order 1999 clause 6 amended through Telecommunication Tariff (48th Amendment) Order dated 01.09.2008 mandates as under: (viii) Where the terms and conditions of any tariff plan with lifetime validity or unlimited validity include any condition or stipulation which requires any subscriber to recharge for any specified minimum amount within specified time periods or intervals during such validity so as to keep the said tariff plan valid, such specified time period or interval, shall, in no case, be less than six months: The above referred TTO is also available in public domain on TRAI website at Link https://www.trai.gov.in/sites/default/files/48Forty_Eight_Amendment_01_Sep_2008.pdf
3 to 5	The information sought vide these points of your 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 Dr. M.P. Tangirala, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully,
Signed by Sushil Kumar
Dutta
Date: 01-02-2022 17:25:39

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

Copy to: -

Shri Harish Chander Arya, Section Officer (RTI), Deptt. of Telecommunications (DoT), Ministry of Communications & IT, Sanchar Bhawan, No. 20, Ashoka Road, New Delhi – 110001.	For information with reference to your letter cited above.
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Date: / /

Page:

स्पीड-पोस्ट

श्रीमान जन-सूचना अधिकारी
 ए/० श्रीमान अध्याक्ष महोदय
 ट्राई (TRAI)
 नई दिल्ली

विषय- मैंने रूयारटेल मोबाइल को 26/1/2021 को
 स्पीड पोस्ट द्वारा शीकायत की थी, उसमें
 आज तक क्या कार्यवाही हुई,

महोदय,

आपकी साविकय निवेदन करती है कि मैंने आपको
 रूयारटेल मोबाइल स्पीड-पोस्ट द्वारा 26/1/2021 को रूयारटेल
 मोबाइल कोन्टैक्ट को भेजा था, श्रीमान जी उसमें क्या
 कार्यवाही हुई है, मेरे को देने की कृपा करें।

48F-199623 में आपको 16 दिसंबर को पोस्टल आर्डर नं.
 भेज रही हैं। कृपया मेरे को हिन्दी में सूचना
 दी जा देने की कृपा करें।

आपका आति कृपा होगी

दि-

भारतीय दूरसंचार निगम भारतीय दूरसंचार निगम, नई दिल्ली-०२ संकेतिकांक नं. ४४४९ 18 JAN 2022 ई-ऑफिस सं.
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भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

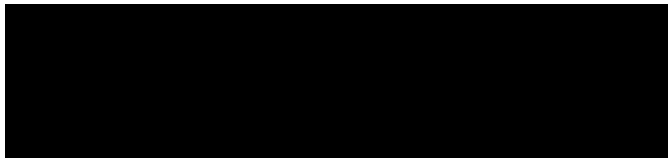
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



फ. संख्या. RT-2/6/(10)/2022-आरटीआई

दिनांक: 07 फरवरी, 2022

सेवा में,



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

मोहदया,

कृपया दिनांक रहित अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि इस भादुविप्रा में दिनांक 11/01/2022 को प्राप्त हुआ है। आपने अपने आरटीआई पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत M/s Bharti Airtel की शिकायत से संबंधित अपने दिनांक 26/10/2021 के पत्र से संबंधित मामलों के सम्बंध में जानकारी मांगी है। इस संबंध में आपको सूचित किया जाता है कि: -

क्र. स.	उत्तर
1	ट्राई ने दूरसंचार सेवा प्रदाताओं के खिलाफ शिकायत दर्ज करने के लिए कोई आवेदन पत्र निदिष्ट नहीं किया है। इसके अतिरिक्त यह भी सूचित किया जाता है कि ट्राई अधिनियम, 1997 ट्राई द्वारा व्यक्तिगत उपभोक्ता शिकायतों को संभालने का आदेश नहीं देता है। हालांकि, उपभोक्ताओं के हितों की रक्षा के लिए, ट्राई ने सभी दूरसंचार सेवा प्रदाताओं को उपभोक्ता शिकायतों से निपटने के लिए दो स्तरीय शिकायत/शिकायत निवारण तंत्र स्थापित करने का आदेश दिया है। इस तंत्र के संदर्भ में, उपभोक्ता अपने दूरसंचार सेवा प्रदाताओं (टीएसपी) के शिकायत केंद्र पर सेवा संबंधी शिकायतें दर्ज करा सकता है। यदि शिकायत केंद्र पर सेवा प्रदाता द्वारा शिकायत का संतोषजनक समाधान नहीं किया जाता है, तो टीएसपी के अपीलीय प्राधिकारी के पास एक अपील दर्ज की जा सकती है। यदि उपभोक्ता अभी भी समाधान से संतुष्ट नहीं है, तो वह कानूनी सहारा लेने के लिए स्वतंत्र है। यदि कुछ शिकायतें सीधे ट्राई में प्राप्त होती हैं, तो उन्हें नियामक ढांचे के अनुसार निवारण के लिए दूरसंचार सेवा प्रदाताओं को भेज दिया जाता है। तदनुसार, आपकी शिकायत दिनांक 26.10.2021 को संबंधित सेवा प्रदाता अर्थात मेसर्स भारती एयरटेल लिमिटेड। को उचित कार्रवाई करने के लिए अग्रेषित कर दिया गया है।

2. सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत ट्राई में अपीलीय प्राधिकारी डॉ. एम.पी. टंगीराला, प्रा. सलाहकार (एफएंडईए), भारतीय दूरसंचार नियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, ओल्ड मिंगो रोड, नई दिल्ली-110002, दूरभाष: 011-2323-21856, फैक्स: 011-23235249 जी हैं।

आपका विश्वासपात्र,

**Signed by Sushil Kumar
Dutta**

Date: 08-02-2022 12:28:03
(एस. के. दत्ता)

केंद्रीय जन सूचना अधिकारी
 दूरभाष: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00014	Date of Receipt :	10/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
Status :			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear Team, Hope you are fine and doing well. I am [REDACTED] from MP state nearby Bhopal location. Please be informed that I am using and used pre-paid, post-paid and broadband services of Airtel, Jio, Idea, Vodafone, Videocon, Railtel, Youbroadband etc and there are other few companies I have heard about MTNL, BSNL, Hathway, Act fibernet etc. And based on my and my family-friends experience from 2008 to 2021, when 2G network speed was there in our country, I wanted to focus on the below major issues as: As I am working professional and worked in Mumbai, Hyderabad, Bengaluru and Bhopal. Also I have visited many small and large cities of India like Ahmedabad, Nagpur, Nasik, Agra, Mathura, Tirupati, Telangana, AP, MP, UP, CG, Gujrat, MH, Karnataka and other states for my work and travelling purposes. After 2008-2021, Network is moved to 4G and 5G but main difference is in speed, network and connectivity when we compare it with Large cities Vs small cities. We are paying almost similar charges for any company for prepaid/post paid/broadband plans in all the states. But there is huge difference in quality, network and services? WHY? At small places still only 1 to 5 MBPS upload and download speed and bad calling quality we are getting, whereas at large cities the speed is more but somewhere it is worst. WHY? All customers and Indian citizens are paying same then why these companies are not providing the same services? Please investigate and check all above mentioned queries and complaints which are already known to all Indian people including TRAI team, everyone is facing the same issues and struggling for network quality services. But there is no action and solution WHY? As per global speed for Mobile and Broadband ranking India secured 125-135 rank and 60-70 ranking approx. respectively with poor network speed. WHY?		

Please ask network provider companies about data speed and calling network usage difference between small places vs large cities/metro cities.

These companies have the same plan/recharge vouchers and price but they are not providing same speed/network of internet and calls for small village/town people. Only companies are making money. These are focusing only in metro cities but in few areas the same network issues. Plan/recharge vouchers prices must be different in all cities or must provide same quality of networks.

Regulatory authorities must check all data of speed/network and based on the difference should take actions. I am expecting your response and immediate action with resolution on all network providers if I missed anyone above.

Thanks & Regards,

[REDACTED]



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

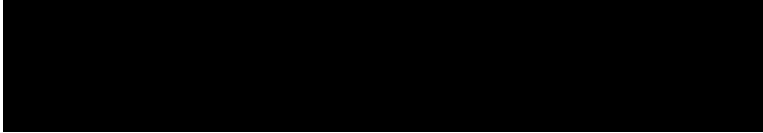
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंग्टो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(8)/2022-RTI

Dated: 02/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 10/01/2022 filed online on the RTI Portal vide registration No. TRAOI/R/E/22/00014 for providing information under the provisions of the RTI Act, 2005 regarding quality and speed of mobile/broadband network, related matters. In this context, the following is furnished:

S.No.	Reply
1	It is informed that the information sought vide your RTI application under Right to Information Act, 2005 pertains to creating information by drawing inference and/or making of assumptions or interpreting information for furnishing replies to hypothetical questions viz. 'What...', 'How....', 'Can...', 'If...', 'Will....', etc. which do not fall under the definition of 'information' under Section 2(f) of the RTI Act, 2005. Further in terms of Para 10 of the Guide on Right to Information Act, 2005 issued by Department of Personnel & Training, Ministry of Personnel, Public Grievances & Pension vide OM No.1/32/2013-IR dated 28th November 2013, the CPIO is neither supposed to create information that is not a part of the record of the public authority nor required 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.

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

Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 02-02-2022 15:15:22
 (S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00016	Date of Receipt :	12/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
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. Who is responsible to generate the billing on the consumers in terms of the applicable TRAI Regulations? Whether it is MSO or LCO? 2. Whether the MSO can generate the billing directly on the consumers in terms of Model Interconnection Agreement (MIA) under applicable TRAI Regulations or whether billing has to be done by LCO?		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

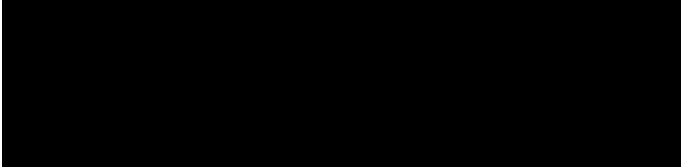
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(10)/2022-RTI

Dated: 02/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 12/01/2022 filed online on the RTI Portal vide registration No. TRA01/R/E/22/00016 for providing information under the provisions of the RTI Act, 2005 regarding MCO and LCO, related matters. In this context, the following is furnished:

S.No.	Reply
1 & 2	The information sought vide your above mentioned RTI application is a query / require interpretation, and the same does not fall under section 2(f) of RTI Act, 2005. However, the extant regulatory provisions related to the interconnection agreement and billing are detailed as follows: (i) Regulation (18) to (23) of the Telecommunication (Broadcasting and cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 provides for Billing and payment related to the cable television services provided by Multi System Operator (MSO) to its subscribers. (ii) Regulation 12 of the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 provides for Interconnection agreement between distributor of television channels and local cable operator on lines of the model interconnection agreement (MIA) as set out in the Schedule V / standard interconnection agreement (SIA) as specified in the Schedule VI, by mutually agreeing on the clauses 10, 11 and 12 of the said agreement. (iii) The Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 and the Telecommunication (Broadcasting and cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 are available on TRAI website (www.trai.gov.in). These regulations can be assessed through following link: https://www.trai.gov.in/sites/default/files/Interconnection_Regulation_03_mar_29_17.pdf https://www.trai.gov.in/sites/default/files/QOS_Regulation_03_03_2017.pdf

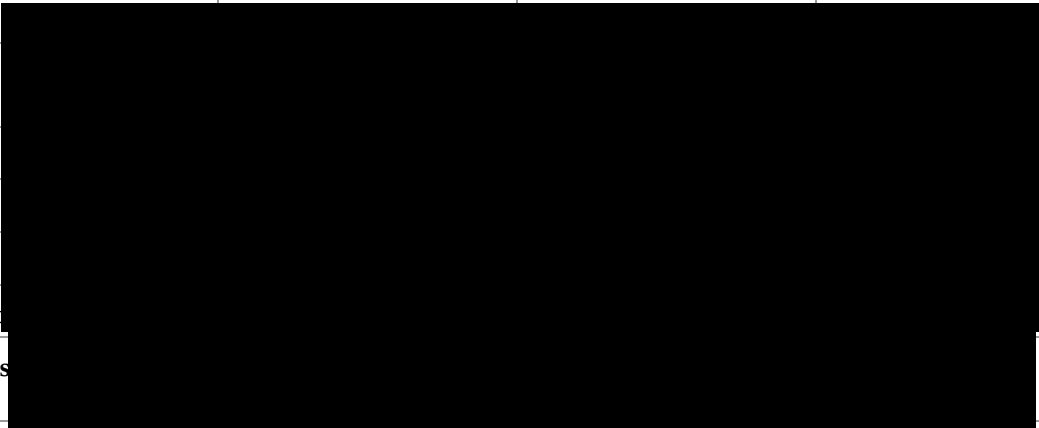
2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Dr. M.P. Tangirala, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

**Date: 03-02-2022 14:14:34
(S. K. Dutta)**

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00017	Date of Receipt :	15/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
State :			
Is			
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) On whose recommendation re-issuance of unused/surrendered(90days) mobile numbers were allowed to operators? 2) Was any survey/research conducted to assess the threat to data/information of old user before revoking the number? If any report is available, please share. 3) What measures taken to protect data of old users before the mobile number is being re-issued to new person? Please share details. 4) Who is liable for any loss/fraud to old user due to number being re-issued to new person?		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(11)/2022-RTI

Dated: 03/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 15/01/2022 filed online on the RTI Portal vide registration No. TRAOI/R/E/22/00017 for providing information under the provisions of the RTI Act, 2005 regarding re-issue to unused/surrendered (90 days) mobile numbers, related matters. In this context, the following is furnished:

S.No.	Reply
1 to 4	TRAI has issued guidelines on deactivation of SIMs due to non-usage through the Telecommunication Consumer Protection (Sixth Amendment) Regulations, 2013 dated 21.02.2013 which is available in TRAI Website www.trai.gov.in .

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

Yours faithfully,

Signed by Sushil Kumar
 Dutta

Date: 04-02-2022 12:15:57

(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

श्रीमान केंद्रीय जन सूचना पदाधिकारी महोदय /
भारतीय दूरसंचार नियामक प्राधिकरण
महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग
(ओल्ड मिंटो रोड), नई दिल्ली-110002

११२२२२२२ इरुलकर विनिधायक प्राधिकरण
अध्यक्षता इरुलकर भवन, माई विल्लोर-४२२
पञ्चगिराण सं. १२३२-
21 JAN 2022
ई आफिस सं.

विषय - सूचना के अधिकार अधिनियम 2005 के तहत सूचना उपलब्ध करने के संबंध में।

महाशय,

सूचना के अधिकार अधिनियम 2005 के तहत निम्नलिखित बिन्दुओं पर सूचना उपलब्ध करने का कृप्या करें परंतु अगर माँगी जा रही सूचना उक्त विभाग में उपलब्ध नहीं होने के दशा में सूचना आवेदन को सूचना के अधिकार अधिनियम 2005 के तहत दिये गए प्रावधानों के तहत संबंधित विभागों में सूचना आवेदन को स्थान्तरित करके सूचना उपलब्ध कराया जाए -

1. [REDACTED] - [REDACTED] -
खण्ड - 832108 के नाम पर कुल कितना मोबाइल संख्या कितना मोबाइल कंपनी (Reliance / Jio / Airtel / BSNL / TATA Docomo) के द्वारा किस दिनांक से जारी किया गया है जो अब तक निरंतर सुचारु रूप से उपयोग में है, वह केवल कंपनी का नाम और जारी किया गया दिनांक को केवल सूचना के अधिकार अधिनियम 2005 के तहत उपलब्ध करने का कृप्या करें।
2. गु [REDACTED] - [REDACTED] -
म [REDACTED]
प [REDACTED] 08 के नाम पर कितना मोबाइल संख्या कितना मोबाइल कंपनी (Reliance / Jio / Airtel / BSNL / TATA Docomo) के द्वारा किस दिनांक से जारी किया गया है जो अब तक निरंतर सुचारु रूप से उपयोग में है, वह केवल कंपनी का नाम और जारी किया गया दिनांक को केवल सूचना के अधिकार अधिनियम 2005 के तहत उपलब्ध करने का कृप्या करें।
3. [REDACTED]
[REDACTED] 08 के नाम पर कितना मोबाइल संख्या कितना मोबाइल कंपनी (Reliance / Jio / Airtel / BSNL / TATA Docomo) के द्वारा किस दिनांक से जारी किया गया है जो अब तक निरंतर सुचारु रूप से उपयोग में है, वह केवल कंपनी का नाम और जारी किया गया दिनांक को केवल सूचना के अधिकार अधिनियम 2005 के तहत उपलब्ध करने का कृप्या करें।
4. [REDACTED]
[REDACTED] 08 के नाम पर कितना मोबाइल संख्या कितना मोबाइल कंपनी (Reliance / Jio / Airtel / BSNL / TATA Docomo) के द्वारा किस दिनांक से जारी किया गया है जो अब तक निरंतर सुचारु रूप से उपयोग में है, वह केवल कंपनी का नाम और जारी किया गया दिनांक को केवल सूचना के अधिकार अधिनियम 2005 के तहत उपलब्ध करने का कृप्या करें।
5. प्रथम अपिलीय पदाधिकारी के नाम, पता पिन कोड के साथ, पद और दूरभाष संख्या उपलब्ध कराएं।

विशेष ध्यान हेतु — मैं कोई किसी का व्यक्ति निजी जानकारी का दुरुपयोग करना मेरा उद्देश्य के लिए मैं जानकारी नहीं माँग रहा हूँ इसीलिए मुझे मोबाइल संख्या की आवश्यकता नहीं है बल्कि केवल कितना मोबाइल संख्या यह सभी नाम से जारी किया गया है जो अब तक सुचारु रूप से उपयोग किया जा रहा है वह सभी मोबाइल संख्या का जारी होने का दिनांक की आवश्यकता है।

धन्यवाद

ध्यान हेतु - यह सूचना आवेदन के साथ 5 x 2 = रु.10/- का पोस्टल ऑर्डर सं 74C 132977 + 74C 132978 सूचना शुल्क के रूप में संलग्न कर रहा है। आपसे अनुरोध सह आग्रह है कि कृपया कर रित्त स्थानों को उक्त कार्यालय द्वारा भर ली जाये सूची किस नाम से भरी जाएगी इसकी जानकारी



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

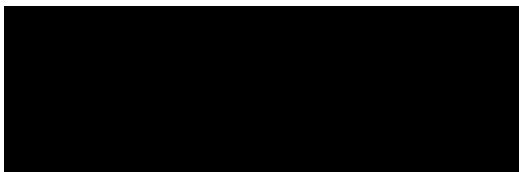
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंग्टो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



फ. संख्या. RT-2/6/(19)/2022-आरटीआई

दिनांक: 04 फरवरी, 2022

सेवा में,



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

श्रीमान,

कृपया दिनांक 17/01/2022 को भारतीय दूरसंचार विनियामक प्राधिकरण को भेजे गए अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि इस भादुविप्रा में दिनांक 21/01/2022 को प्राप्त हुआ है। आपने अपने आरटीआई पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत जारी किए गए मोबाइल नंबरों की संख्या से संबंधित मामलों के सम्बंध में जानकारी मांगी है।

2. अतः इस संदर्भ में आपको सूचित किया जाता है कि आपके उपरोक्त आरटीआई आवेदन में मांगी गई जानकारी भादुविप्रा में उपलब्ध नहीं है तथा संबंधित जानकारी दूरसंचार बिभाग (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।

आपका विश्वासपात्र,

**Signed by Sushil Kumar
Dutta**

Date: 07-02-2022 15:05:35

(एस. के. दत्ता)

केंद्रीय जन सूचना अधिकारी

दूरभाष: 011-23664503

प्रतिलिपि: -

उप सचिव (Coord.) 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।
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RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00019	Date of Receipt :	16/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
Name of Requester :	[REDACTED]		
Address of Requester :	[REDACTED]		
Mobile No. :	[REDACTED]		
E-mail ID :	[REDACTED]		
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear sir I am not able to receive calls from many user most of them are airtel user from rajasthan and its shows when i ported my airtel sim into jio. Full details are in pdf attached below. Thank you		

Dear Sir/Ma'am,

I was posted my Airtel sim into Jio ~~in~~ on 24th December, 2021 from that day, i am not able to receive incoming calls from many user most of them are airtel user from Rajasthan. When they call me it shows "NOT A VALID NUMBER", but when i'm able to call them.

I have already registered many complaint in jio as well as Airtel customer care but no received any solution from them. Now they are not pick my calls also.

I'm facing many losses and problem from this.

Please provide solution as ~~best~~ soon as possible.

Thanking you.



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

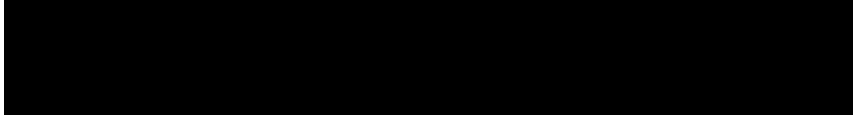
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(12)/2022-RTI

Dated: 03/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 16/01/2022 filed online on the RTI Portal vide registration No. TRAOI/R/E/22/00019 for providing information under the provisions of the RTI Act, 2005 regarding mobile number portability, related matters. In this context, the following is furnished:

S.No.	Reply
1	No specific information has been sought vide your above mentioned RTI application. Though it is informed that Regulatory Framework for Mobile Number Portability are notified by TRAI. TRAI is not directly involved in the porting process. Further in terms of Para 10 of the Guide on Right to Information Act, 2005 issued by Department of Personnel & Training, Ministry of Personnel, Public Grievances & Pension vide OM No.1/32/2013-IR dated 28th November 2013, the CPIO is neither supposed to create information that is not a part of the record of the public authority nor required 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, etc.

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

Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 04-02-2022 12:18:11

(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

F.No.09-01/2021-AS-III/27
 Government of India
 Ministry of Communications
 Department of Telecommunications
 (Access Service III Section)
 Sanchar Bhawan, 20, Ashoka Road,
 New Delhi-110001

Dated 1st Feb 2022
 January,

2022

Sub: - Online RTI Applications (Registration No. DOTEL/R/E/22/00042 dt. 19.01.2022)
 of [REDACTED] seeking information under RTI Act,

With reference to the RTI application, dated 19.01.2022 received on 01.02.2022, it is informed that the information sought by you is not available with this CPIO. However, a copy of your RTI Application is hereby transferred to Telecom Regulatory Authority of India, New Delhi for taking necessary action in terms of Section 6(3) of the RTI Act, 2005 and providing information, if available directly to the applicant.

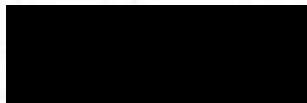
Appeal, if any, against the information furnished above, may be preferred within 30 days from its receipt to:

Shri S.B.Singh,
 DDG(AS) & Appellate Authority,
 Department of Telecom,
 RoomNo.1008, Sanchar Bhawan-20,
 New Delhi-110001,
 Email ID-sb.singh66@gov.in & Tele No.011-23717050(Off.)

Encls:- as above.


 11/2/22
 (R.K.Soni)
 Director(AS-III) & CPIO
 Ph-011-2303 6387

To: -



Copy to: -

✓ Shri P.K. Gupta,
 Jt. Advisor (Coord) & CPIO,
 Telecom Regulatory Authority of India,
 Mahanagar Doorsanchar Bhawan,
 Jawaharlal Nehru Marg, Old Minto Road,
 New Delhi-110002



RTI REQUEST DETAILS (आरटीआई अनुरोध विवरण)			
Registration Number (पंजीकरण संख्या) : DOTEL/R /E/22/00042		Date of Receipt (प्राप्ति की तारीख) : 19/01/2022	
Type of Receipt (रसीद का प्रकार) : Online Receipt		Language of Request (अनुरोध की भाषा) : English	
Amount Paid (राशि का भुगतान) : 10) (original recipient)		Mode of Payment (भुगतान का प्रकार) : Payment Gateway	
Does it concern the life or Liberty of a Person? (क्या यह किसी व्यक्ति के जीवन अथवा स्वतंत्रता से संबंधित है?) : No(Normal)		Request Pertains to (अनुरोध निम्नलिखित संबंधित है) : R. K. Soni, Dir(AS-III)	
Information Sought (जानकारी मांगी):		Under the mandate of Section 6 of the Right to Information Act, 2005, it is requested that the following information be provided at the earliest: 1. Which company distributed news through SMS in the period between November 1, 2019 to February 1, 2020? Please also provide details of how these companies were authorized to send these SMSs. 2. Please provide the names of all the companies that sent machine-based SMSs to the residents of Kashmir in the period between November 1, 2019 and February 1, 2020. Please also provide details of how these companies were authorized to send these SMSs. 3. Were the companies named Dentsu Webchutney and Vice Media specifically authorized to send news through SMS to Kashmir residents in the period between November 1, 2019 and February 1, 2020?	

Print

Save

Close

So I am - 2,

We may transfer this to TRAI -

4/RTD/AS-III/22

1/2/22

11/2/22



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

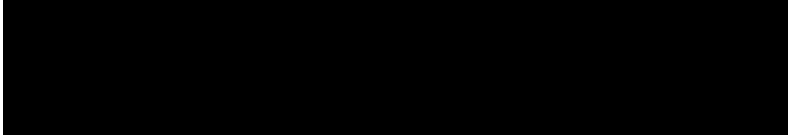
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंग्टो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/6/(21)/2022-RTI

Dated: 21/02/2022.

To,



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

Sir,

Please refer to your online RTI application dated 19/01/2022 filed online on the RTI Portal of DoT vide Registration No. DOTEL/R/E/22/00042 and further received through offline from DoT vide letter No. F.No. 09-01/202-AS-III/27 dated 01/02/2022, for providing information under the provisions of the RTI Act, 2005 regarding details of companies distributed news through SMS between 01/11/2019 to 01/02/2020 in Kashmir, related matters. 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 Dr. M.P. Tangirala, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 21-02-2022 14:24:40
(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

Copy to: -

Shri R. K. Soni Director (AS-III) & CPIO, Ministry of Communications, Department of Telecommunications, Sanchar Bhawan- AS-III Section, New Delhi – 110001.	For information with reference to your above-mentioned letter please.
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RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00020	Date of Receipt :	16/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	My Mom is JIO customer mobile number [REDACTED] By mistake while doing recharge - wrong number was entered and the number recharged is [REDACTED] Recharge was done online via Amazon Pay. Amount is also debited from bank. While i contacted JIO for reversal - i was told there is no process of reversal for recharging it to wrong number. I would need your help to get it refunded to my bank account as its a pretty big amount as recharge done is of whole year. Amount is almost Rs 3000. Its a big amount for common man. Have attached order details for the same.		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

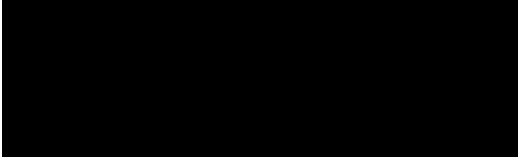
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(13)/2022-RTI

Dated: 04/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 16/01/2022 filed online on the RTI Portal vide registration No. TRAOI/R/E/22/00020 for providing information under the provisions of the RTI Act, 2005 regarding complaint against M/s Jio Ltd., related matters. In this context, the following is furnished:

S.No.	Reply
1	The information sought vide your above mentioned RTI application is in nature of a complaint against M/s Jio Ltd. Further, it is informed that TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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

Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 07-02-2022 13:04:32
 (S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

41681/2022/RTI

From : Jai Kumar (jai.kumar75@traf.gov.in)**To :** sampuran.dass@traf.gov.in**Cc :****Subject :** Re: Please find the attachment as an application under Rights to information act 2005 under section 6 (1) for the following information sought for & the court fees affixed hereto for the same.**Date :** Feb 10 2022 10:46 AM

Dear Sampuran Ji

As the RTI application received by e-mail with court fee, from the O/o
 |Secretary, TRAI. Plz process through e-office as rejected due to no proper RTI
 |fee paid.

Regards,

Section Officer (RTI/MR)

TRAI, New Delhi-02.

Extn. No. 238.

----- Original Message -----

| From: "Jai Kumar"

| To: "Sampuran Dass"

| Sent: Monday, January 24, 2022 12:34:03 PM

| Subject: Fwd: Please find the attachment as an application under Rights to information act 2005 under section 6 (1) for
 | the following information sought for & the court fees affixed hereto for the same.

| Dear Sampuranji,

| As the RTI application received by e-mail with court fee, from the O/o
 | Secretary, TRAI. Plz process through e-office as rejected due to no proper RTI
 | fee paid.

| Regards,

| Section Officer (RTI/MR)

| TRAI, New Delhi-02.

| Extn. No. 238.

| ----- Forwarded Message -----

|| From: "P. Janaki"

|| To: "Jai Kumar"

|| Sent: Friday, January 21, 2022 11:21:08 AM

|| Subject: Fwd: Please find the attachment as an application under Rights to
 || information act 2005 under section 6 (1) for
 || the following information sought for & the court fees affixed hereto for the
 || same.

|| P.Janaki

|| Senior Research Officer (Coord)/CAPIO

|| Telecom Regulatory Authority of India,

|| Mahanagar Doorsanchar Bhavan,

|| Jawahar Lal Nehru Marg,

|| Old Minto Road, New Delhi-110 002.

|| Tel No. 011-23664220

|| ----- Forwarded Message -----

|| From: "S.K. Dutta"

|| To: "P. Janaki" , "Jai Kumar"

|| Sent: Friday, January 21, 2022 11:01:45 AM

|| Subject: Fwd: Fwd: Please find the attachment as an application under Rights to
 || information act 2005 under section 6 (1) for the following information sought
 || for & the court fees affixed hereto for the same.

|| ----- Forwarded Message -----

|| From: V Raghunandan

|| To: S.K. Dutta , Janaki.P Technical Officer

41681/2022-RTI

Sent: Fri, 21 Jan 2022 09:44:22 +0530 (IST)

Subject: Fwd: Please find the attachment as an application under Rights to information act 2005 under section 6 (1) for the following information sought for & the court fees affixed hereto for the same.

From: naiindiareporter@gmail.com
To: "Grivenace Redressal Cell" , "appellate kolkata"
 , "appellate wb" ,
 "suman singh" , "corporate secretarial"
 , "V Raghunandan" ,
 "airtel traicomplaints" , "AandP Division
 TRAI" , "secretarial telemedia"
 , "sunil goyal" ,
 "sunil taldar" , qs@traf.gov.in, "ranjanbharti mittal"
 , us@traf.gov.in, deca@traf.gov.in,
 complaints@traf.gov.in, vigilalance@traf.gov.in,
 nationalcrimecontrolbureau@gmail.com
 Sent: Thursday, January 20, 2022 10:54:51 PM
 Subject: Please find the attachment as an application under Rights to information act 2005 under section 6 (1) for the following information sought for & the court fees affixed hereto for the same.

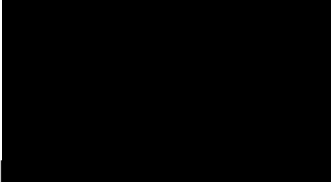
Dear sir,

I am attached an an application under Rights to information act 2005 under section 6 (1) for the following information sought for & the court fees affixed hereto for the same.

So please find the attachment and look into the matter with immediate effect.

Your immediate action will be highly appreciated.

Thanks & Regards





Court fees affix Rs.10

To

The Chairman

Telecom Regulatory Authority of India

Mahanagar Doorsanchar Bhawan (next to Zakir Hussain College)

Jawaharlal Nehru Marg (Old Minto Road)

New Delhi: 110 002

RE: Complain made against the Bharti Airtel Limited regarding the mobile No: [REDACTED]

Sub: RIGHTS TO INFORMATION ACT.

An Application under Right to Information Act, 2005, under section 6(1) for the following information sought for and court fees affixed hereto for the same.

Sub: Without written and sign consent
how the Airtel Limited made the mobile
No: [REDACTED] into BLACK PLAN
FORCEFULLY.

Dear Sir

I A [REDACTED] (Delhi) beg to inform you that my mobile no: [REDACTED] used in the Airtel from Last 5 years in Airtel. After port in the number run smart and paying the bill on regular basis.

Suddenly the Airtel without my knowledge and written /signed convert into BLACK plan. Airtel installed the Digital TV provide the box and disc antenna not provided by the engineer and lodge a complain but the Airtel management team refused to take action against them.

Actually the Airtel Limited motto to cheat with Indian citizen by run these type of business to make blackmailing.

I lodge lots of complain to you via emails but refused to take action against them. Airtel employees intimate that Airtel Limited pay huge amount to not take any action against them. As resulted my incoming services also barred by them by showing their powers.

So I request you to provide necessary information and specify the reasons for the same.

I request you to provide the above information at the earliest as my client still awaiting for the same

Your immediate action will be highly appreciated.

Thanking you

Yours faithfully

[REDACTED]

Payment Receipt	
	
Thank you for using Airtel Thanks app. We hope you had an awesome transaction experience.	
Payment Date	2022-01-12
Time	11:17:37 AM
Name	[REDACTED]
Account Number	[REDACTED]
Mobile Number	[REDACTED]
Transaction Reference	[REDACTED]
Pay via	Payment via Airtel Pay (PayTM)
Amount Paid	Rs 1305.29



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

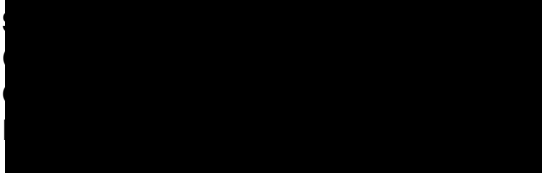
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No.: RT-2/6/(20)2022-RTI

Dated: 14/02/2022

To



Sub.: Request for supply of information under the provision of RTI Act, 2005-reg.

Sir,

Please refer to your RTI request vide your email dated 20.01.2022 received from O/o Secretary, TRAI under the provisions of the RTI Act, 2005 for seeking information regarding complaint against M/s Bharti Airtel Ltd., related matter.

2. In this context, it is informed that you have paid RTI Fee in the form of Court Fee of Rs. 10/-, which is not an acceptable mode of paying RTI fee as stipulated in the RTI (Regulation of Fee and Cost) Rule, 2005, therefore, TRAI is unable to process your RTI request as per the RTI Act 2005.

3. Hence, you are requested to send a fresh RTI application for seeking information along with appropriate RTI fee of Rs.10/- through one of the acceptable modes as prescribed in Section 3 of RTI (Regulation of Fee and Cost) Rules, 2005 either in IPO/DD of Rs. 10/- in favor of CPIO, TRAI payable at Delhi or in cash at TRAI office for seeking the information.

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 14-02-2022 16:36:18

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00021	Date of Receipt :	17/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
Status :			
Is Requester Below Poverty Line ? :			
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Is there any provision which bars Service providers such as Bharti Airtel from providing landline telephone services in Rajouri District of Jammu and Kashmir Union Territory (STD Code 01962). If yes then reasons thereof.		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

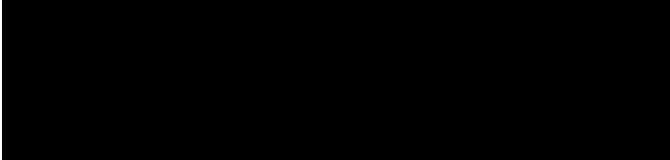
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंग्टो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(14)/2022-RTI

Dated: 09/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 17/01/2022 filed online on the RTI Portal vide registration No. TRAOI/R/E/22/00021 for providing information under the provisions of the RTI Act, 2005 regarding Bharti Airtel landline services in Rajouri District of J&K, related matters. 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. However, the desired information may be available with DoT. Hence, in terms of Section 6 (3) (ii) of the RTI Act, 2005, your RTI application was transferred online to DoT on 10/02/2022 for providing the information directly to you.

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

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 10-02-2022 15:00:40
(S. K. Dutta)

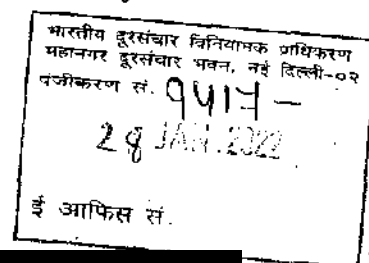
Central Public Information Officer
 Tele: 011-23664503

- REGD. A/D -

APPLICATION UNDER SECTION 5 (1) OF THE CENTRAL RIGHT TO
INFORMATION ACT, 2005

RM 43123265012
dt 24/1/2022

To,
The Hon^{ble} Information Officer,
Telecom Regulatory Authority of India (TRAI),
NEW DELHI - 110 001.



APPLICANT'S DETAILS :-

1. Full Name of the Applicant : [REDACTED]
2. Status of the Applicant : Citizen (Resident) of India
3. Address of the Applicant : [REDACTED]
4. Contact Details : [REDACTED]

5. Exordium to the paragraph below : The Applicant is a holder of mobile phone Nos. [REDACTED] of Idea and Airtail mobile communication service providers respectively and feels aggrieved by the way, the service providers are handling the rendering of service to the customers; on behalf of whom the queries that crop up, are sought to be given vent to as below :

6. Details of the Information sought :

- a) That the mobile service providers choosing to be cribbing from an undisclosed hub, it's prayed that the full address of theirs be intimated to the Applicant as a question of the very straightforward rule of reciprocity, they having already insisted upon full address, Aadhaar Card numbers and/or other classified/personal documents/details of the customers.
- b) That whether TRAI can be taken to be partnering to share the common public view that it (TRAI) has no effective supervision/control over working/decision-making of the mobile service providers/operators ?
- c) That the mobile communication service dealing companies having emerged as the most sly swindlers, it has become to knock the doors of TRAI, the watchdog body, to wake-up from

- 2 -

d) Whether the 'too-frequently-carried-out talk -time-recharge-price-hike' without quality improvement in signal strength nor duly addressing the frequently occurring network congestion problem to high order embarrassment to the mass mobile communication service subscribers, has at all come into the notice of TRAI or what ^{action} thereto has been initiated for the erring mobile service providers or so duly contemplated to be taken in the interest of justice to the masses.

e) Whether the provocation on the part of the mobile service providers to the customers to go in for unlimited calls and unlimited talk-time, isn't a sort of an act inimical to the provision ^{of} Unfair Trade Practices Act, 1984, amended 1986, 1991, Consumer Protection Act, 1986, being ipso facto participatory to creation of the serious ^{health} hazards owing to the prolonged exposure to the searing nature of the radiations intercepted by cerebral region affecting brain as well as inner-ear mechanism.

f) Whether crime commissions of the criminal-gang plots giving effect to illegally prohibited acts warranting instant tracing and detection, don't get a breather due to such of the hot-calls not getting put through due to the network-handling capacity worsening.

g) Whether 'penny wise, pound foolish' gimmick would in real sense, ^{be} a profitable adventure to the mobile service providers, going by a non-subscriber of mob. service getting tempted to avail mob. communication by hobnobbing the unlimited call facility holders, at mutually comfortable payment agreements; such of a practice, whether not of sufficient potential to make a dent on real income of the mob. companies themselves.

h) Whether the practice of the mobile service providers to direct and suggest the call-originator in cases of mostly 'no-answer' from the other end to keep a particular key pressed (often the key '1' as inveterately done by 'Idea' company) and subsequently dupe the customers as a ploy to 'consent' of such customer for the activation of a VAS (Value Added Service) for the various AIFs like that for Sport, Songs, Music, Astrology, Headaddiction, Entertainment, Medical advice, , Chats, vulgar insinuations of 'Free love-making with beautiful girls set to tempting the youths to fall into immoral trans--

- 3 -

sheer scotch out the talk-time balance; and whether such of a practice is not violative of Restrictive Trade Practices Act, Unfair Trade Practices Act, Consumers Protection Act provisions ?

i) Whether the practice enumerated in paragraph 'h' as preceding herewith, is not violative service as well as 'essential service'; and that how far is it proper and justified to readjust the talk-time balance surreptitiously under the 'VAS' heads ?

j) Why shouldn't the mobile service companies be directed in unmistakably stringent words to work up another 'VAS' App/s for their commercial ventures without infringing the talk-time balance ?

k) Whether a prototype of 'cartel' emergence and caucus-like feature is not perceptible with the duopoly structures having come into existence ?

l) Whether the mobile service providers be held accountable for the people's embarrassment as well as for loss and damages even including for defraying the costs if a move is sought for recourse to the various Commissions given a shape to, by the Govt. for curing the public grievances ?

7. Fee Details : An I.P.O. @ 10/- of No. 27F 178498 Dt.27.12.22 issued by Dr. Ambedkar S.P.O.; Nagpur-440 017.

8. Place : Nagpur (Maharashtra State).

9. Dated, the 21st day of January, 2022.



SIGNATURE OF THE APPLICANT



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

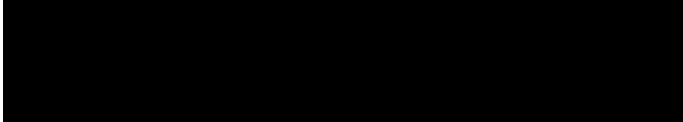
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/6/(18)/2022-RTI

Dated: 17/02/2022.

To,



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

Sir,

Please refer to your offline RTI application dated 21/01/2022 received in TRAI on 28/01/2022 for providing information under the provisions of the RTI Act, 2005 regarding complaints of mobile service providers, related matters.

2. In this context, it is furnished that the information sought vide your above mentioned RTI is not available in TRAI. However, the desired information may be available with Department of Telecommunication (DoT). Hence, in terms of Section 6 (3) (ii) of the RTI Act, 2005, your RTI application is being transferred to DoT, for providing the information directly to you.

Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 18-02-2022 12:05:40

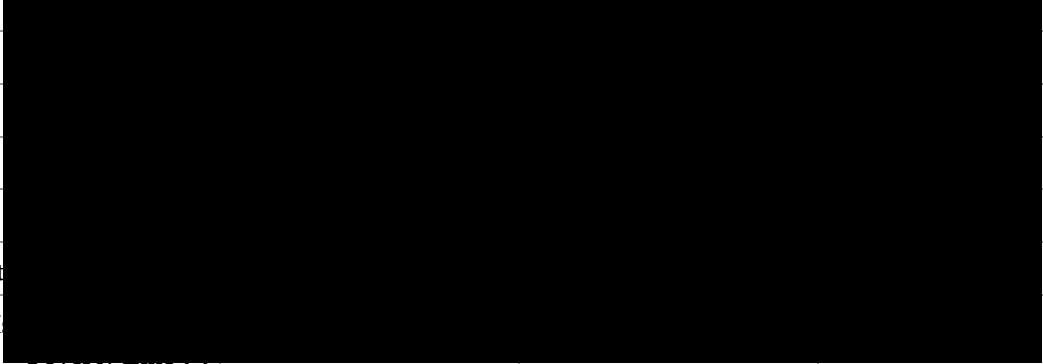
(S. K. Dutta)

Central Public Information Officer

Tele: 011-23664503

Copy to: -

The Dy. Secretary (Coord.) & Nodal Officer (RTI), Deptt. of Telecommunications (DoT), Ministry of Communications & IT, Sanchar Bhawan, No. 20, Ashoka Road, New Delhi – 110001.	The above original RTI application is enclosed herewith for providing the information directly to the applicant please.
---	---

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00022	Date of Receipt :	18/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
State :			
Information Sought :			
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 :	Give me full information about OTT platforms like Amezon prime, Netflix, Hotstar... Etc. Under which act OTT platforms are formed ? Whose given permissions formation OTT platforms ? What are the requirements ? Its subscription fee who decided ? TRAI or OTT platforms Is there any other act for regulating OTT Platforms ? OTT Platforms are broadcasters or not ? If not what are they ?		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(17)/2022-RTI

Dated: 07/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 18/01/2022 filed online on the RTI Portal vide registration No. TRAOI/R/E/22/00022 for providing information under the provisions of the RTI Act, 2005 regarding OTT Platform, related matters. In this context, the following is furnished:

S.No.	Reply
1 to 4	The information sought vide your above mentioned RTI application not available in TRAI. However, the desired information may be available either with DoT or MIB. Hence, in terms of Section 6 (3) (ii) of the RTI Act, 2005, your RTI application has been transferred online to MIB and DoT on 07/02/2022, for providing the related information directly to you.

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

Yours faithfully,

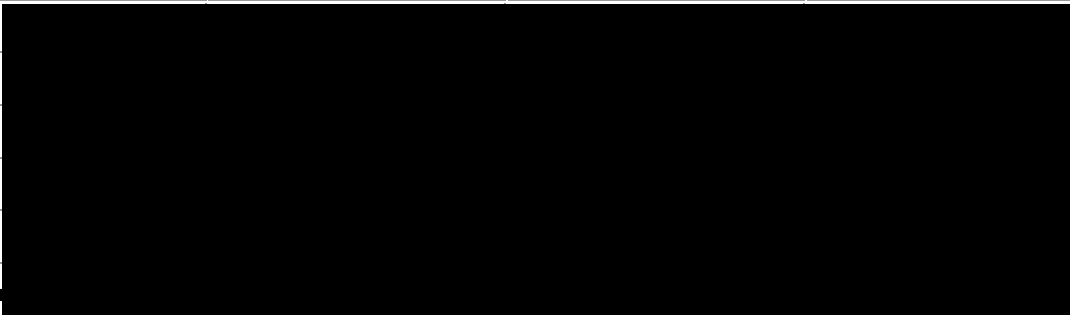
Signed by Sushil Kumar
 Dutta

Date: 08-02-2022 10:48:09

(S. K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00023	Date of Receipt :	18/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
Status			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	My network provider, Airtel (Number: ) is over-charging and does not give me details of past deductions. There is no way to reach a customer care representative. They have removed all support services and only favor postpaid consumers. I have called multiple times at 198 & 121, both of which did not connect give me any option to connect with their support representative. Kindly let me know the following: 1. My past deduction summary. 2. Detail as to how we can reach customer representative over call after dialing 198 or 121. Thanks. 3.		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

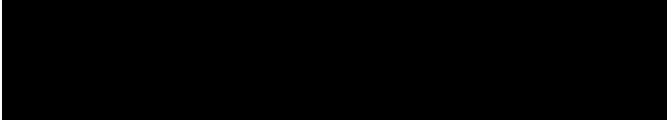
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(18)/2022-RTI

Dated: 04/02/2022.

To,

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

Sir,

Please refer to your RTI application dated 18/01/2022 filed online on the RTI Portal vide registration No. TRAOI/R/E/22/00023 for providing information under the provisions of the RTI Act, 2005 regarding complaint against M/s Bharti Airtel Ltd., related matters. 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	TRAI Act,1997 does not mandate handling of individual consumer complaints. However, in order to protect the interest of consumers, TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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

Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 07-02-2022 13:03:07

(S. K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00024	Date of Receipt :	19/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
State :			
Information Sought :			
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 :	As per RTI Act I want to know the below information . 1. What are the modes of internet facilities available in my village to get the wired connection to continue the Online classes ? 2. If the area comes under non feasible what is the timeline to get the new connection. 3. What is the status of BHARAT FIBRE internet connection at my village when we will be getting the internet and whom to connect to get the connection at my home.Please share the exact timeline. 4. In this Covid situation everything is going through online process study ,Job ,governance services .What are the basic infrastructure (Internet) has been created at my village school level to continue the online study of the student. 5. What is the status of my BBNL Fibre Connection request 6. Requesting to the BSNL Deoria District office to extract the my connection request and status from your database why without any prior intimation they closed.		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

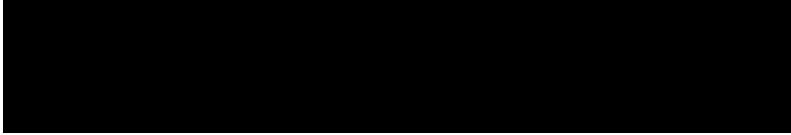
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(20)/2022-RTI

Dated: 07/02/2022.

To,

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

Sir,

Please refer to your RTI application dated 19/01/2022 filed online on the RTI Portal vide registration No. TRAOI/R/E/22/00024 for providing information under the provisions of the RTI Act, 2005 regarding internet facilities in your village and status of your BSNL Fibre connection, related matters. In this context, the following is furnished:

S.No.	Reply
1 to 4	In terms of section 2(f) of the RTI Act, 2005, creating information by drawing inference and/or making of assumptions or interpreting information for furnishing replies to hypothetical questions namely what, how, can, if, will etc. does not fall under definition of 'information'.
5 & 6	The information sought vide these points of your above mentioned RTI is not available in TRAI. However, the desired information may be available with BSNL, UP(E). Hence, in terms of Section 6 (3) (ii) of the RTI Act, 2005, your RTI application was transferred online to BSNL, UP(E) on 21/01/2022, for providing the related information directly to you

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

Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 08-02-2022 11:38:35

(S. K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00025	Date of Receipt :	19/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
State			
Is			
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 provide details of BSNL employees working on deputation with TRAI offices across india from last 10 years .their names and date of initial posting on deputation with TRAI across india		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(19)/2022-RTI

Dated: 07/02/2022.

To,



6.

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

Sir,

Please refer to your RTI application dated 19/01/2022 filed online on the RTI Portal vide registration No. TRAOI/R/E/22/00025 for providing information under the provisions of the RTI Act, 2005 regarding details of BSNL employees working on deputation with TRAI from last 10 years, related matters. In this context, the following is furnished:

S.No.	Reply
1	The information sought vide your above mentioned RTI application requires compilation of data/information. As per the guidelines issued by DoP&T vide O.M. No. 1/32/2013-IR dated 28 th November, 2013, creation/compilation of data/information is not required to be done by the Public Information Officer. The compilation of data for 10 years would disproportionately divert the resources of the Public Authority. Therefore, TRAI is unable to provide the information sought by you.

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

Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 08-02-2022 12:54:21

(S. K. Dutta)

Central Public Information Officer
Tele: 011-23664503

Government of India
Department of Telecommunications
Sanchar Bhawan, 20, Ashoka Road, New Delhi- 110001
(Carrier Services Cell -II)

No. 11-01/2021-CS-II/ 222

Dated: 27.12.2021

To

Subject:- Information under RTI Act, 2005- 2 applications dated 26.10.2021 of Shri [REDACTED]

Sir,

The above mentioned applications have been forwarded by Section Officer (RTI) vide letter No. 9-11/2021-RTI(6) dated 25/11/2021 has been received in this office on 10.12.2021 for providing information under RTI Act, 2005. In this regard, it is intimated that Department of Telecommunications has issued advisory guidelines to all the State Governments for issue of clearance for installation of mobile towers. A copy of the same is enclosed for your reference. In this regard, it is also intimated that various local bodies/State Governments have formulated their own policy/Building Bye Laws regarding grant of permissions for installation of mobile towers. Department of Telecommunications does not maintain the information about grant of such permission details by State Government bodies/local authorities. Therefore, further information in this regard may be obtained directly from the concerned State Government Administration. It is also intimated that no information in material form as defined under Section 2(f) of the RTI Act, 2005 regarding process for removal of mobile tower is available with this CPIO.

Information in respect of other points is not available/maintained by this CPIO. However, a copy each of your application is also hereby transferred to the following CPIOs of Department of Telecommunications for taking necessary action in terms of Section 6(3) of the RTI Act, 2005 and providing the desired information, if available, directly to you.

- (i) Shri Yogesh Kumar, Director (MOC)PG & CPIO, 6th Floor, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi: 110 002
- (ii) Nodal Officer (RTI)TRAI, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, next to Zakir Hussain College, New Delhi, Delhi 110002
- (iii) Shri Dhananjay Kumar Ranjan, Director (AS) & CPIO, DoT, Sanchar Bhawan, New Delhi
- (iv) Shri Pradeep Kumar, Director (CS III) & CPIO, DoT, Sanchar Bhawan, New Delhi.

2. Appeal, if any, against the reply provided may be preferred, within thirty days of the receipt of this letter to Shri Sharad Trivedi, DDG (CS) & Appellate Authority, Department of Telecommunications, Sanchar Bhawan, 20, Ashoka Road, New Delhi – 110001, email : ddgcs-dot@nic.in.

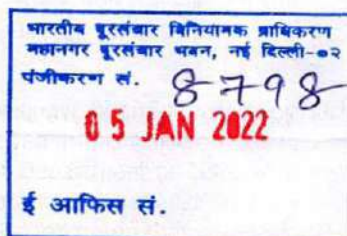
Yours faithfully

(A. K. Tripathi)

Director (CS-II) & CPIO

23036189

email : dircs2-dot@nic.in



Hindi version follows:

Copy to:

1. Shri Yogesh Kumar, Director (MOC)PG & CPIO, 6th Floor, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi: 110 002 (copy of RTI applications dated 26.10.2021 of Shri [REDACTED])
2. Nodal Officer (RTI)TRAI, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, next to Zakir Hussain College, New Delhi, Delhi 110002 (copy RTI applications dated 26.10.2021 of [REDACTED])
3. Shri Dhananjay Kumar Ranjan, Director (AS) & CPIO, DoT, Sanchar Bhawan, New Delhi (copy of RTI applications dated 26.10.2021 of Shri [REDACTED].)
4. Shri Pradeep Kumar, Director (CS III) & CPIO, DoT, Sanchar Bhawan, New Delhi. (copy of RTI applications dated 26.10.2021 of Shri [REDACTED])
5. The Section Officer (RTI), DoT, Sanchar Bhawan, New Delhi for information with reference to letter No. 9-11/2021-RTI(6) dated 25/11/2021
6. The Deputy Director (OL), Sanchar Bhawan, New Delhi for providing Hindi Version please.

सं 9-11/2021 - आर टी आई (6)

भारत सरकार

संचार मंत्रालय

दूरसंचार विभाग, (सूचना का अधिकार सेल)

संचार भवन - 20 अशोका रोड, नई दिल्ली - 110 001

दिनांक 17/11/2021

कार्यालय ज्ञापन

विषय :- सूचना का अधिकार अधिनियम, 2005 के तहत प्रधानमंत्री कार्यालय से प्राप्त श्री [REDACTED], के दिनांक 26.10.2021 के आवेदन (इस कार्यालय को दिनांक 22.11.2021 को प्राप्त को अंतरित करने के संदर्भ में)।

मुझे इस के साथ उपर्युक्त उल्लिखित आवेदन को सूचना का अधिकार अधिनियम, 2005 के धारा 6(3) के तहत आवश्यक कारवाई करने हेतु अग्रेषित करने का निदेश हुआ है।

2. यह अनुरोध है कि मांगी गई सूचना आवेदक को सीधे ही प्रदान की जाए। यदि मांगी गई सूचना या सूचना का कोई अंश किसी अन्य केन्द्रीय लोक सूचना अधिकारी / लोक प्राधिकरण से संबन्धित है तो आरटीआई आवेदन को संबन्धित केन्द्रीय लोक सूचना अधिकारी / लोक प्राधिकरण को सूचना प्रदान करने के लिए भेज दिया जाए।

13/11/21 (CS-2/2021)
10/11/21

(हरीश चन्द्र आर्य)

अनुभाग अधिकारी

दूरभाष - 23036370

संलग्नक: यथोपरी।

सेवामे,

निदेशक (सीएस-II) केन्द्रीय लोक सूचना अधिकारी, दूर संचार विभाग, संचार भवन, 20, अशोका रोड, नई दिल्ली-110001।

संलग्नक: यथोपरी।

1. [REDACTED]

साथ ही पत्र व्यवहार करें।

2. श्री प्रवीण कुमार, अवर सचिव एवं केन्द्रीय लोक सूचना अधिकारी, प्रधानमंत्री कार्यालय, साउथ ब्लॉक, न्यू दिल्ली-110011- w.r.t. पत्र सं० आर टी आई/9767/2021-पीएमआर दिनांक 12.11.2021।

US CCS-II
George (GND)
10/12/2021

DS
10/12/2021

737

स्पीड पोस्ट

सूचना का अधिकार

प्रधान मंत्री कार्यालय

साउथ ब्लॉक, नई दिल्ली-110011

संख्या: आरटीआई/9767/2021-पीएमआर

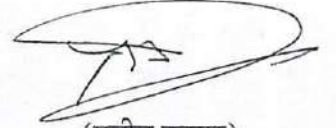
दिनांक: 12/11/2021

कार्यालय ज्ञापन

विषय- सूचना का अधिकार अधिनियम, 2005 के तहत आवेदन पत्र

उपर्युक्त विषय पर [REDACTED] से प्राप्त दिनांक 28.10.2021 का आवेदन पत्र, जो इस कार्यालय में दिनांक 09.11.2021 को प्राप्त हुआ है, सूचना का अधिकार अधिनियम, 2005 की धारा 6(3) तहत यथोचित कार्रवाई हेतु अंतरित किया जा रहा है।

2. आवेदक से आवेदन-शुल्क प्राप्त हो गया है।



(प्रवीन कुमार)

अवर सचिव एवं

केंद्रीय लोक सूचना अधिकारी

ई-मेल: rti-pmo.applications@gov.in

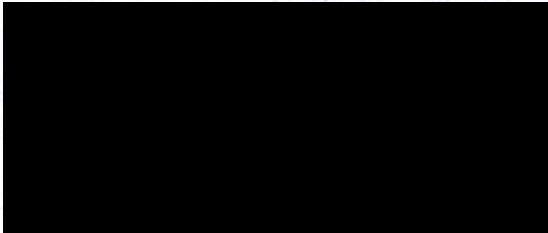
☎: 011-23382590

नोडल आर.टी.आई. अधिकारी

दूरसंचार विभाग

संचार भवन, नई दिल्ली

प्रति-(स्पीड पोस्ट द्वारा)



कृपया आप इस संबंध में आगे सूचना हेतु उपरोक्त लोक प्राधिकरण से संपर्क करें।

Sh. B. P. Bhandari
22/11/21

37403/2022-आवेदन क्र 9

9+9=2

9767/21

सेवा में

सूचनाधिकारी साहब

प्रधानमंत्रीजी भारत सरकार कार्यालय

नई दिल्ली 110009 कार्यालय

✓ यांचे कार्यालयीन माहिती अधिकारी
यांचेकडे!Annexure A
प्रधानमंत्री कार्यालय
PRIME MINISTER'S OFFICE

09 NOV 2021

डाक अनुभाग / DAK SECTION

पोस्टल ऑर्डर

रु 90

क्र. 48F 957538

1	अर्जदाराचे संपूर्ण नांव	:	[REDACTED]
2	पत्ता	:	[REDACTED]
3	आवश्यक असलेल्या माहितीचातपशील (एक) माहितीचाविषय	:	देश के मोबाइल कंपनियों के खिलाफ मोबाइल टावर हटाने के नियम, शिकायत पोर्टल, टेलीफोन शिकायत, मोबाइल टावर लगाने के नियम, शिकायत निवारण कक्ष के पते, भारत शिकायत दूरसंचार निगमक प्राधिकरण पते पुरी जानकारी सूचना
	(दोन) माहितीशीसंबंधित कालावधी	:	साल 2016 ते 2021 तक 2021 तक आज तक
	(तीन) आवश्यक असलेल्या माहितीचेवर्णन	:	उपर दिए गये मोबाइल कंपनि के खिलाफ शिकायत नियम, शिकायत निवारण कक्ष, निगमक प्राधिकरण, केंद्र सरकारके काबू की सभी जानकारी सूचना
	(चार) माहितीरूपातद्वारे किंवाव्यक्तिद्वारा आवश्यक आहे किंवा नाही?	:	रूपातद्वारे
	(पाच)रूपातद्वारेअसेल त्याबाबतीत	:	रूपातद्वारे
4	अर्जदारहाद्वारेद्वय रेखवालीलआहेका ?	:	नाही/आहे

ठिकाण :- करंड / सातारा

दिनांक :- 20/10/2021

अर्जदाराची सहाय्य

Wbhi

I.P.O. No. - 40E 780534-101-

5422637

आवेदन क्रं २ ५
१+१=२

माहितीचा अधिकारनियम २००५ अन्वये
माहिती मागविण्याचा अर्ज

Annexure A
(See Rule 3)

सेवामे
ज. सूचनाधिकारी साहब

प्रधानमंत्रीजी भारत सरकार

नई दिल्ली ११००११ भारत सरकार कार्यालय

✓ यांचे कार्यालयीन माहिती अधिकारी
यांचेकडे.

पोस्टल ऑर्डर
रूप ए १०
क्रं ५०E 780536

१	अर्जदाराचे संपूर्ण नांव	:	
२	पत्ता	:	
३	आवश्यक असलेल्या माहितीचातपशील (एक) माहितीचाविषय	:	देश के राज्यों मे से मोबाइल कंपनियों के खिलाफ, परेशानी को ले के, मोबाइल सेवा को लेकर परेशान ग्राहकों की भारत सरकार से प्राप्त आवेदन और सरकार द्वारा की गयी कानूनी कार्रवाई
	(दोन) माहितीशीसंबंधित कालावधी	:	साल २०११ से साल २०२१ तक
	(तीन) आवश्यक असलेल्या माहितीचेवर्णन	:	सरकार के पास भेजी गयी आवेदन, शिकायत और मोबाइल कंपनियों पर की गयी कानूनी कार्रवाई सभी शिकायत आवेदन, और कानूनी कार्रवाई की सभी जानकारी सूचना
	(चार) माहितीटपालाद्वारे किंवाव्यक्तिशः आवश्यक आहे किंवा नसणे?	:	टपालाद्वारे
	(पाच) टपालाद्वारेअसेल त्याबाबतीत	:	स्पीडपोस्टाने
४	अर्जदारहाद्वारेद्वय रेपेरखालीलआहेका ?	:	नाही/आहे



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

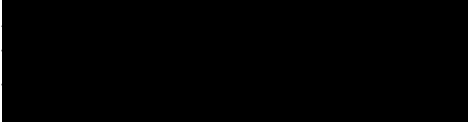
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



फ. संख्या. RT-2/6/(11)/2022-आरटीआई

दिनांक: 10 फरवरी, 2022

सेवा में,



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

महोदय,

कृपया दिनांक 26/10/2021 को सूचना अधिकारी, प्रधानमंत्री कार्यालय, नई दिल्ली को भेजे गए अपने आरटीआई आवेदन पत्रों (02) का अवलोकन करें जोकि इस भादुविप्रा में दिनांक 05/01/2022 को श्री ए. के. त्रिपाठी, Director (CS-II) & CPIO, DoT के पत्र संख्या 11-01/2021-CS-II/222 दिनांक 27/2/2021 के अंतर्गत प्राप्त हुआ है। आपने अपने आरटीआई पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत मोबाइल टॉवर एवं मोबाइल कंपनियों से संबंधित मामलों के सम्बंध में जानकारी मांगी है। इस संबंध में आपको सूचित किया जाता है कि: -

क्र. सं.	उत्तर
1	मोबाइल टॉवर की स्थापना भारतीय दूरसंचार नियामक प्राधिकरण (ट्राई) के दायरे में नहीं आती है और मोबाइल टावरों की स्थापना के लिए ट्राई से सेवा प्रदाता द्वारा किसी अनुमति की आवश्यकता नहीं है। तदनुसार, ट्राई ने इस संबंध में कोई दिशा-निर्देश, निर्देश या आदेश जारी नहीं किया है। यह मामले DoT द्वारा निपटाए जाता है।
2	ट्राई अधिनियम, 1997, ट्राई द्वारा व्यक्तिगत उपभोक्ता शिकायतों को सभालने का आदेश नहीं देता है। हालांकि, उपभोक्ताओं के हितों की रक्षा के लिए, ट्राई ने सभी दूरसंचार सेवा प्रदाताओं को उपभोक्ता शिकायतों से निपटने के लिए दो स्तरीय शिकायत/शिकायत निवारण तंत्र स्थापित करने का आदेश दिया है। इस तंत्र के संदर्भ में, उपभोक्ता अपने दूरसंचार सेवा प्रदाताओं (टीएसपी) के शिकायत केंद्र पर सेवा संबंधी शिकायतें दर्ज करा सकता है। यदि शिकायत केंद्र पर सेवा प्रदाता द्वारा शिकायत का संतोषजनक समाधान नहीं किया जाता है, तो टीएसपी के अपीलीय प्राधिकारी के पास एक अपील दर्ज की जा सकती है। यदि उपभोक्ता अभी भी संकल्प से संतुष्ट नहीं है, तो वह कानूनी सहायता लेने के लिए स्वतंत्र है।

2. सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत ट्राई में अपीलीय प्राधिकारी डॉ. एम.पी. टंगीराला, प्रा. सलाहकार (एफएंडईए), भारतीय दूरसंचार नियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, ओल्ड मिंगो रोड, नई दिल्ली-110002, दूरभाष: 011-2323-21856, फैक्स: 011-23235249 जी हैं।

आपका विश्वासपात्र,

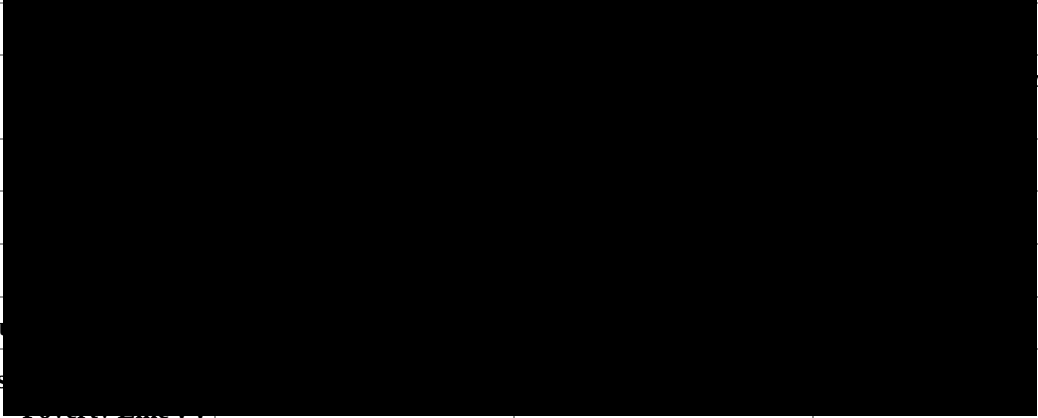
**Signed by Sushil Kumar
Dutta**

Date: 14-02-2022 10:27:47
(एस. के. दुत्ता)

केंद्रीय जन सूचना अधिकारी
दूरभाष: 011-23664503

प्रतिलिपि: -

श्री ए. के. त्रिपाठी, Director (CS-II) & CPIO, दूरसंचार विभाग, संचार और आईटी मंत्रालय, संचार भवन, नंबर 20, अशोका रोड, नई दिल्ली - 110001.	आपके उपरोक्त पत्र के संदर्भ में सूचनार्थ हेतु।
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RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00027	Date of Receipt :	19/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
State			
Is			
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear Sir /Madam Please answer the following question through RTI act 2005 1) What is the expiry time period of mobile number once activated ? 2) If a person purchase a mobile number on his identity and do not recharged for sometime, why this number is transfer to another person without notifying the previous customer? 3) In what situations a company sell the used number to another customer? 4) Why TRAI allows the promotional message like rummy games earn money etc message		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

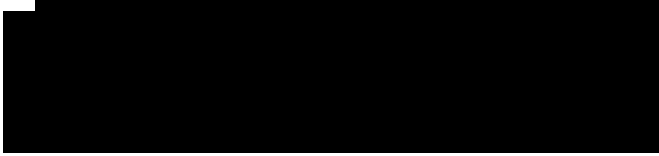
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(16)/2022-RTI

Dated: 09/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 19/01/2022 filed online on the RTI Portal vide registration No. TRAOI/R/E/22/00027 for providing information under the provisions of the RTI Act, 2005 regarding expiry time periods of mobile number once activated, related matters. 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. Further, it is informed that the information sought vide your RTI application under Right to Information Act, 2005 pertains to creating information by drawing inference and/or making of assumptions or interpreting information for furnishing replies to hypothetical questions viz. 'What...', 'How....', 'Can...', 'If...', 'Will....', etc. which do not fall under the definition of 'information' under Section 2(f) of the RTI Act, 2005. Further in terms of Para 10 of the Guide on Right to Information Act, 2005 issued by Department of Personnel & Training, Ministry of Personnel, Public Grievances & Pension vide OM No.1/32/2013-IR dated 28th November 2013, the CPIO is neither supposed to create information that is not a part of the record of the public authority nor required 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.

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

Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 10-02-2022 14:58:31

(S. K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00029	Date of Receipt :	20/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear TRAI The minimum recharge to extend validity with Airtel Prepaid telecommunication service is Rs,99 as of today. Before two years it was Rs. 50 and then it increased to Rs. 79. This money is charged to keep the validity of the telephone number else the mobile number gets deactivated and discontinued in 2 weeks. 1 Do we have a regulation for the minimum validity recharge with Mobile comanies 2. What is the minimum recharge for 28 days validity regulated by TRAI 3. If there is no such regulation, why do we not have one		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

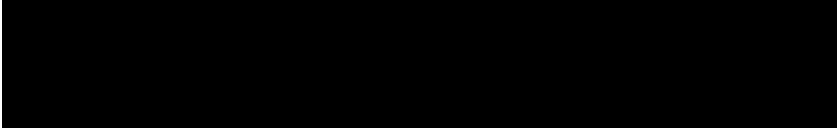
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
ज.ला. नेहरू मार्ग (ओल्ड मिंग्टो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(15)/2022-RTI

Dated: 09/02/2022.

To,

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

Sir,

Please refer to your RTI application dated 20/01/2022 filed online on the RTI Portal vide registration No. TRAOI/R/E/22/00029 for providing information under the provisions of the RTI Act, 2005 regarding mobile recharge, related matters. In this context, the following is furnished:

S.No.	Reply
1 to 3	The specific information sought vide your above mentioned RTI application is not available in TRAI. However, it is informed that TRAI has notified TTO 1999, amended from time to time, which is available in the public domain at URL www.trai.gov.in. As per the existing tariff framework, the tariff for mobile and data services is under forbearance. The service providers have the flexibility to decide the rates for various types of calls, SMS or data offers with multiple combinations for different service areas of their operation. Hence, in view of forbearance policy, presently there are no regulatory provisions for the minimum recharge for any validity.

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

Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 09-02-2022 15:50:36
(S. K. Dutta)

Central Public Information Officer
Tele: 011-23664503

Regd

प्रेषक

राज्य जनसूचना अधिकारी एवं नगराधीश,
कार्यालय उपायुक्त, सिरसा।

सेवा में

Central Assistant Public Information Officer,
Telecom Regulatory Authority of India,
Mahanagar Doorsanchar Bhawan,
Jawaharlal Nehru Marg, Old Minto Road,
New Delhi-110002 Tele: 011-23664220

क्रमांक:3744...../आर0टी0आई0 दिनांक:-12-01-2022.....

विषय:- जन-सूचना अधिकार अधिनियम, 2005 के तहत सूचना उपलब्ध करवाने बारे।

उपरोक्त विषय पर प्रार्थी

द्वारा प्रस्तुत आवेदन इस कार्यालय में प्राप्त हुआ जिसमें मांगी गई सूचना आप से सम्बन्धित है। मामले में मुख्य: तौर पर आप राज्य जनसूचना अधिकारी हैं इसलिए प्रार्थना पत्र जन सूचना अधिकार अधिनियम, 2005 की धारा 6(3) के तहत भेजकर अनुरोध है कि प्रार्थी द्वारा मांगी गई सूचना समय पर उपलब्ध करवाते हुए इस कार्यालय को भी सूचित करने का कष्ट करें। सूचना यदि अन्य विभाग से सम्बन्धित है तो अपने स्तर पर स्थानान्तरण करने का कष्ट करें। प्रार्थी से प्राप्त भारतीय पोस्टल आर्डर नं0 53F 502398 राशि 10 रुपये इस कार्यालय द्वारा जमा कर लिया गया है। इसके अतिरिक्त अगर सूचना के सन्दर्भ में अन्य राशि देय बनती है तो अपने स्तर पर प्रार्थी से जमा करवा लेवें। देशी से सूचना उपलब्ध करवाने के कारण किसी भी आर्थिक नुकसान के लिए आपका कार्यालय स्वयं जिम्मेवार होगा।

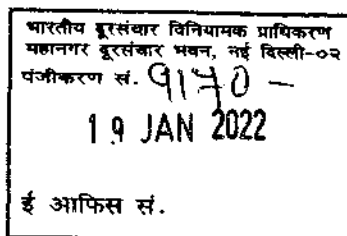
सहायक राज्य जनसूचना अधिकारी एवं अधीक्षक,
कार्यालय उपायुक्त, सिरसा।

पृ0 क्रमांक:/आर0टी0आई0 दिनांक:-

इसकी एक प्रति प्रार्थी

भेजकर लिखा जाता है कि आपका आवेदन पत्र उपरोक्त कार्यालय को भेज दिया गया है। कृपया उपरोक्त कार्यालय से सम्पर्क करने का कष्ट करें।

सहायक राज्य जनसूचना अधिकारी एवं अधीक्षक,
कार्यालय उपायुक्त, सिरसा।



केन्द्र सरकार के नियमों द्वारा नई जानकारी मांगने हेतु
फार्म 'ए'
सूचना का अधिकार कानून, 2005 के तहत सूचना लेने के लिये।

सेवा में,

जन सूचना अधिकारी
कार्यालय उपायुक्त महोदय
सिरसा (हरियणा)

1481/RTI RTI
31/12/21 Subdt
31/12/21

1. दरखास्तकर्ता का नाम :
2. पूरा डाक पता :
3. मांगी की सूचना का विवरण : निम्न प्रकार से है :-
क- सूचना का विषय : निम्न अनुसार:-

1. यह कि ऐयर टेल, आईडिया-वोडोफोन कम्पनीयों के फोन रिचार्ज का रेट 150/-रु0 से बढ़ा कर मु0-180/-रु0 व मु0-249/-रु0 से बढ़ा कर 299/-रु0 किस कानून व किस सरकार व किस अधिकारी के आदेशानुसार बढ़ा कर आम जनता पर अतिरिक्त बोझ डाला गया है, की सूचना दी जावे।

अतः आपसे अनुरोध है कि सूचना पूर्ण रूप से कानून के मुताबिक सूचना अधिकार अधिनियम 2005 के तहत दी जावे।

नोट:- इसकी सूचना 48 घण्टे में प्रदान की जावे क्योंकि मोबाईल फोन रिचार्ज कम्पनी वाले बहुत बड़ी ठगगी मार रहे हैं।

- ख- मांगी गई सूचना की अवधि : उपरोक्तानुसार
- ग- मांगी गई सूचना का विवरण : कॉलम 'क' के अनुसार
- 4- सूचना डाक से या दस्ती चाहते हैं? : डाक द्वारा
- 5- दरखास्त की फीस का विवरण : IPO No. dated
(पोस्टल आर्डर/बैंक ड्राफ्ट न0 53/- 502398
नकद रसीद न0)

स्थान सिरसा
दिनांक 29-12-21

दरखास्तकर्ता के हस्ताक्षर



भारतीय दूरसंचार विनियामक प्राधिकरण Telecom Regulatory Authority of India

महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,

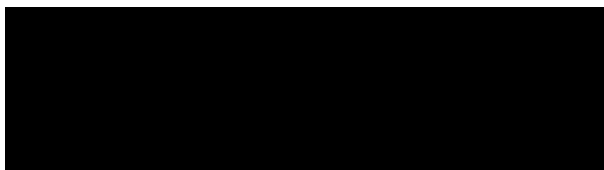
ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



फ. संख्या. RT-2/6/(13)/2022-आरटीआई

दिनांक: 10 फरवरी, 2022

सेवा में,



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

महोदय,

कृपया दिनांक 29/12/2021 को जन सूचना अधिकारी, कार्यालय उपायुक्त महोदय, सिरसा हरियाणा को भेजे गए अपने आरटीआई आवेदन पत्र का अवलोकन करें जोकि इस भादुविप्रा में दिनांक 19/01/2022 को जन सूचना अधिकारी, कार्यालय उपायुक्त महोदय, सिरसा हरियाणा के पत्र दिनांक 12/01/2022 के अंतर्गत प्राप्त हुआ है। आपने अपने आरटीआई पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत मोबाइल टैरिफ से संबंधित मामलों के सम्बंध में जानकारी मांगी है। इस संबंध में आपको सूचित किया जाता है कि: -

क्र. स.	उत्तर
1	मौजूदा टैरिफ ढाचे के अनुसार, मोबाइल और डेटा सेवाओं के लिए शुल्क सहनशीलता के अधीन है। सेवा प्रदाताओं के पास अपने संचालन के विभिन्न सेवा क्षेत्रों के लिए कई संयोजनों के साथ विभिन्न प्रकार की कॉल, एसएमएस या डेटा ऑफ़र के लिए दरें तय करने का लचीलापन है।

2. सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत ट्राई में अपीलीय प्राधिकारी डॉ. एम.पी. टंगीराला, प्रा. सलाहकार (एफएंडईए), भारतीय दूरसंचार नियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, ओल्ड मिंगो रोड, नई दिल्ली-110002, दूरभाष: 011-2323-21856, फ़ैक्स: 011-23235249 जी हैं।

आपका विश्वासपात्र,

**Signed by Sushil Kumar
Dutta**

Date: 10-02-2022 14:59:42
(एस. के. दुत्ता)

केंद्रीय जन सूचना अधिकारी
दूरभाष: 011-23664503

प्रतिलिपि: -

सहायक राज्य जनसूचना अधिकारी एवं अधीक्षक, कार्यालय उपायुक्त, सिरसा, हरियाणा	आपके पत्र दिनांक 12/01/2022 के सदभ में सूचनार्थ हेतु।
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RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00032	Date of Receipt :	21/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
St			
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 :	Following information is sought under the RTI Act w.r.t The Telecom Regulatory Authority of India (Officers and Staff Appointment) Regulations, 2001 a) How many amendments have taken place in the above Principal Regulations ? Kindly specify b) When did the last amendment took place ? Kindly specify the date of amendment and date of its notification in the official gazette. c) Please supply a consolidated Telecom Regulatory Authority of India (Officers and Staff Appointment) Regulations, 2001 incorporating all amendments preferably as a soft copy. The consolidated regulations with amendments are not available on TRAI website in public domain		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

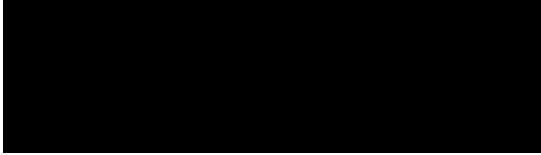
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(25)/2022-RTI

Dated: 17/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 21/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00032 for providing information under the provisions of the RTI Act, 2005 regarding the amendments in TRAI (Officers and Staff Appointment) Regulations 2001, related matters. In this context, the following is furnished:

S.No.	Reply
A & B	The information sought vide these points of your RTI application is interrogative in nature and, therefore, it does not constitute as 'information' in terms of Section 2(f) of the RTI Act, 2005.
C	The information sought vide this point of your RTI application seeks information for more than 20 years in compiled format, which requires compilation of data/information the same is not possible as per the Guidelines issued by DoP&T vide O.M. No. 1/32/2013-IR dated 28 th November, 2013.

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

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 17-02-2022 15:30:28

(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00033	Date of Receipt :	21/01/2022
Type of Receipt :	Online Receipt	Language of Request :	Hindi
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 एक आम उपभोक्ता के सम्बन्ध में लोकल सर्विस प्रोवाइडर किन सेवाओं को निशुल्क देने के लिए बाध्य है पूर्ण सुचना देवे 2 एक आम उपभोक्ता के सम्बन्ध में लोकल सर्विस प्रोवाइडर दी जाने वाली सेवाओं के लिए एक वर्ष में कितनी बार अथवा कितने प्रतिशत शुल्क अधिक ले सकता है पूर्ण सुचना देवे 3 ऑनलाइन पढाई और अन्य कार्यों के हाई स्पीड इंटरनेट अनिवार्य है तो भारत में 5जी ट्रायल को लेकर इतनी देरी क्यों हो रही है इस बारे में पूर्ण सुचना देवे 4 जॉच में दोषी पाए जाने पर टेलीकॉम कंपनी पर जुर्माने के लिए क्या प्रावधान है पूर्ण सुचना देवे 5 ग्रामीण क्षेत्र में हाई स्पीड इंटरनेट और नेटवर्क उपलब्ध करवाने के लिए सम्बंधित विभाग क्या कर रहा है इस से सम्बंधित पिछले 1 साल में विभाग द्वारा जारी समस्त आदेशों और गाइड लाइन की प्रतिलिपि उपलब्ध करवाए 6 लोकल सर्विस प्रोवाइडर की शिकायत कहा व कैसे की जा सकती है शिकायत की प्रक्रिया एवं जॉच अधिकारी के बारे में पूर्ण सुचना देवे मैं ये कथन करता हूँ कि चाही गयी सुचना अधिनियम की धारा 5 के अंतर्विष्ट निर्बंध के अंतर्गत आती हैं (नोट यदि सूचना आपके कार्यलय से सम्बन्ध नहीं रखती हैं तो अधिनियम की धारा 6 (3) के प्रावधान के अनुसार सम्बंधित विभाग को प्रेषित करें और एक प्रति हमे भी भेज दे)		

सेवा में
जनसूचना अधिकारी
दूरसंचार विभाग
नई दिल्ली
महोदय
विषय सूचना के अधिकार अधिनियम के तहत सूचना चाहने बाबत

सूचना की विशेषता

विभाग का नाम जिससे सूचना सम्बंधित है दूरसंचार विभाग

सूचना की प्रकृति सामान्य

सूचना के पूर्ण ब्यौरा

- 1 एक आम उपभोक्ता के सम्बन्ध में लोकल सर्विस प्रोवाइडर किन सेवाओं को निशुल्क देने के लिए बाध्य है पूर्ण सूचना देवे
- 2 एक आम उपभोक्ता के सम्बन्ध में लोकल सर्विस प्रोवाइडर दी जाने वाली सेवाओं के लिए एक वर्ष में कितनी बार अथवा कितने प्रतिशत शुल्क अधिक ले सकता है पूर्ण सूचना देवे
- 3 ऑनलाइन पढाई और अन्य कार्यों के हाई स्पीड इंटरनेट अनिवार्य है तो भारत में 5G ट्रायल को लेकर इतनी देरी क्यों हो रही है इस बारे में पूर्ण सूचना देवे
- 4 जाँच में दोषी पाए जाने पर टेलीकॉम कंपनी पर जुर्माने के लिए क्या प्रावधान है पूर्ण सूचना देवे
- 5 ग्रामीण क्षेत्र में हाई स्पीड इंटरनेट और नेटवर्क उपलब्ध करवाने के लिए सम्बंधित विभाग क्या कर रहा है इस से सम्बंधित पिछले 1 साल में विभाग द्वारा जारी समस्त आदेशों और गाइड लाइन की प्रतिलिपि उपलब्ध करवाए
- 6 लोकल सर्विस प्रोवाइडर की शिकायत कहा व कैसे की जा सकती है शिकायत की प्रक्रिया एवं जाँच अधिकारी के बारे में पूर्ण सूचना देवे

मैं ये कथन करता हूँ कि चाही गयी सूचना अधिनियम की धारा 5 के अंतर्विष्ट निर्बंध के अंतर्गत आती हैं

(नोट यदि सूचना आपके कार्यलय से सम्बन्ध नहीं रखती हैं तो अधिनियम की धारा 6 (३) के प्रावधान के अनुसार सम्बंधित विभाग को प्रेषित करें और एक प्रति हमे भी भेज दे)



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

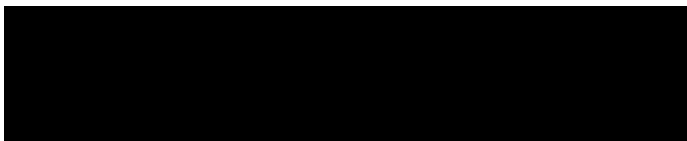
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



फ. संख्या. RT-2/7/(23)/2022-आरटीआई

दिनांक: 10 फरवरी, 2022

सेवा में,



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

महोदय,

कृपया संदर्भ संख्या TRAOI/R/E/22/00033 के माध्यम से आरटीआई पोर्टल पर ऑनलाइन दायर अपने आरटीआई आवेदन पत्र का अवलोकन करें। आपने अपने आरटीआई पत्र में सूचना का अधिकार अधिनियम, 2005 के प्रावधानों के तहत लोकल सर्विस प्रवाइडर, **5G** एवं टेलीकॉम कंपनी से संबंधित मामलों के सम्बंध में जानकारी मांगी है। इस संदर्भ में आपको सूचित किया जाता है कि: -

क्र. स्.	उत्तर
1 से 6	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 25/01/2022 को ऑनलाइन हस्तांतरित किया जा चुका है ताकि आपके द्वारा मांगी गयी सूचना सीधे आपको प्राप्त हो सके।

2 . सूचना का अधिकार अधिनियम, 2005 की धारा 19(1) के तहत ट्राई में अपीलीय प्राधिकारी डॉ. एम.पी. टंगीराला, प्रा. सलाहकार (एफएंडईए), भारतीय दूरसंचार नियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, ओल्ड मिंगो रोड, नई दिल्ली-110002, दूरभाष: 011-2323-21856, फैक्स: 011-23235249 जी हैं।

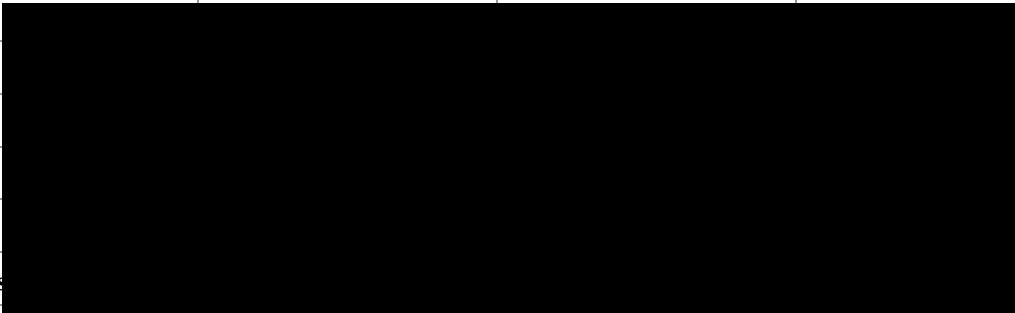
आपका विश्वासपात्र,

**Signed by Sushil Kumar
Dutta**

Date: 14-02-2022 10:25:57

(एस. के. दत्ता)

केंद्रीय जन सूचना अधिकारी
 दूरभाष: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00035	Date of Receipt :	22/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
Status			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	I want to know the information regarding Mobile number porting guide lines(Latest). As per new guide lines of TRAI is there any balance required to send PORT SMS i.e Main balance or SMS balance or any other special pack of SMS. and please confirm the effective date of latest circular of Porting message regarding balance.		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

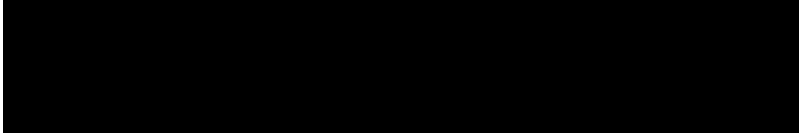
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(26)/2022-RTI

Dated: 11/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 22/01/2022 filed online on the RTI Portal vide Reference No. TRAOI/R/E/22/00035 for providing information under the provisions of the RTI Act, 2005 regarding Mobile Number Portability, related matters. In this context, the following is furnished:

S.No.	Reply
1	TRAI has issued the Direction on 07.12.2021 to all access service provider to enable, with immediate effect, for all mobile subscribers both prepaid and postpaid, requesting for a unique porting code, the facility to send SMS on short code 1900, in order to exercise their right to avail porting facility in accordance with the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009), irrespective of the value of the tariff offers/vouchers. Further, it is informed that the Telecommunications Mobile Number Portability Regulations, 2009 as amended from time to time, may be accessed in the URL https://trai.gov.in/releasepublication/regulations/amendmentspage/90024 and Frequently asked questions related to MNP are available at https://trai.gov.in/faqcategory/mobilenumber-portability

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

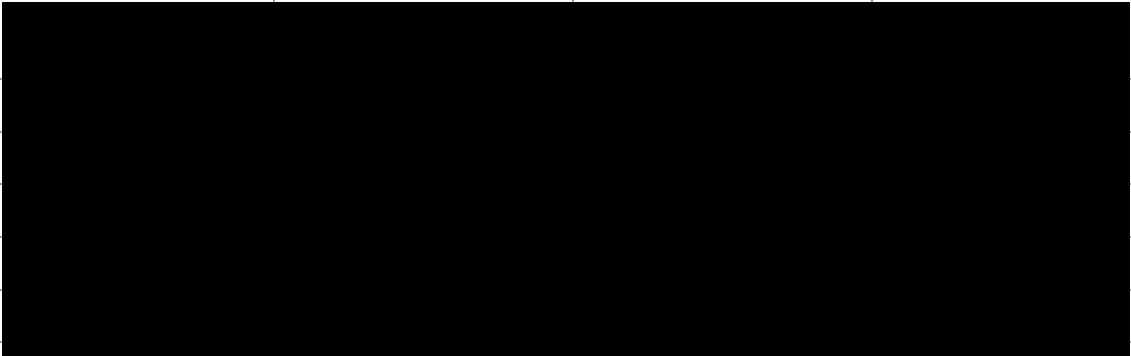
Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 14-02-2022 12:20:38

(S. K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00037	Date of Receipt :	22/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	pls provide detailed information on what sort of prepaid recharges are authorised by trai is there any specific regulation given to various companies for recharges provide information as if someone wants separate packages for separate services are there any rules as what if one needs only validity and does not need internet how can one be made sure he is only given the services he is being sought what are the individual rights if any individual is forcefully being driven to get service he does not want to how much time trai will take if any dispute arises between any service provider and a common individual regarding services provided against the wish of subscriber pls provide detailed information on how many complaints regarding mobile recharges where the main reason was services being given to subscribers without his consent since 2017 pls provide detailed information on how many penalty had been collected from companies company wise on account of services being given to customers without his consent pls provide detailed information on how many complaints had been attended and settled by trai since 1 april 2017		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

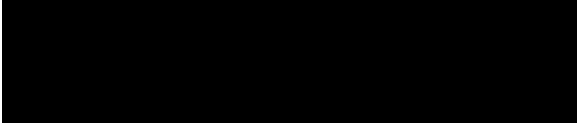
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(22)/2022-RTI

Dated: 21/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 22/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00037 for providing information under the provisions of the RTI Act, 2005 regarding mobile recharge and complaint of telecom service providers, related matters. In this context, the following is furnished:

S.No.	Reply
1, 2, 3 & 6	The information sought vide your above mentioned RTI application is not available in TRAI.
4, 5 & 7	TRAI Act, 1997 does not mandate handling of individual consumer complaints by TRAI. However, in order to protect the interest of consumers, TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse. In case some complaints are received in TRAI directly, the same are forwarded to TSPs to redress as per the regulatory framework. Accordingly, all the complaints have been forwarded to the concerned service providers for taking appropriate action. TRAI has received total 3491 value added services without explicit consent of customer related complaints during the period April 2017 to 14.2.2022 and 175973 total number of complaints received and 165556 has been disposed of during the April 2017 to 14.2.2022.

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

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 23-02-2022 15:51:12
(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00040	Date of Receipt :	23/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
State :			
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear Sir/Madam I am a qualified Chartered Accountant working in a Public sector under Ministry of Education. Regarding my RTI Application , I want to know about following : I am using Reliance JIO as my network for my M.no. [REDACTED]. I recharge it on monthly plans basis for Rs. 419.00 for 28 days. Every month when there are three days left for the recharge, i.e. by 25th day (out of the 28 days), whenever I try to call someone an audio plays for about 15 seconds that your plan validity is expiring soon, recharge immediately to enjoy uninterrupted services..... and once in Hindi too. Ques 1 . I want to know whether any direction for this is given TELECOM REGULATORY AUTHORITY OF INDIA to RELIANCE JIO to play this audio from the balance last three days of recharge ? Ques 2 . if answer to previous question is yes, please provide the approval of it. Ques 3 . if answer is no, under which rule JIO is playing this audio clipping continuously in the last 3 days of recharged period ? Ques 4 . This clipping can become serious in some dangerous/immediate situation, where a call required is really quick. may be during adverse situation of kidnapping/rape/anything dangerous to life happens to any citizen of our country. Can any action be taken against Reliance Jio if they are doing it without any directions from the TRAI. ? Regards,		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

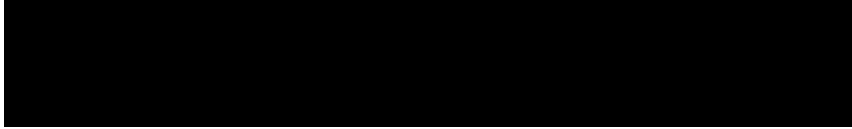
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(24)/2022-RTI

Dated: 11/02/2022.

To,

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

Sir,

Please refer to your RTI application dated 23/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00040 for providing information under the provisions of the RTI Act, 2005 regarding the play audio clipping by M/s Jio Pvt. Ltd. during the plan validity expiring, related matters. In this context, the following is furnished:

S.No.	Reply
1 to 4	As per the Telecom Consumer Protection Regulations, 2012, the telecom service provider, immediately on making any deduction, from the account of a prepaid consumers, provide through SMS or USSD – (i) duration of the call (ii) charges deducted for the call (iii) balance in the account and (iv) in case of Special Tariff Voucher, minute of usage deducted and balance minutes of usage available. Further, it is informed that as per Regulation 10(A) inserted vide Telecom Consumers Protection (8th Amendment) Regulations, 2015, every service provider shall through SMS or USSD provide to all consumer of the Cellular Mobile Telecom Services, information to the consumers on Data usage. For more details the regulation can be accessed from TRAI website https://traigov.in/sites/default/files/Eight_Amendment_07_aug_2015.pdf .

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

Yours faithfully,

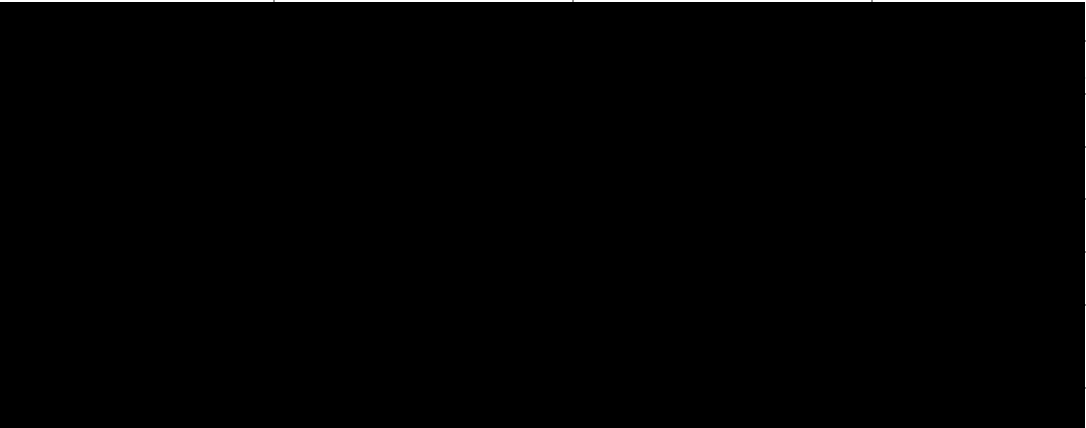
Signed by Sushil Kumar
Dutta

Date: 14-02-2022 14:14:25

(S. K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00041	Date of Receipt :	24/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	The total number of Wireless Subscribers did not perform any recharge in the month of March-2012, March-2013, March-2014, March-2015, March-2016, March-2017, March-2018, March-2019, March-2020, March-2021.		

MONTH	The total number of Wireless Subscribers did not perform any recharge.
March - 2012	
March - 2013	
March - 2014	
March - 2015	
March - 2016	
March - 2017	
March - 2018	
March - 2019	
March - 2020	
March - 2021	



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

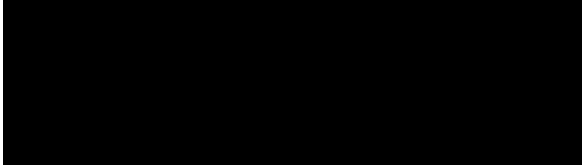
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(32)/2022-RTI

Dated: 14/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 24/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00041 for providing information under the provisions of the RTI Act, 2005 regarding the total number of Wireless Subscribers did not perform any recharge, related matters. 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 Dr. M.P. Tangirala, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

**Date: 14-02-2022 15:41:43
(S. K. Dutta)**

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00042	Date of Receipt :	24/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
State :			
Poverty Line ? :			
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Need Status of Application on email of [REDACTED] [REDACTED] 030578, from - vivek_ambekar@yahoo.com, to - dca@trai.gov.in, cc - cm@maharashtra.gov.in, dated/sent on 31st December 2020, Subject : To provide only True caller Information in India.		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

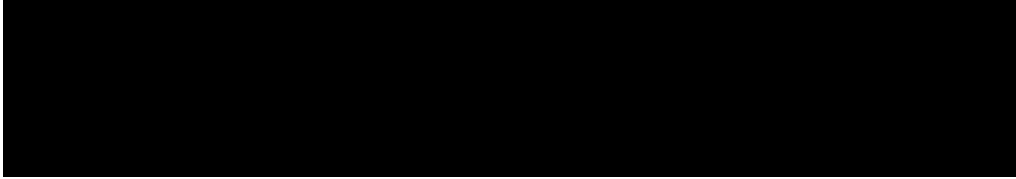
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(27)/2022-RTI

Dated: 17/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 24/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00042 for providing information under the provisions of the RTI Act, 2005 regarding status of your application sent through email on daca@trai.gov.in, related matters. In this context, the following is furnished:

S.No.	Reply
1	The information sought vide your above mentioned RTI application does not pertain to TRAI. Hence, the same is not available in TRAI. However, the desired information may be available with Department of Telecommunication (DoT). Hence, in terms of Section 6 (3) (ii) of the RTI Act, 2005, your RTI application was transferred online to DoT on 17/02/2022, for providing the information directly to you.

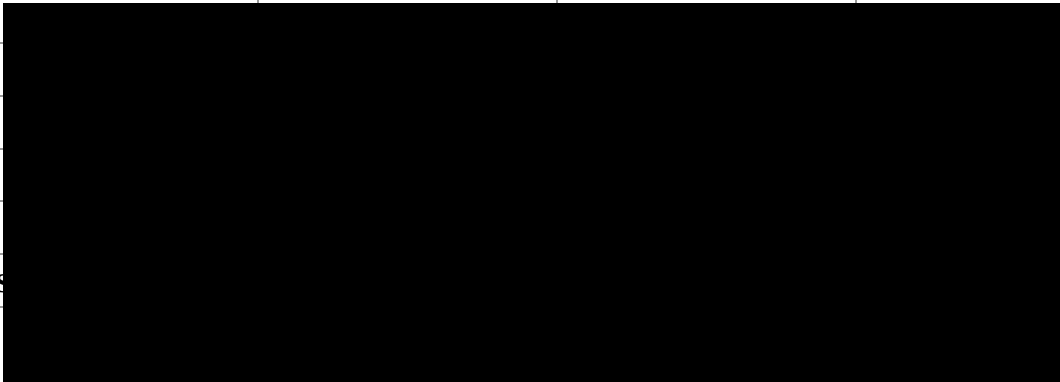
2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Dr. M.P. Tangirala, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully,

Signed by Sushil Kumar
 Dutta

Date: 17-02-2022 15:35:17
 (S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00043	Date of Receipt :	24/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
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 Chairman of TRAI, Subject:- Immediate Price Hike from Service Provider Dear Sir, Please look into subjected matter because of there are too poor service have been provided by the existing service provider by the mean while, what will be the necessity of price hike up to 20 to 25%? why the day of month is 28 in place of 30 while all over the world telecommunication service month day is 30? why do they not provide the proper network facility? As you know that there are 30 percent of people of India is using 2G Handset and also network then why they hike the price for all of them? At least Incoming call must be free for life time. Please look into such a serious matter to prevent from the scam. Thanks and regard 		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

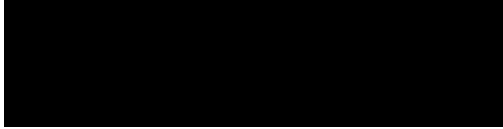
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंग्टो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(31)/2022-RTI

Dated: 14/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 24/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00043 for providing information under the provisions of the RTI Act, 2005 regarding tariff hike, related matters. In this context, the following is furnished:

S.No.	Reply
1	As per the existing tariff framework, the tariff for mobile and data services is under forbearance. The service providers have the flexibility to decide the rates for various types of calls, SMS or data offers with multiple combinations for different service areas of their operation. Moreover, billing of postpaid connection is on monthly basis. As per the recent notification 27.01.2022 i.e. TTO (66th Amendment) mandated following regulatory provisions which shall come into force within sixty days from the date of its publication in the Official Gazette: (xi) Every Telecom Service Provider shall offer at least one Plan Voucher, one Special Tariff Voucher and one Combo Voucher having a validity of thirty days. (xii) Every Telecom Service Provider shall offer at least one Plan Voucher, one Special Tariff Voucher and one Combo Voucher which shall be renewable on the same date of every month.

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

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 16-02-2022 12:03:57
 (S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00044	Date of Receipt :	24/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
St			
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 seekers under Section 6(1), 6(3) & 7(2) of the Right to Information Act 2005 1. Provide a copy of the draft and notesheet of the policies made by the telecommunication company under the policy of monthly recharge of mobile 2. Under mobile recharge by telecommunication company provide proof document of policy why monthly recharge 1 month by companies like jio telecommunication airtel vodafone idea bsnl 3. Provide a copy of the letter of application and order regarding why 4G spectrum was not given to Bharat Sanchar Nigam Limited for 4G service in India 4. Increase in recharge by mobile communication company by more than 20% from 1st December, if there are 13 months in 1 year by telecommunication company within 28 days, then which 13 months to provide copy of gazette letter by the state government of the above month give 5. How long can BSNL 4G service be implemented, provide details of the guidelines and tests issued by the central government under the related order 6. Testing for 4G Service by Airtel Bharti, Vodafone Idea, Reliance Jio Provide certified copy of test paper in each state 7. Provide a copy of the report of the CAG Annual Internal Audit of the concerned telecommunication company between the years 2015 to 2021		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

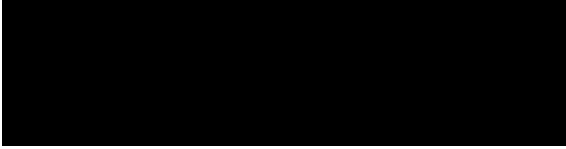
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(30)/2022-RTI

Dated: 16/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 24/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00044 for providing information under the provisions of the RTI Act, 2005 regarding monthly recharge and 4G service, related matters. In this context, the following is furnished:

S.No.	Reply
1 to 3 & 5 to 7	The information sought vide these points of your above mentioned RTI application is not available in TRAI. However, the desired information may be available with Department of Telecommunication (DoT) and BSNL, HQ. Hence, in terms of Section 6 (3) (ii) of the RTI Act, 2005, your RTI application was transferred online to DoT & BSNL, HQ on 17/02/2022, for providing the information directly to you.
4	As per the existing tariff framework, the tariff for mobile and data services is under forbearance. The service providers have the flexibility to decide the rates for various types of calls, SMS or data offers with multiple combinations for different service areas of their operation.

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

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 17-02-2022 15:32:43

(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00047	Date of Receipt :	25/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
State			
Is			
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 :	We Have Use Number [REDACTED] This Sim Last Months Then We Have See that In Last 3Days Automatically Removed Tower .And No singal Found ,I Call Customer Care Jio Care.198 But They Have Says No Deatils Showing This Number ,Then I visit Store Same Porblem Face .So I Use This This Number Then Why Not Showing Towers,No singnal Found. I Totally Depressed Beacuse This Number Is Registered Bank,Other Sector We Have Not Received any sms call Important Call and Sms Not Received Me , Customer Care and store are Not Help me ,Store Says Replace The Sim Rs 25 Required But At The Time Of purchase The We Have Recharge,I Use The Sim ,New Sim ,Sim Not 3Months Old .Then Why Not Singnal Found. automatically Singal Removed , So Propley Take Action ,We Have Lost My Recharge Balnce , And Without Solution Do not Colsed This Complaint ,I Noticed Previous Incident Reliance Jio Without Solution Customer Problem,They Have Colsed The Complaint,They Not Information Provide Customer .And Not Service Provide Customer, So Without Proper Solution Do not Colsed The Complaint , Otherwise I Comapalint the President of India , Because Mukesh Ambani Gourp Looting Small Customer Money ,Mukesh Ambani Reaching With Cheat Customer Money . Porblem N [REDACTED]		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

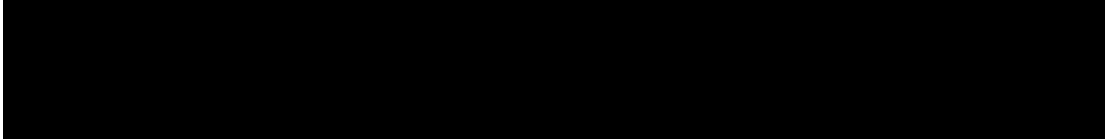
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(29)/2022-RTI

Dated: 14/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 25/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00047 for providing information under the provisions of the RTI Act, 2005 regarding complaint against M/s Reliance Jio Infocomm Ltd., related matters. In this context, the following is furnished:

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

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

Yours faithfully,

Signed by Sushil Kumar
 Dutta

Date: 16-02-2022 12:06:48

(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00048	Date of Receipt :	26/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	I would like to know below details under RTI. 1) What is terms and conditions for Mobile number portability MNP. Kindly attach the copy of rules and regulations for MNP if any. 2) Charges for sms for MNP port request. Kindly attach the copy of circular of MNP charges if any. 3) What is the minimum recharge required to send sms on 1900 for MNP request. Kindly attach the copy of minimum recharge or plans by which we can send sms to 1900 of all telecom companies or operators of India. 4) What are the penalties for telecom companies if they do not follow the rules and regulations of DOT or TRAI. Kindly attach the copy. 5) Do all telecom companies or operators of India follows the rules and regulations of charges for sending sms for MNP. If Yes, Kindly attach few copies of MNP request done whose recharge not done with any unlimited plan. If No, kindly attach the copy of action taken by you. I will pay the charges for attached copies.		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

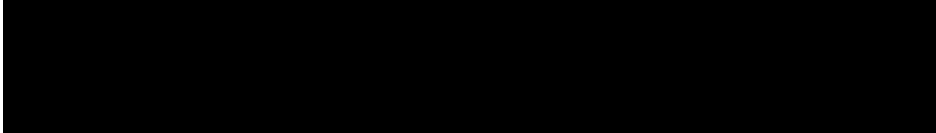
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(33)/2022-RTI

Dated: 25/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 26/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00048 for providing information under the provisions of the RTI Act, 2005 regarding MNP, related matters. In this context, the following is furnished:

S.No.	Reply
1	The Telecommunications Mobile Number Portability Regulations, 2009 as amended from time to time, may be accessed in the URL https://traigov.in/releasepublication/regulations/amendmentspage/90024 . Frequently asked questions related to MNP are also available at https://traigov.in/faqcategory/mobilenumber-portability
2, 3 & 5	TRAI vide Direction dated 03.12.2010 has directed all Cellular Mobile Telephone Service Providers and Unified Access Service Providers to treat the SMS sent to short code number 1900 as ordinary SMS for the purpose of charging and the rate of such SMS shall not exceed the tariff applicable for ordinary SMS under the tariff plan opted by the subscriber. As per the Direction dated 07.12.2021, TRAI has directed all access service e provider to enable, with immediate effect, for all mobile subscribers both prepaid and postpaid, requesting for a unique porting code, the facility to send SMS on short code 1900, in order to exercise their right to avail porting facility in accordance with the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009), irrespective of the value of the tariff offers/vouchers.
4	The Telecommunication Mobile Number Portability Regulations, as amended from time to time provides for Financial Disincentives on the Telecom Service Providers for contravention of any provision of these Regulations. The Telecommunications Mobile Number Portability Regulations, 2009 as amended from time to time, may be accessed in the URL https://traigov.in/releasepublication/regulations/amendmentspage/90024

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

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 25-02-2022 14:34:21

(S. K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00049	Date of Receipt :	26/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
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 refer to the email communications exchanged with VODAFONE IDEA telecom service provider,the origin of which is vide dated 08th Dec 2021 to customercare@vodafoneidea.com under subject line [REDACTED] DETAILS FIR [REDACTED] DATED 02nd Jul 2021.The service registration number is KOL-[REDACTED].The same has been escalated further to appellate.wb@vodafoneidea.com,appellate.nes@vodafoneidea.com dated 12th Jan 2022.I have seeked demographic details of the subscriber of the mobile number [REDACTED] who is accused of a crime. I had received call from the number [REDACTED] first on 10th May 2021 at 12:36 pm on my number JIO prepaid number [REDACTED].He claimed that he is a trader from ALLIED AGRO company,Bengaluru,his name is Kumar Raghavan.He offered me good quality products in cheap rate.He started whatsapp chat from the same number on the same day 10th May 2021 with my whatsapp number [REDACTED].I have paid him total 13850 rs 9786 and 4064 on 14th May 2021 & 15th May 2021 respectively,the amounts were deposited in bank account which is maintained at RBL RATNAKR BANK LTD,PRESTIGE TOWER BRANCH,BENGALURU.But after payment he stopped all kinds of communication with me like network call,SMS,email,whatsapp message,voice call,video call etc.He has not provided me the products for which I paid,even payment receipts also not given to me.I have been cheated and deceived by him.I am an unemployed youth,the amount matters a lot to me. I do not have any documents of him except the mobile number from which he called me.He did whatsapp chat with me from the same number,the chat is self explicit in itself.It is available with me.The registered owner of the mobile number is accountable in the commission of the offence.He can not shun the responsibility.I have made every efforts to get his details,but I could not.I have approached the remitter bank,I have also written to the beneficiary bank,but none of the concerned authority assisted me in this regard.I have not got back my hard earned money nor I have received the details of the accused.Without documents,demographic details of the subscriber of the number I could not file case in court.I am being deprived of getting justice.Access to justice is my fundamental right.Hence for the greater public interest,disclosure of the subscriber details should be ascertained and validated.So that the accused would be punished and justice would prevail in the society.It is in the spirit and benefit		

to the welfare of the people.

I hereby under R.T.I. Act,2005 request you to provide me the following informations of the subscriber of the mobile number [REDACTED]

1. PHOTO
2. IDENTITY PROOF
3. ADDRESS PROOF
4. AADHAR,VOTER ID,DRIVING LICENCE,PASSPORT ETC
5. KYC VERIFIED FORM
6. ALL OTHER DOCUMENTS OF THE SUBSCRIBER AS MAINTAINED



[REDACTED] barty <kuldeepchakraborty@gmail.com>

Re: REFUND OF THE AMOUNT 4064/- FOUR ZERO SIX FOUR + 9786/- NINE SEVEN EIGHT SIX,TOTAL 13850/- ONE THREE EIGHT FIVE ZERO

47 messages

Tue, May 18, 2021 at 6:22 PM

[REDACTED]
To: SBI 15642 <sbi.15642@sbi.co.in>, agmcustomer.inoban@sbi.co.in, agmr2.nw1ao2ban@sbi.co.in
Cc: regionalnodalofficersouth@rblbank.com, principalnodalofficer@rblbank.com

Respected Sir/Madam,

In continuation to my previous email,I would like to further state that I/we have transferred total amount of 13850/- in different 2 transactions- 4064 amount was done by me and the amount 9786/- amount has been IMPS transferred by my own elder brothe [REDACTED] TY on 14/05/2021.

Total amount I/we have transferred is 13850/- which needs to be hold/restricted immediately so that the account holder can not do further any transaction of the mentioned amount.

Please do find the following details of the fund transfer 9786/-

MODE OF TRANSFER: IMPS,NET BANKING
DATE: 14/05/2021
[REDACTED]

Hence,on behalf of my own elder brother and account holder Mr RAJDIP CHAKRABORTY,I hereby request you kindly initiate the process of refund of the amount 13850 rs [REDACTED]

I may please be contacted for further clarification in this regard,if any.

Yours truly,
[REDACTED]

On Tue 18 May, 2021, 2:51 PM [REDACTED] > wrote:

To,
The Branch Manager,
State Bank of India,
Dwarkanagar Branch,
Bengaluru- 560063



[REDACTED] abarty <kuldeepchakraborty@gmail.com>

Fwd: REFUND OF THE AMOUNT 13850/- (9786+4064) (Case ID:38771672)

principalnodalofficer@rblbank.com <principalnodalofficer@rblbank.com>

Thu, Dec 9, 2021 at 2:03 PM

Reply-To: principalnodalofficer@rblbank.com

To: "kuldeepchakraborty@gmail.com" <kuldeepchakraborty@gmail.com>

Dear Mr. [REDACTED]

Greetings from RBL Bank!

This is with reference to your email dated December 9, 2021.

We have forwarded your query to our concerned team.

You shall receive a response from the team at the earliest.

We understand your concern, however, we wish to inform you that we won't be able to provide RBL bank account details of a customer to any individual.

Should you need any clarifications in this regard, you may write back to us.

Thanking you and assuring you of our best service at all times.

Kind Regards,

Urvashi Redkar

From the office of Principal Nodal Officer

[Quoted text hidden]

Greetings from Vi

At the outset, we would like to reiterate that, we are governed by the Licensing conditions laid down by the Department of Telecommunications, Government of India and that the privacy of our customers is our solemn concern and we zealously protect the same under all circumstances and we do not divulge any details of the subscriber using our company's mobile connection to any other persons/authority without following the due process of law.

We further understand that you have already approached the competent Law Enforcement Agency with your grievances as alleged. We assure you that we shall provide all necessary support to such Law Enforcement Agency as and when requisitioned by them for the purpose of their investigation.

We hope we have been able to clarify your requirement up to your satisfaction.

Thank you,
Vi Customer Care
Mainak Sengupta
Website: www.MyVi.in
Download the Vi App: <https://bit.ly/GetVIApp2>
WhatsApp chat with us click <https://wa.me/message/2ONATA3W73EIP1>

On 12/11/2021 11:21 AM; From [REDACTED] To: customercare@vodafoneidea.com; ; ?CC: ; Subject: Re: 8335072835 DETAILS-F.I.R. U/S 420 IPC DATED 02/07/2021;

[Quoted text hidden]

[Quoted text hidden]

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

[Quoted text hidden]

[REDACTED]
To: customercare@vodafoneidea.com

Tue, Dec 14, 2021 at 11:28 PM

Let me know with reference under which **rule or policy or guidelines or protocol** you can not share details of a subscriber (who is accused of a crime) to me.

[Quoted text hidden]

acknowledgements@vodafoneidea.com <acknowledgements@vodafoneidea.com>
To: [REDACTED]

Tue, Dec 14, 2021 at 11:30 PM





भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

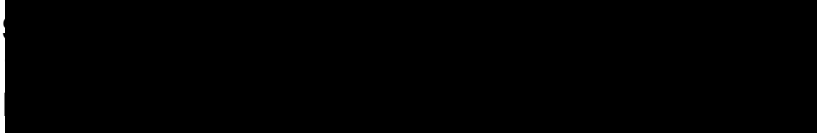
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(28)/2022-RTI

Dated: 14/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 26/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00049 for providing information under the provisions of the RTI Act, 2005 regarding provide details of the subscriber of the mobile number, related matters. 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 Dr. M.P. Tangirala, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

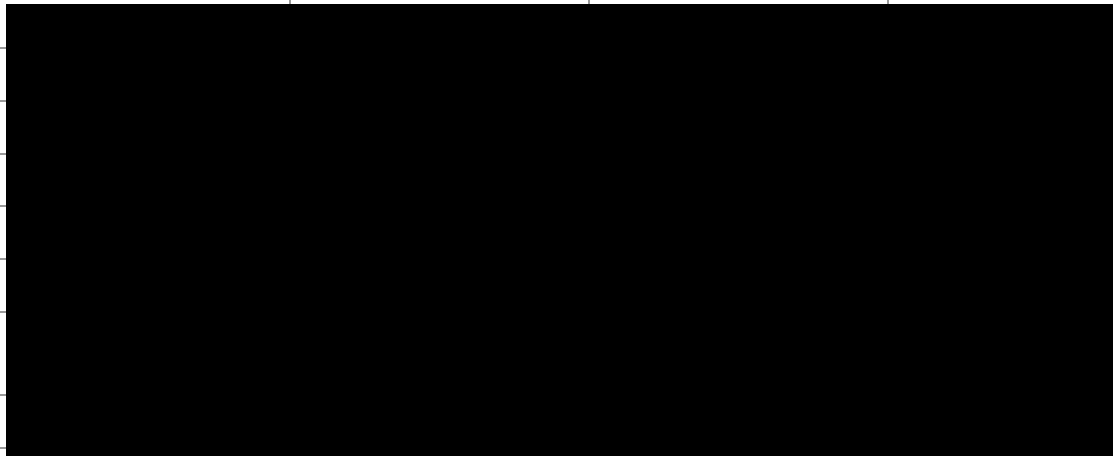
Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 16-02-2022 12:10:46

(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00050	Date of Receipt :	27/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Please provide me with the following information. 1. Can a telecom company reactivate a lost postpaid number without the consent of the user? 2. If a telecom company uses someone-s identity without their consent, what can TRAI do? 3. What actions have been taken for the email complaint (a copy attached as a supporting document) made to TRAI?		



Virender Sharma <sharma99134@gmail.com>

Complaint Against Vodafone Idea Limited for Identity Theft

1 message

[REDACTED]

Thu, Jan 13, 2022 at 11:48 AM

To: daca@trai.gov.in

Sir,
Sim card number [REDACTED] got lost and blocked on the 8th of October. But on the 31st of October, the sim card was reactivated by the company without the authorization/consent of the user. It is a matter of Identity theft.

The privacy and security of the user have been put at risk by Vodafone Idea Limited. Sir, please take strict actions against Vodafone Idea Limited. So that they never put anybody else's privacy and security at risk.

Yours sincerely

[REDACTED]



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

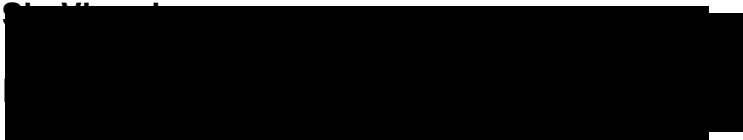
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(39)/2022-RTI

Dated: 17/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 27/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00050 for providing information under the provisions of the RTI Act, 2005 regarding re-activation of lost postpaid mobile number, related matters. In this context, the following is furnished:

S.No.	Reply
1 & 2	All Telecom Service Providers are governed by the License Agreement entered into with the Department of Telecommunications (DoT). As per the License Agreement, instructions relating to subscribers' verification can be issued by DoT. Hence, the desired information may be available with Department of Telecommunication (DoT) and thus, in terms of Section 6 (3) (ii) of the RTI Act, 2005, your RTI application was transferred online to DoT on 17/02/2022, for providing the information directly to you.
3	TRAI Act, 1997 does not mandate handling of individual consumer complaints by TRAI. However, in order to protect the interest of consumers, TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse. In case some complaints are received in TRAI directly, the same are forwarded to TSPs to redress as per the regulatory framework. Accordingly, your complaint dated 13.01.2022 has been forwarded to concerned service provider i.e. M/s. Vodafone Idea Ltd for taking appropriate action.

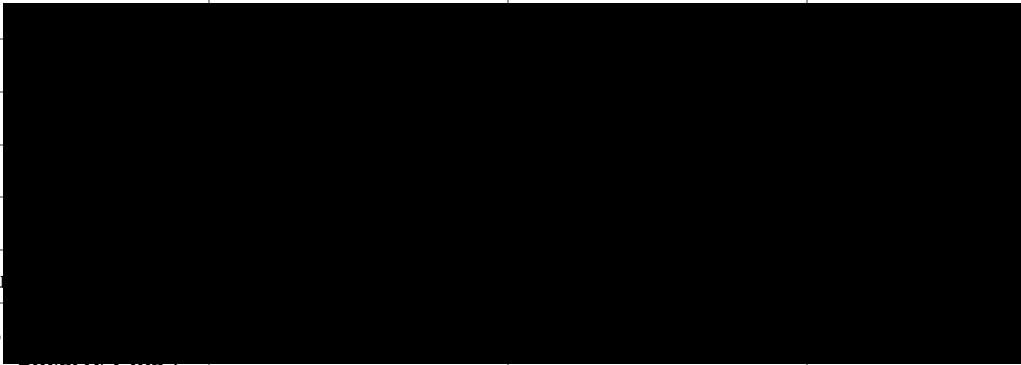
2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Dr. M.P. Tangirala, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

**Date: 18-02-2022 12:03:02
(S. K. Dutta)**

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00051	Date of Receipt :	27/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
Status :			
Is it a			
Poverty Line ? :			
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Team, Please share the explanation on how the Telecom companies like Jio, Airtel has 28 days as a calendar month when we have 30 or 31 days in our calendar.		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

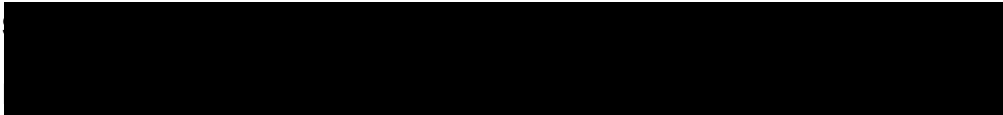
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंग्टो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(36)/2022-RTI

Dated: 15/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 27/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00051 for providing information under the provisions of the RTI Act, 2005 regarding tariff, related matters. In this context, the following is furnished:

S.No.	Reply
1	As per the existing tariff framework, the tariff for mobile and data services is under forbearance. The service providers have the flexibility to decide the rates for various types of calls, SMS or data offers with multiple combinations for different service areas of their operation. Moreover, billing of postpaid connection is on monthly basis and validity of prepaid recharge voucher is normally expressed in days and not on months subject to regulatory guidelines in vogue Further, it is informed that the Telecommunication Tariff (66th Amendment) Order, 2022 released on 27.01.2022, which, inter-alia, mandates that every telecom service provider shall offer at least one Plan Voucher, one Special Tariff Voucher, and one combo voucher having validity of thirty days and ensure that every Telecom Service Provider shall offer at least one Plan Voucher, one Special Tariff Voucher and one Combo Voucher which shall be renewable on the same date of every month.

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

Yours faithfully,

**Signed by Sushil Kumar
 Dutta**

Date: 16-02-2022 12:15:59
 (S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00053	Date of Receipt :	29/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
St			
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 :	REQUEST UNDER RIGHT TO INFORMATION ACT 2005. Information sought under section 4(1)(b), section 6(3) of the act. Sub: Telecommunication services-Data services and Cellular - RTI ACT 2005 - TRAI ACT Req.Reg. Kindly Obtain/Provide the following information by the power Conferred to the Authority Under the relevant sections of THE TELECOM REGULATORY AUTHORITY OF INDIA ACT. 1. Kindly provide under section 12(1)(a) of the TRAI ACT, the Base and Peak Link Upstream and Downstream Spectral Efficiencies values of 4G cellular and 3G cellular Communication systems in Mbps Obtained from each Service Provider on the State of Telangana. 2. Recommendations made under section 11(1)(a) of TRAI ACT to the service providers operating in Telangana state. 3. Standards lay-down by the Authority for quality of services to be provided under section 11(1)(b)(v) of the TRAI ACT. 4. Directions issued to Service Providers under section 12(4) & section 13 of TRAI ACT. THANK YOU.		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(37)/2022-RTI

Dated: 15/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 29/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00053 for providing information under the provisions of the RTI Act, 2005 regarding powers conferred to TRAI under the relevant sections for Telecommunication services, related matters. In this context, the following is furnished:

S.No.	Reply
1	Under Section 12(1)(a) of TRAI Act, it is stipulated that where the Authority considers it expedient so to do, it may, by order in writing call upon any service provider at any time to furnish in writing such information or explanation relating to its affairs as the Authority may require. Hence, Authority may call for such information which it deems fit for the purpose of functioning of Authority as mandated under TRAI Act.
2	The information sought is available in public domain and may be accessed from TRAI website under URL https://www.trai.gov.in . It is further informed that under Section 11(1) (a) of TRAI Act, the Authority can make recommendations, on the matter mentioned therein, either suo-motu or on a request from the Central Government. Under the said section no recommendation can be made to the service provider.
3	The information sought is available in public domain and may be accessed from TRAI website under URL https://www.trai.gov.in .
4	The Directions issued to the Service Providers under the TRAI Act are all uploaded in the official website of TRAI. The same may be downloaded for free from the URL https://traigov.in/releasepublication/directions .

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

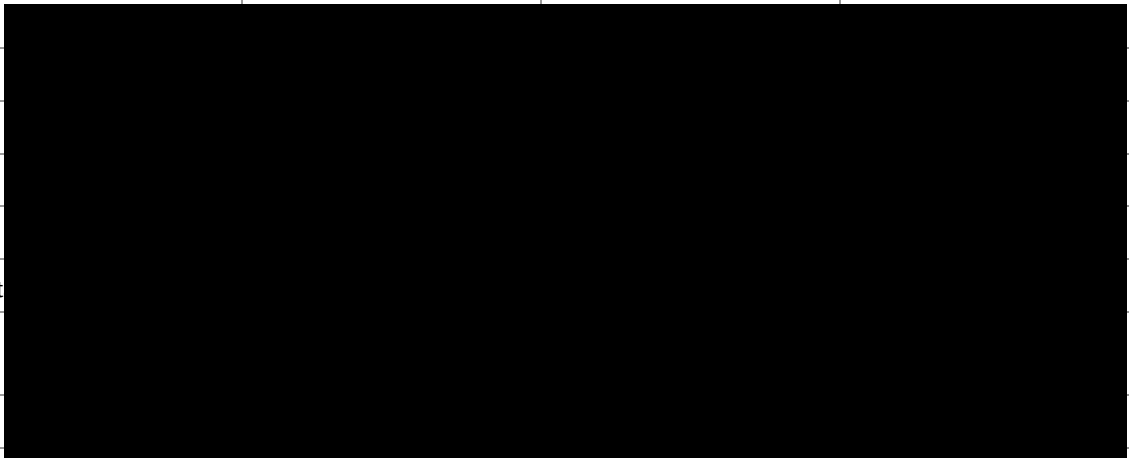
Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 16-02-2022 12:23:52

(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00054	Date of Receipt :	29/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
St			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	I am a subscriber of Jio and VI and I take VI 99 plan for active sim for 28 days validity but there is no option available for outgoing SMS This is the monopoly of Telecom companys only outgoing SMS which is available only for unlimited recharge plan please take action against the telecom company 6 8 months ago outgoing SMS was available on every recharge		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,

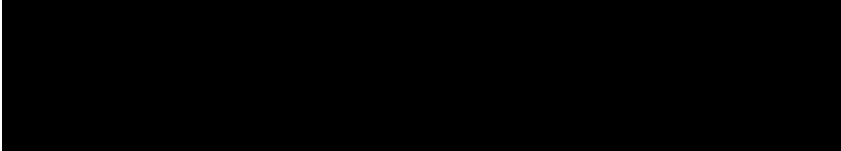
ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(35)/2022-RTI

Dated: 15/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 29/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00054 for providing information under the provisions of the RTI Act, 2005 regarding tariff, related matters. In this context, the following is furnished:

S.No.	Reply
1	As per the existing tariff framework, the tariff for mobile and data services is under forbearance. The service providers have the flexibility to decide the rates for various types of calls, SMS or data offers with multiple combinations for different service areas of their operation. Moreover, billing of postpaid connection is on monthly basis and validity of prepaid recharge voucher is normally expressed in days and not on months subject to regulatory guidelines in vogue.

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

Yours faithfully,
 Signed by Sushil Kumar
 Dutta
 Date: 17-02-2022 11:50:22

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

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00055	Date of Receipt :	29/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
Sta			
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 inform- 1. whether any license required for entity/organization providing M2M eSIM Services under bulk category 2. In the event answer to above is YES, kindly provide relevant application form copy, eligibility criteria etc etc to obtain such a license to provide M2M eSIM services.		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंग्टो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(38)/2022-RTI

Dated: 16/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 29/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00055 for providing information under the provisions of the RTI Act, 2005 regarding license required for entity/organization providing M2M eSIM Services, related matters. In this context, the following is furnished:

S.No.	Reply
1	The information sought vide your above cited RTI request is not available in TRAI. However, it is informed that all Telecom Service Providers are governed by the License Agreement entered into with the Department of Telecommunications (DoT). As per the License Agreement, instructions relating to M2M eSIM services are issued by DoT. Hence, the desired information may be available with Department of Telecommunication (DoT) and thus, in terms of Section 6 (3) (ii) of the RTI Act, 2005, your RTI application was transferred online to DoT on 14/02/2022, for providing the information directly to you.

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

Yours faithfully,

Signed by Sushil Kumar
 Dutta
 Date: 17-02-2022 11:52:17
 (S. K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00057	Date of Receipt :	30/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
Status :			
Is it a life or liberty issue ?			
Does it concern the life or Liberty of a Person ?	No(Normal)	Request Pertains to :	
Information Sought :	I am S  My JIO  Kindly provide following information under RTI ACT 1)Does the cellular service provider JIO has the right to deactivate my cellular mobile telephone number within 90 days of expiry of my unlimited plan (or within 90 days of last domestic outgoing call) if I have more than Rs 20 top up main balance available on the JIO number. 2) Has TRI has released any guidance regarding this matter after the attached guideline. Telecom Consumers Protection (Sixth Amendment) Regulations, 2013 dated 21st March, 2013 If yes kindly provide the guidelines details.		

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

TELECOM REGULATORY AUTHORITY OF INDIA
NOTIFICATION

NEW DELHI, THE 21st FEBRUARY, 2013

TELECOM CONSUMERS PROTECTION (SIXTH AMENDMENT)
REGULATIONS, 2013 (2 of 2013)

No. 308-5/2011-QOS. ----- In exercise of the powers conferred under section 36, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997(24 of 1997), the Telecom Regulatory Authority of India hereby makes the following regulations further to amend the Telecom Consumers Protection Regulations, 2012 (2 of 2012), namely:-

- | |
|--|
| <p>1. (1) These regulations may be called the Telecom Consumers Protection (Sixth Amendment) Regulations, 2013;</p> <p>(2) They shall come into force on the 22nd of March, 2013.</p> |
| <p>2. In regulation 2 of the Telecom Consumers Protection Regulations, 2012 (hereinafter referred to as the principal regulations),-</p> <p>(a) after clause (a), the following clause shall be inserted, namely:-</p> <p>“(aa) “activity” means a voice call (outgoing or incoming) or video call (outgoing or incoming) or an outgoing SMS or a data session (upload or download) or usage of Value Added Services or payment of rental in case of post paid connection or any other usage, as may be specified by the service provider, as an activity ;”;</p> |

(b) after clause (b), the following clause shall be inserted, namely :-

“(ba) “Automatic Number Retention Scheme” means protection from deactivation of cellular mobile telephone connection of a pre-paid consumer for non-usage on deduction of specified amount from the account of the consumer.”;

(c) after clause (h), the following clause shall be inserted, namely:-

“(ha) “Non-usage” means absence of an activity ; ”;

(d) after clause (l), the following clause shall be inserted, namely:-

“(la) “Safe Custody Scheme” means the facility for protection from deactivation for non-usage of a cellular mobile telephone connection of a postpaid consumer on the request of the consumer and on payment of specified amount.”;

3. In regulation 3 of the principal regulations, after clause (e), the following clause shall be inserted, namely :-

“(f) the details regarding deactivation of cellular mobile telephone connection due to non-usage.”.

4. After Chapter III of the principal regulations, the following Chapter shall be inserted, namely :-

“CHAPTER IV

DEACTIVATION OF CELLULAR MOBILE TELEPHONE CONNECTION DUE TO NON-USAGE

11. Deactivation of cellular mobile telephone connection of pre-paid consumer due to

non-usage.-----Subject to provision of regulation 12, every service provider shall ensure that no cellular mobile telephone connection of a prepaid consumer is deactivated for non-usage, for a minimum period of ninety days or such longer period as may be specified by the service provider.

12. Automatic Number Retention scheme for pre-paid consumers.----- (1) No service provider shall deactivate the cellular mobile telephone connection of a pre-paid consumer for non-usage if an amount exceeding twenty rupees or such lesser amount, as may be specified by the service provider, is available in the account of such consumer:

Provided that the service provider may deduct an amount not exceeding twenty rupees, as may be specified by the service provider, from the pre-paid account of the consumer for extension of period of non-usage beyond ninety days.

(2) Upon deduction of the amount mentioned in sub-regulation (1), the non-usage period of the cellular mobile connection of the consumer shall be extended by a further period of thirty days and this process shall be repeated till such time the minimum amount exceeding twenty rupees or such lesser amount, as may be specified by the service provider under sub-regulation (1), is available in the account of the consumer.

(3) If a consumer performs an activity during the extended period of non-usage, he shall be entitled for a fresh period of non-usage of ninety days or such longer period as may be specified by the service provider.

13. Safe Custody scheme for post-paid consumers.----- (1) Every service provider shall implement a safe custody scheme for postpaid consumers.

(2) No service provider shall deactivate the cellular mobile telephone connection of a post-paid consumer for non-usage if such consumer makes a request for safe custody of his telephone

connection and makes payment of an amount not exceeding one hundred fifty rupees for every three months or part thereof, as may be specified by the service provider.

(3) The service provider shall not charge monthly rental from the consumer during the period of safe custody of the cellular mobile telephone connection.

(4) If the post paid consumer of the cellular mobile telephone connection has made payment of advance rent for a specified period, the service provider shall not deactivate the mobile connection of such consumer on the ground of non-usage during the period for which advance rent has been paid.

(5) If the consumer of cellular mobile telephone connection makes a request for restoration of his mobile connection during the period of safe custody, the service provider shall, within twenty four hours of receipt of request, restore his mobile connection.

14. The grace period for reactivation-----(1) The cellular mobile telephone connection of a consumer deactivated for non-usage shall not be allocated to any other consumer till the expiry of a minimum period of fifteen days or such longer period, as may be specified by the service provider, from the date of deactivation and during such period the consumer can get his mobile connection reactivated by making payment of an amount not exceeding twenty rupees, as may be specified by the service provider.

15. Communication of information to the consumer.-----(1) Every service provider shall communicate to the consumers, in a transparent manner, the following information:-

- (a) the period of non-usage after which the mobile connection of the consumer is liable to be deactivated;
- (b) the details of the activities, the absence of which shall amount to non-usage;
- (c) the details of Automatic Number Retention scheme;
- (d) the details of Safe Custody scheme; and
- (e) the grace period for reactivation of the cellular mobile telephone connection.

(2) The information mentioned in sub-regulation (1) shall be intimated to the consumer through :-

- (a) Start Up Kit and Customer Acquisition Form;
- (b) tariff leaflets or brochures, if any;
- (c) display on the website, retail points of sale and complaint centres of the service provider;
- (d) publication in one English and one regional language newspaper every six months along with the tariff published under direction F. No. 301-14/2010-ER dated the 16th January, 2012; and
- (e) SMS within ten days from the date of commencement of these regulations and every six months thereafter.

(3) Every service provider shall, immediately on deduction of an amount under regulation 12, provide to the consumer through SMS the following information :-

- (a) the amount deducted;
- (b) the purpose for which the deduction is made; and
- (c) the balance amount available in the pre-paid account of the consumer.”.

(Rajeev Agrawal)
SECRETARY

Note.1. — The principal regulations were published in the Gazette of India, Extraordinary, Part III, Section 4 dated the 6th January, 2012 vide notification number No. 308-5/2011- QOS dated the 6th January, 2012.

Note.2. – The principal regulations were amended vide Notification No.308-5/2011-QOS and published in the Gazette of India,Extraordinary, Part III, Section 4 dated the 11thJanuary, 2012.

Note.3.–The principal regulations were further amended vide Notification No.308-5/2011-QOS and published in the Gazette of India, Extraordinary, Part III, Section 4 dated the 21stFebruary, 2012.

Note.4.- The principal regulations were further amended vide Notification No.308-5/2011-QOS and published in the Gazette of India, Extraordinary, Part III, Section 4 dated the 7th March, 2012.

Note.5. – The principal regulations were further amended vide Notification No.308-5/2011-QOS and published in the Gazette of India, Extraordinary, Part III, Section 4 dated the 22nd October, 2012.

Note.6. – The principal regulations were further amended vide Notification No.308-5/2011-QOS and published in the Gazette of India, Extraordinary, Part III, Section 4 dated the 27th November, 2012.

Note.7. –The Explanatory Memorandum explains the objects and reasons of the Telecom Consumers Protection (Sixth Amendment) Regulations, 2013 (2 of 2013).

EXPLANATORY MEMORANDUM

1. Several Telecom Service Providers (TSPs) currently prescribe a condition of deactivation if the Cellular Mobile Telephone connections remain inactive for a certain specified period. On such deactivation the balance amount in the account of the pre-paid consumer gets forfeited. This practice sometimes causes inconvenience to genuine consumers.

2. The TSPs contend that Cellular Mobile Telephone connections in a state of continuous non-usage not only block scarce numbering resource but also block their database space in various systems like the Billing System, Customer Resource Management platforms etc. Keeping such connections active in the system for unduly long period becomes non-remunerative for the TSPs. The Authority observed that the criteria for deactivation followed by TSPs are not uniform and also are not transparently conveyed to the consumers. With a view to protect the interests of the consumers while seeking to ensure better utilization of scarce numbering resources, the Authority had initiated a consultation process for seeking views of stakeholders on various aspects relating to deactivation of SIMs or mobile connections on the ground of non-usage. After considering the views of stakeholders and keeping in view other factors relevant to the issue, the Authority has decided to put in place certain regulatory guidelines through an amendment to the Telecom Consumer Protection Regulation, 2012. The Authority wishes to make it clear that there is no intention to mandate deactivation of Cellular Mobile Telephone connections on the ground of non-usage. It is solely at the discretion of the TSPs whether or not to prescribe any such condition for deactivation.

‘Non-usage’ attracting the condition of deactivation

3. The consultation paper had listed several possible activities which could constitute ‘usage’ of the Cellular Mobile Telephone Service connection. The list of activities, absence of which constitute non-usage given in the regulation, is not exhaustive. While some of the activities have been mandated to constitute usage, the TSPs will continue to have the flexibility to include any other activity like activation of voucher, incoming SMS etc. in the scope of usage, if they wish to do so.

4. Currently, most of the service providers prescribe sixty days of non-usage as the criteria for deactivation of Cellular Mobile Telephone Service connections. The suggestions by stakeholders are generally in the range of 50 days to 180 days. The Authority has decided to prescribe a minimum of ninety days of non-usage with a grace period of fifteen days for reactivation. The service providers will have the flexibility to decide a duration of non-usage longer than ninety days for the purpose of deactivation. During the grace period, the consumer will have the option to seek reactivation of the same number on payment of the prescribed fee which shall not exceed rupees twenty.

Automatic Number Retention (ANR) and Safe Custody Schemes

5. The ANR Scheme which is meant for Mobile prepaid consumers enables the consumers to protect their numbers (Cellular Mobile Telephone connections) irrespective of absence of activity beyond the period (not below ninety days) specified for the purpose, by keeping sufficient balance in their accounts. The service providers shall extend the date of deactivation by thirty days on each occasion after deducting the prescribed amount not exceeding rupees twenty from the balance available. If during such extended period the consumer performs any activity specified as 'usage', his Cellular Mobile Telephone connection shall be considered as active for a fresh period (not below ninety days) specified by the TSPs for deactivation due to non-usage. This process of deducting the specified charge under ANR scheme from the pre-paid balance of the consumer shall continue till such time the balance in the account falls below the prescribed amount under these regulations. This scheme does not require any explicit positive action on the part of the prepaid consumers and works automatically. The service providers also get compensated for the work done in keeping the Cellular Mobile Telephone connections active in the system. The ANR scheme ensures that forfeiture of balance amount in cases of deactivation due to non-usage is kept at the minimum and thus prevents unjust enrichment of TSPs. The amount already deducted from account of the consumer under the ANR scheme is not required to be refunded in case the consumer, performs activity during the extended period of non-usage under ANR scheme.

6. 'Safe Custody Scheme' is meant for Mobile postpaid consumers. The concerns on account of deactivation due to non-usage are different and perhaps less relevant for postpaid

consumers. Unlike in the prepaid platform, consumers in the postpaid plans generally pay monthly rental and are therefore entitled to remain as active consumers despite continuous period of non-usage. However, a postpaid consumer who expects non-usage of the Cellular Mobile Telephone connection for a considerable period, will be in a disadvantageous position as he will need to continue payment of monthly rental of the tariff plan despite non-usage. The safe custody scheme mandated through these regulations enables a postpaid consumer to avoid disconnection by making a request to this effect to his service provider and by paying the charges (not exceeding Rs.150/- for three months) specified for the purpose. Considering that the average revenue from postpaid consumers is several times higher than that of prepaid consumers and that the scheme presumes a voluntary positive action on the part of the consumer, the maximum charges for safe custody has been fixed at a higher level vis-à-vis the charges applicable in respect of ANR scheme for prepaid consumers. Moreover, in the case of safe custody, the postpaid consumer is not required to pay rental during the safe custody period.

7. If a cellular mobile telephone number is deactivated due to non-usage, the same number shall not be recycled or reallocated to any other consumer within a period of 15 days from the date of deactivation. In other words, there shall be a grace period of 15 days within which the consumer shall be entitled for requesting the telecom service provider for reactivation of his cellular mobile telephone connection with the same number on payment of the amount specified for reactivation.



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

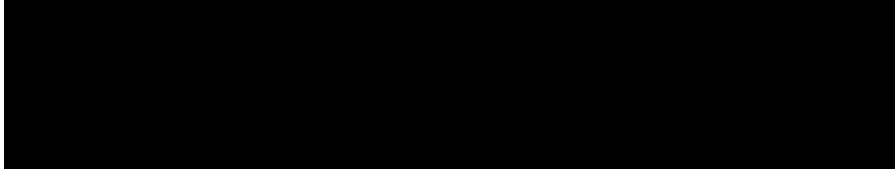
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(34)/2022-RTI

Dated: 16/02/2022.

To,

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

Sir,

Please refer to your RTI application dated 30/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00057 for providing information under the provisions of the RTI Act, 2005 regarding guidelines by TRAI for deactivation of mobile number, related matters. In this context, the following is furnished:

S.No.	Reply
1 & 2	The information sought vide your above mentioned RTI application is not available in TRAI. Further, it is informed that as per the Telecom Consumers Protection Regulations, 2012 as amended on 21st February 2013, which inter alia states that: "11. Deactivation of cellular mobile telephone connection of pre-paid consumer due to non-usage. ---- Subject to provision of regulation 12, every service provider shall ensure that no cellular mobile telephone connection of a prepaid consumer is deactivated for non-usage, for a minimum period of ninety days or such longer period as may be specified by the service provider. 12. Automatic Number Retention scheme for pre-paid consumers. ----- (1) No service provider shall deactivate the cellular mobile telephone connection of a pre-paid consumer for non-usage if an amount exceeding twenty rupees or such lesser amount, as may be specified by the service provider, is available in the account of such consumer: Provided that the service provider may deduct an amount not exceeding twenty rupees, as may be specified by the service provider, from the pre-paid account of the consumer for extension of period of non-usage beyond ninety days. (2) Upon deduction of the amount mentioned in sub-regulation (1), the non-usage period of the cellular mobile connection of the consumer shall be extended by a further period of thirty days and this process shall be repeated till such time the minimum amount exceeding twenty rupees or such lesser amount, as may be specified by the service provider under sub regulation (1), is available in the account of the consumer. (3) If a consumer performs an activity during the extended period of non-usage, he shall be entitled for a fresh period of non-usage of ninety days or such longer period as may be specified by the service provider." However, TRAI has not issued any further guidelines in the matter after the earlier

| guidelines you have been attached. |

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

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 17-02-2022 15:28:17

(S. K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00058	Date of Receipt :	30/01/2022
Type of Receipt :	Online Receipt	Language of Request :	English
Status :			
Is :			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	SIR MERA NO [REDACTED] DATE AUGUST 2021 ME JIO SE AIRTEL ME MNP KRAYA JO 10 15 DAY BAD BND HO GYA AIRTEL OFFICE ME BOLA GYA KI 90DIN BAD CHALU HO JAYEGA AB NHI KR RHA H BOL RHA H KI AIRCEL ME CHL GYA H WAHAN SE CHALU HOGA TO MUJHE BAHUT PRESANI HO RHI H QKI 8-10 SAL SE USE KR H YE NO PLZ KOI UPYA BATAYE JO MAI DUSRE NETWORK ME NO PORT KRA SKE PLZ GIVE ME SUGGESTION SIR MY CONTACT NO [REDACTED] NAME SANTOSH KUMAR RAY PURA DOCUMENT MERA SHI H CHAHE TO CHECK KR SKTE H MOB NO [REDACTED] CHALU NHI HO RHA H AIRCEL ME ACTIVE BTA RHA H		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(40)/2022-RTI

Dated: 18/02/2022.

To,

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

Sir,

Please refer to your RTI application dated 30/01/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00058 for providing information under the provisions of the RTI Act, 2005 regarding MNP, related matters. In this context, the following is furnished:

S.No.	Reply
1	The information sought by the applicant is not covered under the definition of 'information' prescribed under the RTI Act, 2005. Further in terms of Para 10 of the Guide on Right to Information Act, 2005 issued by Department of Personnel & Training, Ministry of Personnel, Public Grievances & Pension vide OM No.1/32/2013-IR dated 28th November 2013, the CPIO is neither supposed to create information that is not a part of the record of the public authority nor required 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.

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

Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 21-02-2022 11:20:01
(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00060	Date of Receipt :	01/02/2022
Type of Receipt :	Online Receipt	Language of Request :	English
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	1. There is a lot of network problem in our village Chilkad Basti, due to which we are not able to use the internet, how long will this situation be correct. 2. We also talked several times on the customer support of Airtel/JIO Telecom but only got assurance and till date no improvement has been seen. 3. How long will this problem be resolved, please kindly tell the approximate time frame. 4. Every recharge data (Internet MB) which is not used due to internet not working, will be returned. 5. This question of mine is in public interest, why any recharge is for 28 days and why not for 30 days		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

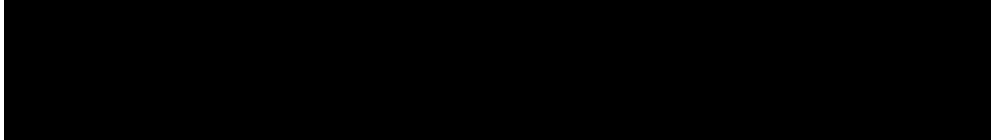
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(42)/2022-RTI

Dated: 18/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 01/02/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00060 for providing information under the provisions of the RTI Act, 2005 regarding mobile network and tariff, related matters. In this context, the following is furnished:

S.No.	Reply
1 to 4	The information sought vide these points of your RTI application is not available in TRAI.
5	As per the existing tariff framework, the tariff for mobile and data services is under forbearance. The service providers have the flexibility to decide the rates for various types of calls, SMS or data offers with multiple combinations for different service areas of their operation. Moreover, billing of postpaid connection is on monthly basis and validity of prepaid recharge voucher is normally expressed in days and not on months. As per the recent notification 27.01.2022 i.e. TTO (66 Amendment) mandated following regulatory provisions which shall come into force within sixty days from the date of its publication in the official Gazette. (xi) Every Telecom Service Provider shall offer at least one Plan Voucher, one special Tariff Voucher and one Combo Voucher having a validity of thirty days. (xii) Every Telecom Service Provider shall offer at least one Plan Voucher, one Special Tariff Voucher and one Combo Voucher which shall be renewable on the same date of every month.

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

Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 21-02-2022 11:18:58
 (S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00061	Date of Receipt :	01/02/2022
Type of Receipt :	Online Receipt	Language of Request :	English
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Dear sir, I hereby [REDACTED]. I requested a new broadband connection on 26-01-2022 at 3:06 pm and already paid Rs -3532/- 6 months in advance. I called a salesperson and engineer many times but they are not responding & excuses all the time. I complaint 4 times about customer care here also no confirmation till now. So kindly request to you plz resolve my problem as soon as possible. Name - [REDACTED] Register [REDACTED] Address [REDACTED] Consum [REDACTED] email - [REDACTED]		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

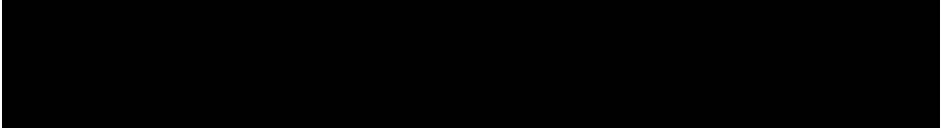
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(43)/2022-RTI

Dated: 21/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 01/02/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00061 for providing information under the provisions of the RTI Act, 2005 regarding your complaint against M/s Bharti Airtel Ltd., related matters. 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. However, it is informed that TRAI Act, 1997 does not mandate handling of individual consumer complaints by TRAI. However, in order to protect the interest of consumers, TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

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

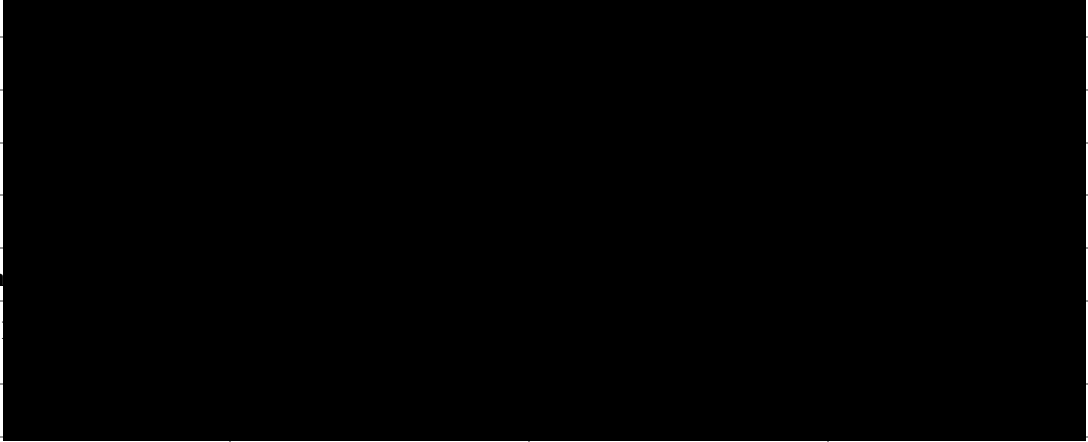
Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 21-02-2022 14:25:53

(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00064	Date of Receipt :	02/02/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
Sta			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Sir It is requested that the applicant wants information under the Right to Information that what is the information related to the speed for the telecom operator companies by the government for 4G mobile network and how much the consumer has the right to the minimum speed if the minimum speed is not given by the companies If so where can the applicant make a complaint against the company in this regard		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

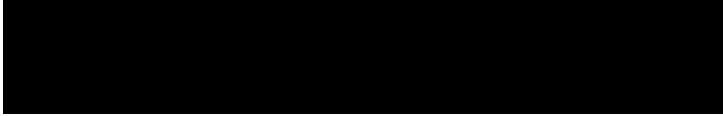
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(44)/2022-RTI

Dated: 21/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 02/02/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00064 for providing information under the provisions of the RTI Act, 2005 regarding speed of 4G mobile network, related matters. In this context, the following is furnished:

S.No.	Reply
1	TRAI has not prescribed any minimum or maximum data speed in the 4G. Further, it is informed that the speed of mobile internet is dependent on several factors such as closeness to the cell serving the customer, the number of users being served by the cell, the user equipment/mobile handset used by the customer etc. As such the mobile user may experience different speed at different places and different locations and time of usage. Regarding complaint, TRAI has laid down the framework for complaint redressal by service providers through the Telecom Consumers Complaint Redressal Regulations, 2012, which are available on TRAI website www.trai.gov.in. Consumer may seek redressal of his complaint through the two-stage redressal mechanism of complaint Centre and Appellate Authority. TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI.

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

Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 24-02-2022 11:22:07
 (S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00065	Date of Receipt :	02/02/2022
Type of Receipt :	Online Receipt	Language of Request :	English
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 :	There is a month of 30 or 31 in our constitution, then why Jio, Airtel, VI, BSNL gives 28 months Have you ever wondered why all the telcos like Reliance Jio, Airtel and Vodafone Idea give validity of 28 days only in their one month recharge plan while the month is at least 30 days? We are telling you how these companies earn crores of rupees by reducing the validity of two days.		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(53)/2022-RTI

Dated: 22/02/2022.

To,

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

Sir,

Please refer to your RTI application dated 02/02/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00065 for providing information under the provisions of the RTI Act, 2005 regarding tariff, related matters. In this context, the following is furnished:

S.No.	Reply
1	As per the existing tariff framework, the tariff for mobile and data services is under forbearance. The service providers have the flexibility to decide the rates for various types of calls, SMS or data offers with multiple combinations for different service areas of their operation. Moreover, billing of postpaid connection is on monthly basis and validity of prepaid recharge voucher is normally expressed in days. As per the recent notification 27.01.2022 i.e. TTO (66 Amendment) mandated following regulatory provisions which shall come into force within sixty days from the date of its publication in the official Gazette. (xi) Every Telecom Service Provider shall offer at least one Plan Voucher, one special Tariff Voucher and one Combo Voucher having a validity of thirty days. (xii) Every Telecom Service Provider shall offer at least one Plan Voucher, one Special Tariff Voucher and one Combo Voucher which shall be renewable on the same date of every month.

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

Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 24-02-2022 11:26:20
(S. K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00066	Date of Receipt :	02/02/2022
Type of Receipt :	Online Receipt	Language of Request :	English
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 :	Dated: - 01/02/2022 To THE CENTRAL PUBLIC INFORMATION OFFICER CHAIRMAN TRAI TELECOM REGULATORY AUTHORITY OF INDIA MAHANAGAR DOOR SANCHAR BHAWAN JAWAHARLAL NEHRU MARG, OLD MINTO ROAD NEW DELHI 110002 Subject: Request for information under RTI ACT 2005 I [REDACTED] wish to seek information under RTI ACT 2005. The information sought is related to SPEED POST ARTICLE ED370512282IN DATED 9 APRIL 2021 delivered on 12 APRIL 2021 in TRAI. I have enclosed the copy of delivery status for your reference. The speed post article containing 1 FILE of 140 PAGES for resolution of grievance matter was sent. I have also attached some of the documents of file related to the speed post article. Kindly provide me the following information: 1. What action has been taken on my complaint ? 2. What is the outcome (result) of the complaint ? 3. I did not received any reply pertaining to my complaint till date ? Kindly provide the information as soon as possible and within time frame as stipulated under RTI Act,2005. Thanking you Yours Faithfully P [REDACTED]		

VERY IMPORTANT COMPLAINTS PERTAINING TO UNDUE FAVOUR BEING ASKED BY MR C L MEENA DGM AREA MANAGER MTNL HAUZ KHAS NEW DELHI FOR RECTIFICATION OF MTNL VIP NUMBERS AND WHEN AREA GENERAL MANAGER MR ANISH MEHTA WAS SENT COMPLAINTS NO ACTION WAS TAKEN REGARDING THE NUMBERS AND PROTECTIVE APPROACH WAS SHOWN TOWARDS MR C L MEENA AS BECAUSE HE PRAISES SUCH ACTIVITY.

To,

DR P D VAGHELA JI
CHAIRMAN
TRAI
MAHANAGAR DOORSANCHAR BHAWAN
JLN MARG
NEW DELHI-110002
23236308



From,



To

Sh P K Purwar Ji

Annexures

With reference to my complaint no. copies of mtnl complaints falsely repeatedly cleared are attached which were raised on the various dates

But till date above [REDACTED] Mtnl numbers are not working. Personnel of MTNL closing my complaints with false reasons i.e. subscriber does not allow mtnl people to enter the residence premises for rectification which is just wrong and false and more such reasons were used to close the complaints.

Line man name Mr Jagdish also visted the Premises various times since 1 January 2021 but could not rectify the fault as following materials such as 5 pair cable of 600 metre, 4 clip instruments of landline and 4 wifi modems which were needed for rectification and restoration of Mtnl landline and Broadband were never given to him by Mr C L Meena.

SDO named Mr Dinesh Kumar Sinha also visited along with Mr Jagdish on 23 January 2021 to see the MTNL cable wiring of 5 PAIR JELLY FILLED ARMORED CABLE STRUCTURE of residence wiring and was also informed that this wiring was done 25 years ago when every drop wire of the mtnl number was replaced by mtnl 5 pair cable by the mtnl and is being maintained and repaired by the mtnl people only and interacted and during the whole visit time Mr. C L Meena was on video conferencing and the problem was also informed to him but then also nothing was done to resolve the grievance.

After MTNL personnel interaction on video conferencing Mr. C L Meena made a call for meeting at Dwarka, and asked me to meet him and when the purpose of meeting was asked he confirmed it is just a meeting about rectification of phone numbers. I denied to meet him personally at dwarka as I sensed something fishy through his conversation then he wanted to meet me at his residence for not known reasons.

It is very astonishing for me that Govt. officials are asking to meet personally for rectification of phone numbers for which monthly payments have been made well in advance through ADVANCE DEPOSIT SYSTEM OF MTNL of more than RS 20,000. In my opinion he is asking for some favour as above numbers are installed at Lt. Ch. Prem Singh ji, Ex-Speaker Delhi Vidhan Sabha residence.

After denial of meeting Mr. C L Meena DGM Area Manager MTNL Hauz Khas New Delhi started closing the complaints without any proper reason From January 1 2021 and told that MTNL is not responsible for proper functioning of MTNL telephones as MTNL has no funds for that.

He also suggested to withdraw the MTNL numbers and use private telephones.

In this regard when Mr Anish Mehta GM General Manager Bhikaji Cama Place New Delhi was told about the problem then protective and defensive approach was seen towards the behaviour and activity of Mr C L Meena and he also did not intervene to resolve the grievance as if he supports such arrogant and haughty official with bad behaviour.

In my opinion employees like Mr. C L Meena are the main cause for failure of MTNL.

It is my humble request to your good self for taking necessary action in this regard.

Thanking You

Yours Faithfully

**Sh P K Purwar Ji
Cmd Mtnl
Cgo Complex
Lodhi Road
NEW DELHI-110003**

Copy to

- 1. President's Secretariat**
- 2. Prime Minister's Office**
- 3. Shri Ravi Shankar Prasad, Hon'ble MoC & IT, Govt. Of India**
- 4. Central Vigilance Commission**
- 5. Chairman TRAI Office**
- 6. DDG (PG)**

LIST OF MTNL ONLINE PORTAL COMPLAINTS REPEATEDLY AND FALSELY CLEARED BY

MR C L MEENA AREA MANAGER MTNL HAUZ KHAS WITHOUT GETTING THE FAULT

RECTIFIED

LANDLINE COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
277	11-01-2021 22:00	12-01-2021 18:45	INSTRUMENT
2	10-01-2021 01:23	11-01-2021 16:13	INSTRUMENT

Docket No	Complaint date	Clear date	Complaint Description
6	14-02-2021 07:58	15-02-2021 18:57	INSTRUMENT
196	12-01-2021 22:52	13-02-2021 18:11	DEAD PHONE
277	11-01-2021 22:00	12-01-2021 18:45	INSTRUMENT
2	10-01-2021 01:23	11-01-2021 16:13	INSTRUMENT
69	03-05-2020 22:05	11-05-2020 16:11	INSTRUMENT

BROADBAND COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
372186	12-JAN-2021	16-JAN-2021	ADSL DOWN
371641	10-JAN-2021	12-JAN-2021	ADSL DOWN

Docket No	Complaint date	Clear date	Complaint Description
376781	12-FEB-2021	16-FEB-2021	ADSL DOWN
372926	16-JAN-2021	12-FEB-2021	ADSL DOWN
372186	12-JAN-2021	16-JAN-2021	ADSL DOWN
371641	10-JAN-2021	12-JAN-2021	ADSL DOWN
312714	03-MAY-2020	27-MAY-2020	ADSL DOWN

LANDLINE COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
240	15-02-2021 23:09	25-02-2021 19:11	INSTRUMENT
6	14-02-2021 07:58	15-02-2021 18:57	INSTRUMENT
196	12-01-2021 22:52	13-02-2021 18:11	DEAD PHONE
277	11-01-2021 22:00	12-01-2021 18:45	INSTRUMENT
2	10-01-2021 01:23	11-01-2021 16:13	INSTRUMENT

BROADBAND COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
377310	16-FEB-2021	08-MAR-2021	ADSL DOWN
376781	12-FEB-2021	16-FEB-2021	ADSL DOWN
372926	16-JAN-2021	12-FEB-2021	ADSL DOWN
372186	12-JAN-2021	16-JAN-2021	ADSL DOWN
371641	10-JAN-2021	12-JAN-2021	ADSL DOWN

LANDLINE COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
73	27-03-2021 14:06	15-05-2021 13:13	NO DIAL TO
116	26-02-2021 13:24	27-03-2021 11:30	NO DIAL TO
240	15-02-2021 23:09	25-02-2021 19:11	INSTRUMENT
6	14-02-2021 07:58	15-02-2021 18:57	INSTRUMENT
196	12-01-2021 22:52	13-02-2021 18:11	DEAD PHONE

BROADBAND COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
384237	14-APR-2021	08-MAY-2021	ADSL DOWN
380209	08-MAR-2021	14-APR-2021	ADSL DOWN
377310	16-FEB-2021	08-MAR-2021	ADSL DOWN
376781	12-FEB-2021	16-FEB-2021	ADSL DOWN
372926	16-JAN-2021	12-FEB-2021	ADSL DOWN

LIST OF MTNL ONLINE PORTAL COMPLAINTS REPEATEDLY AND FALSELY CLEARED BY**MR C L MEENA AREA MANAGER MTNL HAUZ KHAS WITHOUT GETTING THE FAULT****RECTIFIED****LANDLINE COMPLAINT LOG**

Docket No	Complaint date	Clear date	Complaint Description
275	11-01-2021 21:59	12-01-2021 18:44	INSTRUMENT
4	10-01-2021 01:31	11-01-2021 16:13	INSTRUMENT
42	07-01-2021 11:18	09-01-2021 17:38	DEAD PHONE

Docket No	Complaint date	Clear date	Complaint Description
275	11-01-2021 21:59	12-01-2021 18:44	INSTRUMENT
4	10-01-2021 01:31	11-01-2021 16:13	INSTRUMENT
42	07-01-2021 11:18	09-01-2021 17:38	DEAD PHONE
68	03-05-2020 22:05	11-05-2020 16:11	INSTRUMENT
121	11-03-2020 12:09	08-04-2020 17:13	DEAD PHONE

BROADBAND COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
372185	12-JAN-2021	16-JAN-2021	ADSL DOWN

371640	10-JAN-2021	12-JAN-2021	ADSL DOWN
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Docket No	Complaint date	Clear date	Complaint Description
372925	16-JAN-2021	12-FEB-2021	ADSL DOWN
372185	12-JAN-2021	16-JAN-2021	ADSL DOWN
371640	10-JAN-2021	12-JAN-2021	ADSL DOWN
312713	03-MAY-2020	06-MAY-2020	ADSL DOWN
291659	10-JAN-2020	25-APR-2020	ADSL DOWN

LANDLINE COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
195	12-01-2021 22:51	25-02-2021 19:09	DEAD PHONE
275	11-01-2021 21:59	12-01-2021 18:44	INSTRUMENT
4	10-01-2021 01:31	11-01-2021 16:13	INSTRUMENT
42	07-01-2021 11:18	09-01-2021 17:38	DEAD PHONE
68	03-05-2020 22:05	11-05-2020 16:11	INSTRUMENT

BROADBAND COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
372925	16-JAN-2021	12-FEB-2021	ADSL DOWN
372185	12-JAN-2021	16-JAN-2021	ADSL DOWN
371640	10-JAN-2021	12-JAN-2021	ADSL DOWN
312713	03-MAY-2020	06-MAY-2020	ADSL DOWN
291659	10-JAN-2020	25-APR-2020	ADSL DOWN

LANDLINE COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
72	27-03-2021 14:06	15-05-2021 13:13	MISC.
115	26-02-2021 13:24	27-03-2021 11:27	NO DIAL TO
195	12-01-2021 22:51	25-02-2021 19:09	DEAD PHONE
275	11-01-2021 21:59	12-01-2021 18:44	INSTRUMENT
4	10-01-2021 01:31	11-01-2021 16:13	INSTRUMENT

BROADBAND COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
384236	14-APR-2021	15-MAY-2021	ADSL DOWN
383436	07-APR-2021	14-APR-2021	ADSL DOWN
380680	11-MAR-2021	07-APR-2021	ADSL DOWN
376780	12-FEB-2021	10-MAR-2021	ADSL DOWN
372925	16-JAN-2021	12-FEB-2021	ADSL DOWN

LIST OF MTNL ONLINE PORTAL COMPLAINTS REPEATEDLY AND FALSELY CLEARED BY

MR C L MEENA AREA MANAGER MTNL HAUZ KHAS WITHOUT GETTING THE FAULT

RECTIFIED

LANDLINE COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
276	11-01-2021 21:59	12-01-2021 18:44	INSTRUMENT
3	10-01-2021 01:24	11-01-2021 16:13	INSTRUMENT

Docket No	Complaint date	Clear date	Complaint Description
276	11-01-2021 21:59	12-01-2021 18:44	INSTRUMENT
3	10-01-2021 01:24	11-01-2021 16:13	INSTRUMENT

70	03-05-2020 22:05	11-05-2020 16:11	INSTRUMENT
123	11-03-2020 12:09	08-04-2020 17:19	DEAD PHONE
243	24-01-2020 19:35	14-02-2020 13:44	DEAD PHONE

████████ BROADBAND COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
372187	12-JAN-2021	16-JAN-2021	ADSL DOWN
371642	10-JAN-2021	12-JAN-2021	ADSL DOWN

Docket No	Complaint date	Clear date	Complaint Description
372927	16-JAN-2021	12-FEB-2021	ADSL DOWN
372187	12-JAN-2021	16-JAN-2021	ADSL DOWN
371642	10-JAN-2021	12-JAN-2021	ADSL DOWN
312715	03-MAY-2020	27-MAY-2020	ADSL DOWN
293944	24-JAN-2020	04-APR-2020	ADSL UNSTABLE

████████ LANDLINE COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
117	26-02-2021 13:25	26-02-2021 17:37	NO DIAL TO
144	19-02-2021 16:00	25-02-2021 19:13	MISC.
197	12-01-2021 22:52	18-02-2021 19:04	DEAD PHONE
276	11-01-2021 21:59	12-01-2021 18:44	INSTRUMENT
3	10-01-2021 01:24	11-01-2021 16:13	INSTRUMENT

████████ BROADBAND COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
377482	17-FEB-2021	01-MAR-2021	ADSL DOWN

376782	12-FEB-2021	17-FEB-2021	ADSL DOWN
372927	16-JAN-2021	12-FEB-2021	ADSL DOWN
372187	12-JAN-2021	16-JAN-2021	ADSL DOWN
371642	10-JAN-2021	12-JAN-2021	ADSL DOWN

ANDLINE COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
74	27-03-2021 14:07	15-05-2021 13:14	NO DIAL TO
31	27-02-2021 11:11	27-03-2021 11:30	NO DIAL TO
117	26-02-2021 13:25	26-02-2021 17:37	NO DIAL TO
144	19-02-2021 16:00	25-02-2021 19:13	MISC.
197	12-01-2021 22:52	18-02-2021 19:04	DEAD PHONE

BROADBAND COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
384238	14-APR-2021	08-MAY-2021	ADSL DOWN
380809	12-MAR-2021	14-APR-2021	ADSL DOWN
377482	17-FEB-2021	01-MAR-2021	ADSL DOWN
376782	12-FEB-2021	17-FEB-2021	ADSL DOWN
372927	16-JAN-2021	12-FEB-2021	ADSL DOWN

LIST OF MTNL ONLINE PORTAL COMPLAINTS REPEATEDLY AND FALSELY CLEARED BY

MR C L MEENA AREA MANAGER MTNL HAUZ KHAS WITHOUT GETTING THE FAULT

RECTIFIED

LANDLINE COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
274	11-01-2021 21:59	12-01-2021 18:44	MISC.
1	10-01-2021 01:22	11-01-2021 16:12	INSTRUMENT
40	07-01-2021 11:17	09-01-2021 17:38	DEAD PHONE

Docket No	Complaint date	Clear date	Complaint Description
5	14-02-2021 07:57	15-02-2021 18:57	INSTRUMENT
194	12-01-2021 22:51	13-02-2021 18:11	DEAD PHONE
274	11-01-2021 21:59	12-01-2021 18:44	MISC.
1	10-01-2021 01:22	11-01-2021 16:12	INSTRUMENT
40	07-01-2021 11:17	09-01-2021 17:38	DEAD PHONE

BROADBAND COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
372184	12-JAN-2021	16-JAN-2021	ADSL DOWN
371639	10-JAN-2021	12-JAN-2021	ADSL DOWN

Docket No	Complaint date	Clear date	Complaint Description
376779	12-FEB-2021	16-FEB-2021	ADSL DOWN
372924	16-JAN-2021	12-FEB-2021	ADSL DOWN
372184	12-JAN-2021	16-JAN-2021	ADSL DOWN
371639	10-JAN-2021	12-JAN-2021	ADSL DOWN
293943	24-JAN-2020	25-APR-2020	ADSL UNSTABLE

LANDLINE COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
239	15-02-2021 23:08	25-02-2021 19:11	INSTRUMENT
5	14-02-2021 07:57	15-02-2021 18:57	INSTRUMENT
194	12-01-2021 22:51	13-02-2021 18:11	DEAD PHONE
274	11-01-2021 21:59	12-01-2021 18:44	MISC.
1	10-01-2021 01:22	11-01-2021 16:12	INSTRUMENT

BROADBAND COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
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377311	16-FEB-2021	08-MAR-2021	ADSL DOWN
376779	12-FEB-2021	16-FEB-2021	ADSL DOWN
372924	16-JAN-2021	12-FEB-2021	ADSL DOWN
372184	12-JAN-2021	16-JAN-2021	ADSL DOWN
371639	10-JAN-2021	12-JAN-2021	ADSL DOWN

LANDLINE COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
71	27-03-2021 14:06	15-05-2021 13:12	NO DIAL TO
114	26-02-2021 13:24	27-03-2021 11:26	NO DIAL TO
239	15-02-2021 23:08	25-02-2021 19:11	INSTRUMENT
5	14-02-2021 07:57	15-02-2021 18:57	INSTRUMENT
194	12-01-2021 22:51	13-02-2021 18:11	DEAD PHONE

BROADBAND COMPLAINT LOG

Docket No	Complaint date	Clear date	Complaint Description
384235	14-APR-2021	08-MAY-2021	ADSL DOWN
380210	08-MAR-2021	14-APR-2021	ADSL DOWN
377311	16-FEB-2021	08-MAR-2021	ADSL DOWN
376779	12-FEB-2021	16-FEB-2021	ADSL DOWN
372924	16-JAN-2021	12-FEB-2021	ADSL DOWN

GOVERNMENT OF INDIA
DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

PG PORTAL

29522758 COMPLAINT LOG

<u>S. NO</u>	<u>DOCKET NUMBER</u>	<u>FALSE REMARK USED TO DISPOSE</u>	<u>APPEAL NUMBER</u>	<u>FALSE REMARK USED TO DISPOSE</u>
1.	DOTEL/E/2021/01543	DUPLICATE CASE PENDING VIDE D.NO- PMOPG/E/2021/0013146		
2.	DOTEL/E/2021/07242	Phone and broadband number working ok upto last DP point. Subscriber did not allow MTNL lineman to laying drop wire at his premises demanding 5 pair armoured UG cable which may not be required.	DOTEL/E/A/21/0001573	
3.	DOTEL/E/2021/10041			

GOVERNMENT OF INDIA
DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES
PRIME MINISTER OFFICE

<u>S. NO</u>	<u>DOCKET NUMBER</u>	<u>FALSE REMARK USED TO DISPOSE</u>	<u>APPEAL NUMBER</u>	<u>FALSE REMARK USED TO DISPOSE</u>
4.	PMOPG/E/2021/0013146	Kindly refer to your grievance registered under the above docket number. The said grievance was forwarded to the MTNL who has intimated that : The Phone & Broadband line is ok upto the last point (DP). The same has been intimated to the subscriber on several other occasions. There is an internal conduit wiring fault in premises of the customer which has to be taken care by the customer himself.	DOTEL/E/A/21/0000588	
5.	PMOPG/E/2021/0059752			
6.	PMOPG/E/2021/0216255			

GOVERNMENT OF INDIA
DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES
PRESIDENT'S SECRETARIAT OFFICE

<u>S. NO</u>	<u>DOCKET NUMBER</u>	<u>FALSE REMARK USED TO DISPOSE</u>	<u>APPEAL NUMBER</u>	<u>FALSE REMARK USED TO DISPOSE</u>
7.	PRSEC/E/2021/03723	Kindly refer to your grievance registered under the above docket number. The said grievance was forwarded to the MTNL who has intimated that : All four phone nos working ok up to last DP point. Subs not allowed lineman to check the fault at subs premises. MTNL out door plant fault repair services taken care by out source agency M/s Staller Dynamics which is not providing 5 pair UG cable	DOTEL/E/A/21/0001541	
8.	PRSEC/E/2021/07447			

GOVERNMENT OF INDIA
DIRECTORATE OF PUBLIC GRIEVANCES

<u>S. NO</u>	<u>DOCKET NUMBER</u>	<u>FALSE REMARK USED TO DISPOSE</u>	<u>APPEAL NUMBER</u>	<u>FALSE REMARK USED TO DISPOSE</u>
9.	DPG/T/2021/80167	Kindly refer to your grievance registered under the above docket number. The said grievance was forwarded to the MTNL who has intimated that : Phone and broadband number working ok upto last DP point. Subscriber did not allow MTNL lineman to laying drop wire at his premises demanding 5 pair armoured UG cable which may not be required.		
10.	DPG/T/2021/80381	Kindly refer to your grievance registered under the above docket number. The said grievance was forwarded to the MTNL who has intimated that : MTNL is ready to provide telecom.services with drop wire at the last end.		

GOVERNMENT OF INDIA

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

29523399 MTNL LANDLINE AND BROADBAND COMPLAINT LOG

S. NO	DOCKET NUMBER	FALSE REMARK USED TO DISPOSE	APPEAL NUMBER	FALSE REMARK USED TO DISPOSE
1.	DOTEL/E/2021/01542	DUPLICATE CASE PENDING VIDE D.NO-PMOPG/E/2021/0013153		
2.	DOTEL/E/2021/07226	Phone and broadband number working ok upto last DP point. Subscriber did not allow MTNL lineman to laying drop wire at his premises demanding 5 pair armoured UG cable which may not be required.	DOTEL/E/A/21/0001571	
3.	DOTEL/E/2021/10038			

GOVERNMENT OF INDIA

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

PRIME MINISTER OFFICE

S. NO	DOCKET NUMBER	FALSE REMARK USED TO DISPOSE	APPEAL NUMBER	FALSE REMARK USED TO DISPOSE
4.	PMOPG/E/2021/0013153	DUPLICATE CASE PENDING VIDE D.NO- PMOPG/E/2021/0013146	DOTEL/E/A/21/0000196	Concerned Nodal officer commented that As informed by BCP unit, this case has been considered as a MRC case and shall be if found fit, shall be given rent rebate for the fault period.
5.	PMOPG/E/2021/0059766	phone complaint are attended by outsourced agency M/s Stellar Dynamic and they reported that line ok upto last DP point. Subs not allowed line staff to attended the fault at subs premises. Now phone wkg ok	DOTEL/E/A/21/0001196	
6.	PMOPG/E/2021/0216268			

GOVERNMENT OF INDIA

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

PRESIDENT SECRETARIAT OFFICE

S. NO	DOCKET NUMBER	FALSE REMARK USED TO DISPOSE	APPEAL NUMBER	FALSE REMARK USED TO DISPOSE
7.	PRSEC/E/2021/03759	As per report received from AMHK, phone complaint are attended by outsourced agency M/s Stellar Dynamic and they reported that line ok upto last DP point. Subs not allowed line staff to attended the fault at subs premises. Now phone wkg ok	DOTEL/E/A/21/0001244	
8.	PRSEC/E/2021/07449			

GOVERNMENT OF INDIA

DIRECTORATE OF PUBLIC GRIEVANCES

S. NO	DOCKET NUMBER	FALSE REMARK USED TO DISPOSE	APPEAL NUMBER	FALSE REMARK USED TO DISPOSE
9.	DPG/T/2021/80168	Kindly refer to your grievance registered under the above docket number. The said grievance was forwarded to the MTNL who has intimated that : Phone and broadband number working ok upto last DP point. Subscriber did not allow MTNL lineman to laying drop wire at his premises demanding 5 pair armoured UG cable which may not be required.		
10.	DPG/T/2021/80382			

GOVERNMENT OF INDIA

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

29522007 MTNL LANDLINE AND BROADBAND COMPLAINT LOG

S. NO	DOCKET NUMBER	FALSE REMARK USED TO DISPOSE	APPEAL NUMBER	FALSE REMARK USED TO DISPOSE
1.	DOTEL/E/2021/01797	DUPLICATE CASE PENDING VIDE D.NO-PMOPG/E/2021/0013159		
2.	DOTEL/E/2021/07243	MTNL is trying to provide better services to our esteemed customers and approached the subs daily basis. subs does not allowed lineman to lying drop wires to rectify faulty numbers. subs demanded 5 pair Armored UG cables for each numbers internal fitting which may not be required. MTNL ready to rectify the faulty numbers by lying drop wires, same was not allowed by customer from day one. Moreover all phone & bb nos working ok up to last DP point at subs premises	DOTEL/E/A/21/0001574	
3.	DOTEL/E/2021/10041			
4.	DOTEL/T/2021/00262			

GOVERNMENT OF INDIA

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

PRIME MINISTER OFFICE

S. NO	DOCKET NUMBER	FALSE REMARK USED TO DISPOSE	APPEAL NUMBER	FALSE REMARK USED TO DISPOSE
5.	PMOPG/E/2021/0013159	phone & bb wkg ok as confirmed by Arvind and Jagdish	DOTEL/E/A/21/0001543	
6.	PMOPG/E/2021/0216294			

GOVERNMENT OF INDIA

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

PRESIDENT SECRETARIAT OFFICE

S. NO	DOCKET NUMBER	FALSE REMARK USED TO DISPOSE	APPEAL NUMBER	FALSE REMARK USED TO DISPOSE
7.	PRSEC/E/2021/04084			
8.	PRSEC/E/2021/07450			

GOVERNMENT OF INDIA

DIRECTORATE OF PUBLIC GRIEVANCES

S. NO	DOCKET NUMBER	FALSE REMARK USED TO DISPOSE	APPEAL NUMBER	FALSE REMARK USED TO DISPOSE
9.	DPG/T/2021/80169	Kindly refer to your grievance registered under the above docket number. The said grievance was forwarded to the MTNL who has intimated that : Phone and broadband number working ok upto last DP point. Subscriber did not allow MTNL lineman to laying drop wire at his premises demanding 5 pair armoured UG cable which may not be required.		
10.	DPG/T/2021/80263			

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

[illegible]

GOVERNMENT OF INDIA

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

PRIME MINISTER OFFICE

[illegible]

GOVERNMENT OF INDIA

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

PRESIDENT SECRETARIAT OFFICE

<u>S. NO</u>	<u>DOCKET NUMBER</u>	<u>FALSE REMARK USED TO DISPOSE</u>	<u>APPEAL NUMBER</u>	<u>FALSE REMARK USED TO DISPOSE</u>
6.	PRSEC/E/2021/04086			
7.	PRSEC/E/2021/07451			

GOVERNMENT OF INDIA

DIRECTORATE OF PUBLIC GRIEVANCES

<u>S. NO</u>	<u>DATE</u>	<u>DOCKET NUMBER</u>	<u>FALSE REMARK USED TO DISPOSE</u>	<u>APPEAL NUMBER</u>	<u>FALSE REMARK USED TO DISPOSE</u>
8.		DPG/T/2021/80263	MTNL is trying to provide better services to our esteemed customers and approached the subs daily basis. subs does not allowed lineman to lying drop wires to rectify faulty numbers. subs demanded 5 pair Armored Under Ground cables for each numbers internal fitting which may not be required. MTNL ready to rectify the faulty numbers by lying drop wires, same was not allowed by customer from day one. Moreover, all phone & bb nos working ok up to last DP point		
9.		DPG/T/2021/00044			



COMPLAINT AGAINST MR C L MEENA AREA MANAGER HAUZ KHAS MTNL FOR SHOWING CARELESSNESS AND HAUGHTY ATTITUDE AND NOT SETTING THE NUMBERS IN WORKING CONDITION AND REPEATED COMPLAINTS WERE BEING CLEARED WITHOUT DOING THE NEEDFUL AND FALSE COMPLIANCE BEING GIVEN TO CLEAR THE COMPLAINTS

To: gmbcp@bol.net.in
Cc: pgmo@bol.net.in

Mon, Mar 15, 2021 at 11:05 PM

I WOULD LIKE TO KNOW TENTATIVE TIME AND DATE BY WHICH MY GRIEVANCE WILL BE RESOLVED AS THREE MONTHS ARE ABOUT TO GET PASSED BY AND SINCE THE STARTING OF YEAR 2021 THAT IS JAN 2021 COMPLAINTS ARE BEING FALSELY CLEARED THROUGH WRONG COMPLIANCE REPORT AT EVERY LEVEL AND NOT LETTING THE OFFICERS KNOW THE REAL AND TRUTH IMAGE OF THE WORKING OF THE NUMBERS AND NOW I HAVE ALSO REPORTED THE ACTIVITY OF UNDUE FAVOUR BEING ASKED BY MR C L MEENA AREA MANAGER HAUZ KHAS FOR HIS PERSONAL INTEREST AND WHO DOES NOT THINK FOR THE GOOD OF THE MTNL DEPARTMENT AND YOU HAVE ALSO BEEN ASKED TO RESOLVE MY GRIEVANCE BY DEPUTING SOME OFFICER OF DGM LEVEL TO GIVE COMPLIANCE.

I WILL WAIT FOR YOUR REPLY WITH REGARD TO MY EMAIL .

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

From: **PGM O** <pgmo@bol.net.in>

Date: Tue, Mar 9, 2021 at 3:23 PM

Subject: Fwd: COMPLAINT AGAINST MR C L MEENA AREA MANAGER HAUZ KHAS MTNL FOR SHOWING CARELESSNESS AND HAUGHTY ATTITUDE AND NOT SETTING THE NUMBERS IN WORKING CONDITION AND REPEATED COMPLAINTS WERE BEING CLEARED WITHOUT DOING THE NEEDFUL AND FALSE COMPLIANCE BEING GIVEN TO CLEAR THE COMPLAINTS

To: ANISH MEHTA <gmbcp@bol.net.in>

Cc: [REDACTED]

Sir,

kindly depute someone from DGM level other than C L Meena to resolve the grievance of Pr [REDACTED] & give compliance .

Regards
SA to PGM(O&WS)

From: [REDACTED]
To: "PGM O" <pgmo@bol.net.in>
Sent: Tuesday, March 9, 2021 2:12:55 PM

Subject: Fwd: COMPLAINT AGAINST MR C L MEENA AREA MANAGER HAUZ KHAS MTNL FOR SHOWING CARELESSNESS AND HAUGHTY ATTITUDE AND NOT SETTING THE NUMBERS IN WORKING CONDITION AND REPEATED COMPLAINTS WERE BEING CLEARED WITHOUT DOING THE NEEDFUL AND FALSE COMPLIANCE BEING GIVEN TO CLEAR THE COMPLAINTS

I AM SENDING THIS TRAIL MAIL FOR THE FIFTH TIME AND I WILL WAIT FOR A POSITIVE APPROACH FROM YOUR SIDE IF YOU COULD PLEASE INTERVENE REGARDING MY GRIEVANCE ISSUE AND UNDUE FAVOUR BEING ASKED BY MR C L MEENA AREA MANGER MTNL HAUZ KHAS RELATED TO THE RECTIFICATION OF MY LANDLINE NUMBERS AND BROADBAND SERVICES CAN WORK AGAIN WITHOUT ANY ISSUE.

UNDUE FAVOR BEING ASKED BY MR C L MEENA AREA MANAGER MTNL HAUZ KHAS.

IT IS VERY SURPRISING TO NOTE THAT THE COMPLAINTS ARE BEEN CLOSED WITH WRONG, BASELESS STATEMENTS THAT THE OWNER IS NOT ALLOWING MTNL PERSONNEL TO ENTER THE HOUSE WHICH IS NOT TRUE.

MTNL LINEMAN MR. JAGDISH HAS VISITED OUR PREMISES NUMBER OF TIMES IN THE LAST 3 MONTHS TO RECTIFY THE FAULT AND ON ONE SUCH VISIT ON 23 JAN 2021 MR DINESH KUMAR SINHA SUB DIVISION ENGINEER ALONG WITH MR JAGDISH THE LINEMEN HAS ALSO VISITED THE RESIDENCE PREMISES AND THEN MR. C L MEENA AREA MANAGER HAUZ KHAS WAS CONTACTED BY MR DINESH KUMAR SINHA THROUGH VIDEO AND AUDIO CALL AND APPRISE THE CORRECT SITUATION OF MTNL DAMAGED NORMAL / SURFACE WIRING OF 5 PAIR ARMORED CABLE WHICH HAS BEEN ALREADY BEEN LAID DOWN IN THE RESIDENCE BY THE MTNL DEPARTMENT AND DUE TO WHICH LANDLINE AND BROADBAND SERVICES ON THE FOLLOWING NUMBERS ARE DEAD 29523399, 29522758, 29522007 & 29523263

IN THIS REGARD, A NUMBER OF TIMES WE HAVE INTERACTED WITH MR. C L MEENA REGARDING THE IMPROPER FUNCTIONING OF MTNL NUMBERS AND FAULTY CABLES OF MTNL MR. C L MEENA HAS PROMISED TO PROVIDE THE MTNL CABLES AS AND WHEN REQUIRED.

MR. MEENA ALSO ASKED TO MEET PERSONALLY AT HIS RESIDENCE SITUATED IN DWARKA OR OUTSIDE HIS OFFICE TO GIVE SOLUTION FOR REPLACEMENT OF MTNL FAULTY CABLES. I DON'T KNOW WHY HE WANTS TO MEET ME PERSONALLY WHETHER HE WANTS SOMETHING WHICH I DON'T UNDERSTAND.

WHEN I DENIED TO MEET HIM PERSONALLY, FROM THAT DAY HE IS CREATING PROBLEMS AND CLOSING THE COMPLAINTS WITHOUT ANY FRUITFUL REASON AND MAKING BASELESS AND FALSE STORIES TO PUT THE DIRECT BLAME ON SUBSCRIBER WHICH IS WRONG.

WHEN I CONTACTED HIM OVER PHONE ABOUT THE CHANGE OF MTNL CABLES AND RESUME OF MTNL LANDLINE AND BROADBAND SERVICES ON THE DEAD AND FAULTY NUMBERS, HE REPLIED OVER PHONE THAT YOU WILL HAVE TO PAY ME SOME CHARGES FOR MTNL CABLE THEN ONLY I WILL MAKE YOUR SERVICES RESUME ON THE MTNL NUMBERS AND IF YOU WILL NOT PAY ME THE CHARGES THEN YOU CAN GET YOUR MTNL CONNECTIONS OF LANDLINE AND BROADBAND DISCONNECT WITH IMMEDIATE EFFECT.

HE ALSO TOLD US THAT "I AM NOT RESPONSIBLE FOR THE MTNL FUNCTIONING". THIS TYPE OF STATEMENT IS NOT ACCEPTABLE FROM A SENIOR PERSONNEL OF MTNL WHO HAS BEEN GIVEN THE RESPONSIBILITY OF THE AREA MANAGER.

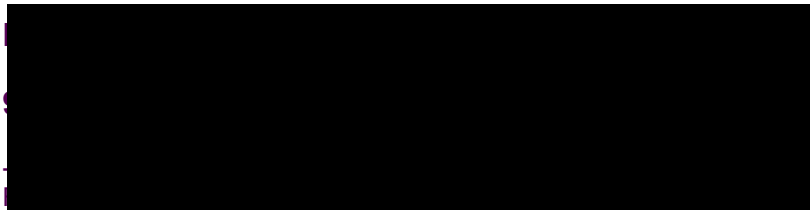
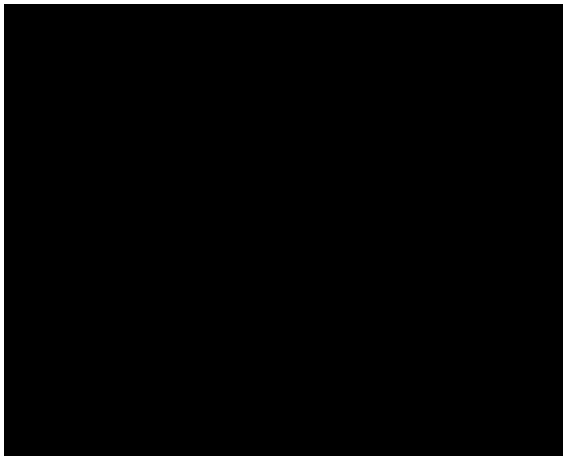
IN MY PERSONAL OPINION, PEOPLE LIKE MR. C L MEENA ARE THE ROOT CAUSE AND MAINLY RESPONSIBLE FOR THE BAD AND DETERIORATING CONDITION OF MTNL AS THESE TYPE OF PEOPLE ARE NOT PERFORMING WELL TO IMPROVE THE CUSTOMERS AND MAKE MTNL PROFITS.

REST IS UPTO THE MTNL PERSONNEL TO KEEP THE STAFF LIKE MR. C L MEENA OR IMPROVE THE CUSTOMER LINE AND MAKE THE MTNL PROFITABLE.

IT SHOULD ALSO BE NOTED THAT IN THIS REGARD MR. ANISH MEHTA GENERAL MANAGER BHIKAJI CAMA PLACE WAS ALSO TOLD THE SITUATION OF THE MTNL NUMBERS AND THE WRONG DOINGS OF THE MR C L MEENA THEN ALSO NOTHING HAS BEEN DONE FROM HIS SIDE TILL DATE TO RESOLVE THE MATTER AND

DEFENSIVE / PROTECTIVE APPROACH WAS SEEN TOWARDS MR C L MEENA AS IF HE ENCOURAGES SUCH ACTIVITY.

THANKS AND REGARDS



Date: Sun, Feb 14, 2021 at 11:20 PM

Subject: Fwd: COMPLAINT AGAINST MR C L MEENA AREA MANAGER HAUZ KHAS MTNL FOR SHOWING CARELESSNESS AND HAUGHTY ATTITUDE AND NOT SETTING THE NUMBERS IN WORKING CONDITION AND REPEATED COMPLAINTS WERE BEING CLEARED WITHOUT DOING THE NEEDFUL AND FALSE COMPLIANCE BEING GIVEN TO CLEAR THE COMPLAINTS

To: <pgmo@bol.net.in>

I AM SENDING THIS CLARIFICATION TO BRING TO YOUR KIND NOTICE THAT OUR RESIDENCE HAS ONE DP BOX OF 10 PAIR MTNL CABLE FIXED AND CREATED INSIDE OUR RESIDENCE PREMISES AND THROUGH THAT DP BOX 2 DP BOXES ARE FIXED AND CREATED IN WHICH 8 CABLES OF 5 PAIR ARMORED CABLES OF MTNL IS PUNCHED WHICH IS GOING IN DIFFERENT ROOMS OF THE RESIDENCE PREMISES THROUGH SURFACE / NORMAL WIRING FOR THE PROPER WORKING OF THE NUMBERS WHICH IS BEING MAINTAINED AND REPAIRED BY THE MTNL FROM TIME TO TIME WHENEVER IT HAS GOT FAULTY AND DAMAGED AND THIS WORK WAS DONE MORE THEN 20 YEARS AGO THROUGH THE GREAT EFFORT AND HARD WORK AND GREAT THINKING BY KEEPING IN VIEW THE FUTURE WORKING OF THE NUMBERS BY THE HIGH LEVEL OFFICERS OF MTNL AND DEPARTMENT OF TELECOMMUNICATION UNDER THE MINISTRY OF COMMUNICATION MADE THIS DECISION AT THE MEETING HELD AT OUR RESIDENCE OFFICE.

THE POINT TO BE NOTED HERE IS THAT MTNL AREA OFFICIALS MR C L MEENA AREA MANAGER HAUZ KHAS DIVISION ENGINEER MRS BABITA KAUL AND SUB DIVISION ENGINEER MR DINESH KUMAR SINHA HAVE BEEN CONTINUOUSLY SENDING FALSE AND WRONG COMPLIANCE REPORT TO GET THE COMPLAINTS CLOSED WHICH I HAVE BEEN MAKING ON ONLINE PORTAL FOR MORE THEN A MONTH SUCH AS SUBSCRIBER HAS CONDUIT WIRING WHICH NEEDS TO BE REPLACED BY THE CONSUMER WHEN THERE IS NO CONDUIT WIRING INSIDE AND CHANGING IS DONE BY THE MTNL PEOPLE ONLY AS WE ARE MAKING TIMELY AND MONTHLY PAYMENTS THROUGH ADVANCE PAYMENT SYSTEM OF MORE THEN RS 20,000.

ON 23 JAN 2021 IN THE AFTERNOON MR DINESH KUMAR SINHA SUB DIVISION ENGINEER ALONG WITH MR JAGDISH THE LINMEN VISITED THE PREMISES AND I MY SELF PRASHANT KUMAR SHOWED AND TOOK BOTH OF THEM INSIDE THE RESIDENCE PREMISES AND THEN THE SAME THING WAS DONE IN FRONT OF HIM WHICH WAS ALREADY DONE BY THE LINEMEN ON HIS EARLIER VISIT AND WAS NOT SUCCESSFUL IN MAKING THE NUMBERS REACH THE ROOMS OF THE RESIDENCE PREMISES.

IN HIS HALF AN HOUR VISIT HE ALSO DID THE VIDEO CALL THROUGH HIS MOBILE WITH MR C L MEENA AREA MANAGER HAUZ KHAS AND SHOWED HIM THE MTNL DP BOXES AND 5 PAIR CABLE OF MTNL WHICH WAS PUNCHED INSIDE 2 DP BOXES AND DURING THE VIDEO CALL I WAS ASKED HOW

MUCH CABLE WOULD BE REQUIRED I SAID 600 METER CABLE OF 5 PAIR WOULD BE REQUIRED AND DURING THE VIDEO CALL IT WAS AGREED THAT ON 25 JAN 2021 LINEMEN WILL COME WITH PVC CABLE ROLL OF 300 METER OF 4 OR 5 PAIR WHICHEVER IS AVAILABLE AND REMAINING PVC CABLE ROLL OF 300 METER WOULD BE GIVEN AFTERWARDS IN FEW DAYS.

BUT TO MY SURPRISE TILL DATE NOTHING HAS BEEN DONE BY THE CONCERNED OFFICIALS OF MTNL INCLUDING MR C L MEENA AREA MANAGER 9013134899 MRS BABITA KAUL 9868132226 AND MR DINESH KUMAR SINHA 9868137008. WHEN I TRY TO CALL THEM ON THEIR NUMBERS MY CALLS DO NOT CONNECT AS IF I HAVE BEEN BLOCKED BY ALL OF THEM AS IF IT IS THEIR JOINT WORKING OR GROUP WORKING TO NOT SET THE NUMBERS IN WORKING CONDITION.

THESE TYPE OF PEOPLE ARE THE MAIN REASON BEHIND THE DOWNFALL AND DETERIORATING CONDITION OF THE MTNL DEPARTMENT AS THEY DON'T WANT TO SET THE NUMBERS IN WORKING CONDITION AND THEY JUST WANT TO IRRITATE EXISTING AND LOYAL SUBSCRIBERS OF MTNL FOR MORE THEN 50 YEARS WHEN EVERYTHING IS CLEAR IN THE VISION OF THE OFFICIALS OTHERWISE MTNL DEPARTMENT WOULD HAVE SCALED GREATER AND NEW HEIGHTS IF OFFICIALS HAVE POSITIVE AND WORKING ATTITUDE.

THE LANDLINE NUMBERS WITH BROADBAND CAN BE DISCONNECTED AS MORE THEN ONE MONTH HAS ALREADY PASSED SINCE THE DAY COMPLAINTS WERE BEING MADE AND WHEN AREA GENERAL MANAGER MR ANISH MEHTA WAS 9868136111 WAS TOLD ABOUT THIS INCIDENT DEFENSIVE APPROACH WAS SEEN TOWARDS THE AREA OFFICIALS AS IF THE OFFICERS ARE RIGHT IN THEIR WORKING BY DOING WRONG WORKING.

KINDLY OBLIGE BY DOING THE NEEDFUL IF POSSIBLE AS EARLY AS POSSIBLE.

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

Date: Mon, Feb 8, 2021 at 8:03 AM
Subject: Fwd: COMPLAINT AGAINST MR C L MEENA AREA MANAGER HAUZ KHAS MTNL FOR SHOWING CARELESSNESS AND HAUGHTY ATTITUDE AND NOT SETTING THE NUMBERS IN WORKING CONDITION AND REPEATED COMPLAINTS WERE BEING CLEARED WITHOUT DOING THE NEEDFUL AND FALSE COMPLIANCE BEING GIVEN TO CLEAR THE COMPLAINTS
To: <pgmo@bol.net.in>

I AM SENDING THIS REMINDER MAIL AGAIN AS NOTHING HAS BEEN DONE TILL DATE TO RESOLVE THE PROBLEM RELATED TO NUMBERS OF MTNL 29522758, 29523399 , 29522007 & 29523263. IT SHOULD BE NOTED THAT REPEATED COMPLAINTS ARE BEING MADE SINCE 7 JAN 2021 AND ALL COMPLAINTS ARE BEING FALSELY CLEARED AND WRONG COMPLIANCE IS BEING CONTINUOUSLY GIVEN BY JOINT CONSPIRACY OF MR C L MEENA AREA MANAGER MTNL HAUZ KHAS , DIVISION ENGINEER MS BABITA KAUL AND SUB DIVISION ENGINEER MR DINESH KUMAR SINHA BECAUSE ON 7 JAN 2021 CMD COMPLAINT FOR THE NUMBERS WAS MADE WHICH WAS FALSELY CLEARED BY GIVING WRONG COMPLIANCE.

IN THIS WAY LOYAL & OLD EXISTING SUBSCRIBERS OF MTNL WHO ARE USING MTNL SERVICES FOR MORE THEN 40 YEARS WILL GET THEIR LANDLINE & BROADBAND SERVICES DISCONNECTED WHEN MTNL OFFICIALS WITH THEIR JOINT CONSPIRACY COMPEL THE PEOPLE TO DISCONNECT THEIR NUMBERS AND TO TAKE PRIVATE ISP CONNECTION AS THE MTNL OFFICIALS STILL THINK THEY HAVE A VERY LARGE CUSTOMER BASE BUT THE TRUTH IS KNOWN TO EVERYONE THAT THE ACTUAL REALITY IS SOMETHING ELSE DUE TO ATTITUDE FULL ,ADAMANT AND HAUGHTY OFFICIALS CUSTOMERS ARE NOT INTERESTED IN MTNL SERVICES.

KINDLY INTERVENE AS THIS IS SERIOUS ISSUE ON PART OF MTNL OTHERWISE THE MTNL NUMBERS WITH LANDLINE AND BROADBAND SERVICES MAY BE DISCONNECTED AND SOMEONE MAY SENT HOME TO COLLECT THE MTNL CUSTOMER PREMISES EQUIPMENT SUCH AS FAULTY CLIP INSTRUMENTS , WIFI MODEM ROUTER AND OUR ADVANCE PAYMENT OF RS 20000 MAY BE RETURNED TO US AS EARLY AS POSSIBLE.

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

Date: Mon, Jan 25, 2021 at 9:54 AM
Subject: Fwd: COMPLAINT AGAINST MR C L MEENA AREA MANAGER HAUZ KHAS MTNL FOR SHOWING CARELESSNESS AND HAUGHTY ATTITUDE AND NOT SETTING THE NUMBERS IN WORKING CONDITION AND REPEATED COMPLAINTS WERE BEING CLEARED WITHOUT DOING THE NEEDFUL AND FALSE COMPLIANCE BEING GIVEN TO CLEAR THE COMPLAINTS
To: <pgmo@bol.net.in>

I AM SENDING THIS REMINDER MAIL AGAIN AS NOTHING HAS BEEN DONE TILL DATE TO RESOLVE THE PROBLEM RELATED TO NUMBERS OF MTNL 29522758, 29523399 , 29522007 & 29523263. IT SHOULD BE NOTED THAT REPEATED COMPLAINTS ARE BEING MADE SINCE 7 JAN 2021 AND ALL COMPLAINTS ARE BEING FALSELY CLEARED AND WRONG COMPLIANCE IS BEING CONTINUOUSLY GIVEN BY JOINT CONSPIRACY OF MR C L MEENA AREA MANAGER MTNL HAUZ KHAS , DIVISION ENGINEER MS BABITA KAUL AND SUB DIVISION ENGINEER MR DINESH KUMAR SINHA BECAUSE ON 7 JAN 2021 CMD COMPLAINT FOR THE NUMBERS WAS MADE WHICH WAS FALSELY CLEARED BY GIVING WRONG COMPLIANCE.

IN THIS WAY LOYAL & OLD EXISTING SUBSCRIBERS OF MTNL WHO ARE USING MTNL SERVICES FOR MORE THEN 40 YEARS WILL GET THEIR LANDLINE & BROADBAND SERVICES DISCONNECTED WHEN MTNL OFFICIALS WITH THEIR JOINT CONSPIRACY COMPEL THE PEOPLE TO DISCONNECT THEIR NUMBERS AND TO TAKE PRIVATE ISP CONNECTION AS THE MTNL OFFICIALS STILL THINK THEY HAVE A VERY LARGE CUSTOMER BASE BUT THE TRUTH IS KNOWN TO EVERYONE THAT THE ACTUAL REALITY IS SOMETHING ELSE DUE TO ATTITUDE FULL ,ADAMANT AND HAUGHTY OFFICIALS CUSTOMERS ARE NOT INTERESTED IN MTNL SERVICES.

KINDLY INTERVENE AS THIS IS SERIOUS ISSUE ON PART OF MTNL OTHERWISE THE MTNL NUMBERS WITH LANDLINE AND BROADBAND SERVICES MAY BE DISCONNECTED AND SOMEONE MAY SENT HOME TO COLLECT THE MTNL CUSTOMER PREMISES EQUIPMENT SUCH AS FAULTY CLIP INSTRUMENTS , WIFI MODEM ROUTER AND OUR ADVANCE PAYMENT OF RS 20000 MAY BE RETURNED TO US AS EARLY AS POSSIBLE.

Forwarded message

Date: Fri, Jan 22, 2021 at 12:10 AM

Subject: COMPLAINT AGAINST MR C L MEENA AREA MANAGER HAUZ KHAS MTNL FOR SHOWING CARELESSNESS AND HAUGHTY ATTITUDE AND NOT SETTING THE NUMBERS IN WORKING CONDITION AND REPEATED COMPLAINTS WERE BEING CLEARED WITHOUT DOING THE NEEDFUL AND FALSE COMPLIANCE BEING GIVEN TO CLEAR THE COMPLAINTS

To: <pgmo@bol.net.in>

KINDLY OPEN THE ATTACHED FILE AND DO THE NEEDFUL FOR SETTING THE NUMBERS IN WORKING CONDITION

THANKS AND REGARDS

5 attachments

MTNL DP BOX OF 10 PAIR FITTED INSIDE RESIDENCE PREMISES WITH 5 PAIR MTNL ARMORED CABLES GOING IN DIFFERENT ROOMS ON DIFFERENT FLOORS.jpeg
105K



-  **MTNL COMPLAINT DOCKET LOG OF CLEARED COMPLAINTS BY AREA MANAGER HAUZ KHAS MR C L MEENA WITHOUT DOIN THE NEEDFUL FOR WORKING OF LANDLINE AND BROADBAND SERVICES OF MTNL.pdf**
391K
-  **MTNL AM HK MR C L MEENA WHATSAPP SUMMARY CLEARLY INDICATING THE ATTITUDE OF NO SHOW WITH REGARD TO MAINTAINING OF MTNL SERVICES.pdf**
725K
-  **PGM O SH B K TIWARI JI (VERY IMPORTANT EMAIL DATED 2212021) .pdf**
282K
-  **MTNL DP BOX OF 10 PAIR FITTED INSIDE RESIDENCE PREMISES WITH 5 PAIR MTNL ARMORED CABLES GOING IN DIFFERENT ROOMS ON DIFFERENT FLOORS.mp4**
7268K



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

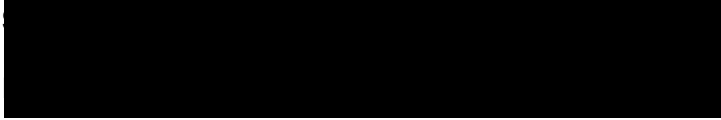
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(48)/2022-RTI

Dated: 22/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 02/02/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00066 for providing information under the provisions of the RTI Act, 2005 regarding your complaint against M/s MTNL, related matters. In this context, the following is furnished:

S.No.	Reply
1 to 3	TRAI Act, 1997 does not mandate handling of individual consumer complaints by TRAI. However, in order to protect the interest of consumers, TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse. In case some complaints are received in TRAI directly, the same are forwarded to TSPs to redress as per the regulatory framework. Accordingly, your complaint attached with RTI have been forwarded to concerned service provider i.e. M/s. MTNL for taking appropriate action.

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

Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 24-02-2022 11:27:29
(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00068	Date of Receipt :	02/02/2022
Type of Receipt :	Online Receipt	Language of Request :	English
Status :			
Is			
Poverty Line ? :			
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	To, Central Public Information Officer, Telecom Regulatory Authority of India, New Delhi Sub: Application under the RTI Act, 2005 Respected Sir, Background of Filing RTI Query, I had filed one Appeal with Appellate Authority of Vodafone Idea, Mumbai Circle on 17/02/2021 and there has been No Appeal Complaint Number given to me. I had also chosen to Remain Present During Appeal Hearing. Appellate Authority has not given any Decision to Appeal at all and Vodafone Idea is Refusing to provide appeal Number and hearing as well, inspite of Multiple Reminders to them. In the above context, I would like to get the following Information from You under the RTI Act, 2005 1.was any Appeal filed by Bhavesh Harish Patel with Vodafone Idea in Feb 2021 if so When Date) and what is the complaint Number of the same 2.Was any Request for Presence during Appeal Hearing Placed with Vodafone Idea 3.Was any Appeal Hearing done by Vodafone Idea If so When the Appeal Hearing took Place and Was Appellant was informed for the such Hearing if Yes then How and when 4.Was Advisory committee informed of the above Complaint if so then When (date)		

[REDACTED]

To,
Central Public Information Officer,
Telecom Regulatory Authority of India,
New Delhi

Sub: Application under the RTI Act, 2005

Respected Sir,

Background of Filing RTI Query,

I had filed one Appeal with Appellate Authority of Vodafone Idea, Mumbai Circle on 17/02/2021 and there has been No Appeal Complaint Number given to me. I had also chosen to Remain Present During Appeal Hearing. Appellate Authority has not given any Decision to Appeal at all and Vodafone Idea is Refusing to provide appeal Number and hearing as well, inspite of Multiple Reminders to them.

In the above context, I would like to get the following Information from You under the RTI Act, 2005

1. was any Appeal filed by [REDACTED] el with Vodafone Idea in Feb 2021? if so When (Date) and what is the complaint Number of the same ?
2. Was any Request for Presence during Appeal Hearing Placed with Vodafone Idea ?
3. Was any Appeal Hearing done by Vodafone Idea? If so When the Appeal Hearing took Place and Was Appellant was informed for the such Hearing ? if Yes then How and when ?
4. Was Advisory committee informed of the above Complaint ? if so then When (date) ?
5. Was any Advisory committee meeting held for the above Complaint ? if so then When (Date) and Where ?
6. Who were the Members of such Advisory committee for the above Complaint ?
7. What was the advisee given by Advisory committee for the above complaint ?
8. When (Date) was the appeal placed before Appellate Authority ?
9. Who was the Appellate Authority for the above case ?
10. Has any decision given by the Appellate Authority ? If Yes then was Appellant informed about the same ? If so then when (Date) and How ?
11. Copy of the Report submitted by Vodafone Idea, in Jan 2018 to Feb 2022 Period Preferably in the Following Format as Required under **CONSUMERS COMPLAINT REDRESSAL REGULATIONS, 2012 (1 OF 2012) Section 15**

Quarter	Circle	appeals received	appeals disposed	appeals pending

TRAI should have this information available as CONSUMERS COMPLAINT REDRESSAL REGULATIONS, 2012 (1 OF 2012) Section 15 Which is reproduced below Requires Service Provider to Give the Information to TRAI every Quarter

15. Reporting requirements----

(2) Every service provider shall submit to the Authority and also place on its website, by the 15th of the month succeeding every quarter, a report mentioning therein -----

- (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.

12. If Vodafone Idea has not submitted Report as Required by **CONSUMERS COMPLAINT REDRESSAL REGULATIONS, 2012 (1 OF 2012) Section 15** then has any Action has been taken against Vodafone Idea ? If so then Kindly give the Details of the same. If no then is there any Action Proposed to be Taken against Vodafone Idea ?

If TRAI does not have the above information then You can get the same from Vodafone Idea by using the provisions of Section 2(f) of the RTI Act, 2005 and to get the information from Vodafone Idea You can use the TELECOM CONSUMERS COMPLAINT REDRESSAL REGULATIONS, 2012 (1 OF 2012) Section 18 Which is reproduced below

18. *Inspection and Auditing*----

(1) Every service provider shall maintain complete and accurate records of redressal of complaints by its Complaint Centre and the Appellate Authority.

(2) The Authority may, if it considers it expedient so to do, and to ensure compliance of the provisions of these regulations, by order in writing, direct any of its officers or employees or an independent agency appointed by the Authority, to---- (a) inspect the Complaint Centre and the Secretariat of the Appellate Authority and the records maintained under sub-regulation (1); or, (b) get the records maintained under sub-regulation (1) audited.

I am sure that TRAI must be aware of many Judgments of CIC, where in which Provision of Section 2(f) has been found to correct and Appropriate and can be very much used by TRAI, being sole Authority and Regulator in this area, for getting information from Telecom Operator.

I have paid the Required Amount of Rs 10 towards the Application Fees by Paid On Line.

I do hereby declare that I am a citizen of India. I request you to ensure that the information is provided before the expiry of the 30 day period after you have received the application

If you feel that above requested information or part thereof does not pertain to your department then please follow the provisions of Section 6(3) of the RTI Act, 2005 to forward the same to Right PIO with Intimation to me. You are Required to do so within 5 Days of the Receipt of the Application under Section 6(3) of the RTI Act 2005

Also as per the provisions of the RTI Act, 2005 please provide the details (Name and Designation) of the first appellate authority w.r.t to your department with the reply to the above request., where I may if required file my first appeal.

Thanking You,



Copy of the Appeal done to Vodafone Idea

Subject: Appeal Against the Decision of Customer Card and Others for Not Giving GST Tax Invoice

To: <appellate.mum@vodafoneidea.com>

Cc: "B [REDACTED]"

Dear Mr. Girish Holla,

As can be seen from the Trailing E Mail that People at Vodafone Idea are not Responding.

I have still not received the GST Invoice Yet from Vodafone Idea Yet even after 1 Year.

Veeral and Chaitalee are Not Picking up the Calls at all. Customer Care is Demanding Rs 49 Per Month for GST Invoice.

I would like to Appeal against this and Request You to Provide me an Appeal Number and Give sn Appeal Hearing and I would like to remain present in the Appeal Hearing. Kindly Update me with Date , Time and Venue of the Appeal Hearing.

I would Request You to look in the matter and do the needful at the Earliest.

You can contact me at [REDACTED]

Thanking You,

Reply from Vodafone Idea Refusing to give Appeal Number

Subject: Re: For Mr. Girish Holla Your Vi number: [REDACTED]

From: appellate.mum@vodafoneidea.com on Thu, 03 Jun 2021 16:30:41

To: bhaveshpa@rediffmail.com

Dear Bhavesh,

Greetings from Vi

I would like to summarize your complaint GST issue.

Please accept our apologies for the inconvenience caused to you and delay in response.

As per confirmation received from our team I wish to inform you that we have already provided GST invoices(for past 1 yr), there is no process to share old GST invoices with new dates, since recharges have not happened in current months.

Kindly note that there is no waiver process for waiving off amount in his bank account.

I regret to inform you that we are not able to provide any appeal number from our end.

To manage your Vi account, visit our website www.MyVi.in or Vi application: <https://bit.ly/3i7tU2b>

Thank You,

Vi Appellate

Ravinra Supe

Website: www.MyVi.in

Download the Vi App: <https://bit.ly/GetVIAApp2>

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



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(47)/2022-RTI

Dated: 22/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 02/02/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00068 for providing information under the provisions of the RTI Act, 2005 regarding your complaint against M/s Vodafone Idea Ltd., related matters. In this context, the following is furnished:

S.No.	Reply
1 to 12	The information sought vide your above mentioned RTI application is not available in TRAI. Further, it is for information that TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. TRAI has mandated all Telecom Service Providers to establish a two tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service related complaints at the complaint center of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs.

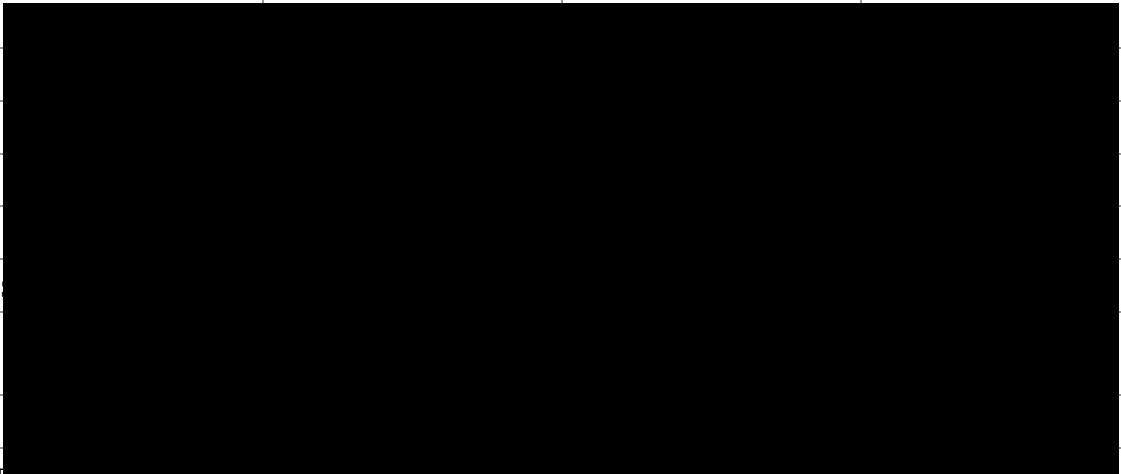
2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Dr. M.P. Tangirala, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully,

Signed by Sushil Kumar
 Dutta

Date: 24-02-2022 11:28:45
 (S. K. Dutta)

Central Public Information Officer

RTI REQUEST DETAILS							
Registration No. :	TRAOI/R/E/22/00069	Date of Receipt :	02/02/2022				
Type of Receipt :	Online Receipt	Language of Request :	English				
							
Does it concern the life or Liberty of a Person ? :	NO(Normal)	Request Pertains to :					
Information Sought :	Dear sir/madam, I want to know is there any regulation regarding minimum recharge amount a customer need to pay , if he/ she only wants keep the mobile prepaid connection alive, and to recieve calls or messages only ? Thanks, Best regards						



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(52)/2022-RTI

Dated: 23/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 02/02/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00069 for providing information under the provisions of the RTI Act, 2005 regarding tariff, related matters. In this context, the following is furnished:

S.No.	Reply
1	TRAI has not issued any regulation regarding minimum recharge amount to keep the mobile prepaid connection alive and to receive calls or message. As per the existing tariff framework, the tariff for mobile and data services is under forbearance. The service providers have the flexibility to decide the rates for various types of calls, SMS or data offers with multiple combinations for different service areas of their operation. Some telecom service providers have introduced tariff plans wherein the terms and conditions include the condition of recharge with a certain amount at stipulated period to continue to avail uninterrupted services and benefits of the tariff plans. Failure to comply with the prescribed mandatory recharge will result in stoppage of service in a phased manner.

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

Yours faithfully,

Signed by Sushil Kumar
Dutta

Date: 24-02-2022 11:29:43
(S. K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00070	Date of Receipt :	03/02/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	DEAR SIR MY NAME IS [REDACTED] AND MY MOBILE NO IS [REDACTED] WHICH WAS REGISTERED IN VI (VODAFONE IDEA). I HAVE TAKEN ULIMITED CALL PLAN FROM VI. AFTER THAT THEY CHARGE FOR OUTGOING CALLS FOR SPECIAL NUMBER CALL TO BANK, INSURANCE OR ONLINE SALE OF WEB SITE AND MANY MORE I.E. NUMBER START FROM 1860 ETC OR MANY MORE. WHICH WAS INSURANCE COMPANY OR ONLINE SHOPPING COMPANIES. I HAVE MAILED VI AND THEY GIVEN IN WRITING THAT THEY WILL CHARGE THIS SPECIAL NUMBERS AS PER DIFFERENT DIFFERENT SERVICES. MY RTI FOR BELOW DETAIL. 1. HOW AND IN WHICH TELECOM RULE THEY CHARGE ON SPECIAL NUMBER AFTER GETTING UNLIMITED PLAN. ANY ACTION TAKEN BY TRAI 2. WHEN INCOMING CALL RECIEVER NOT CHARGE ANYTHING. THEN HOW TELECOM COMPANIES CHARGE TO CUSTOMER AFTER FREE OUTGOING CALLS PLANS ARE TAKEN. 3. IN WHICH RULE OF TRAI ALLOW TO COMPANY FOR NOT RECHARGE IS AVAILABLE FOR MONTHLY I.E DATE TO DATE RECHARGE. MEANS I WANT TO RECHARGE FOR MONTHLY BASIS LIKE 05-02.22 TO 04.03.22. EVERY TIME I HAVE TO REMIND FOR RECHARGE DATE BECAUSE MONTH OF 28 DAYS 4 IN WHICH RULE OF TRAI TELECOM COMPANY NOT OFFER 365 DAY PLAN ? ANY DETAILS REQUIRED PLS. MAIL OR CALL ME 2.		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

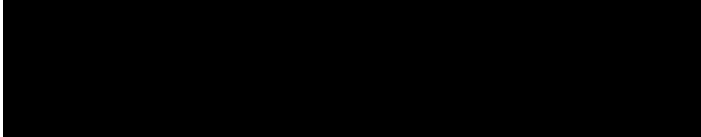
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(51)/2022-RTI

Dated: 23/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 03/02/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00070 for providing information under the provisions of the RTI Act, 2005 regarding tariff, related matters. In this context, the following is furnished:

S.No.	Reply
1 & 2	The information sought vide these points of your RTI application is not available in TRAI. However, it is informed that as per the Telecommunication Tariff (51st Amendment) Order dated 20.04.2012, after schedule XIII tariff for premium rate services has been inserted. The said amendment is available in TRAI website www.trai.gov.in .
3	As per the existing tariff framework, the tariff for mobile and data services is under forbearance. The service providers have the flexibility to decide the rates for various types of calls, SMS or data offers with multiple combinations for different service areas of their operation. Moreover, billing of postpaid connection is on monthly basis and validity of prepaid recharge voucher is normally expressed in days and not on months. As per the recent notification 27.01.2022 i.e. TTO (66 Amendment) mandated following regulatory provisions which shall come into force within sixty days from the date of its publication in the official Gazette. (xi) Every Telecom Service Provider shall offer at least one Plan Voucher, one special Tariff Voucher and one Combo Voucher having a validity of thirty days. (xii) Every Telecom Service Provider shall offer at least one Plan Voucher, one Special Tariff Voucher and one Combo Voucher which shall be renewable on the same date of every month.
4	As per the Telecommunication Tariff Order 1999 Section-III clause 6 amended through Telecommunication Tariff (43rd Amendment) Order dated 21.03.2006 mandates as under: (v) A tariff plan once offered by an Access Provider shall be available to a subscriber for a minimum period of Six Months from the date of enrolment of the subscriber to that tariff plan. However, any tariff plan presented, marketed or offered as valid for any prescribed period exceeding six months or having lifetime or unlimited validity in lieu of an upfront payment shall continue to be available to the subscriber for the duration of the period as prescribed in the plan and in the case of lifetime or unlimited validity plans, as long as the Service Provider is permitted to provide such telecom service under the current license or renewed license. In the case of plan with lifetime validity or unlimited validity, the service provider shall also inform the subscribers of the month

and year of expiry of his current license.

The above referred TTO is also available in public domain on TRAI website at Link https://www.trai.gov.in/sites/default/files/43Forty_third_Amendment_21_Mar_2006.pdf.

As per the Telecommunication Tariff Order 1999 clause 6 amended through Telecommunication Tariff (48th Amendment) Order dated 01.09.2008 mandates as under:

(viii) Where the terms and conditions of any tariff plan with lifetime validity or unlimited validity include any condition or stipulation which requires any subscriber to recharge for any specified minimum amount within specified time periods or intervals during such validity so as to keep the said tariff plan valid, such specified time period or interval, shall, in no case, be less than six months:

The above referred TTO is also available in public domain on TRAI website at Link https://www.trai.gov.in/sites/default/files/48Forty_Eight_Amendment_01_Sep_2008.pdf.

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

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 24-02-2022 11:31:04
(S. K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00072	Date of Receipt :	04/02/2022
Type of Receipt :	Online Receipt	Language of Request :	English
State			
Information			
Amount Paid :	10)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Would you please like to inform by post: 1. What is high speed mobile data?		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

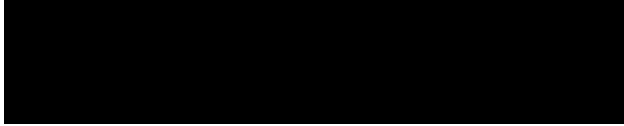
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(45)/2022-RTI

Dated: 25/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 04/02/2022 filed online on the RTI Portal vide Registration No. TRAOI/R/E/22/00072 for providing information under the provisions of the RTI Act, 2005 regarding high speed mobile data, related matters. 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. However, the desired information may be available with Department of Telecommunication (DoT). Hence, in terms of Section 6 (3) (ii) of the RTI Act, 2005, your RTI application was transferred online to DoT on 25/02/2022, for providing the information directly to you.

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

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 25-02-2022 17:17:37
(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00076	Date of Receipt :	05/02/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
State :			
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 :	Telecom companies airtel and Vodafone blocked incoming calls and outgoing calls and asked for recharge for a specific amount is it permissible to harass customer and stop service like this which amounts to blackmail and unfair trade practice done by these companies		

ACTION HISTORY OF RTI REQUEST No.TRAOI/R/E/22/00076**Applicant Name**

S. K. Dutta

Text of Application

Telecom companies airtel and Vodafone blocked incoming calls and outgoing calls and asked for recharge for a specific amount is it permissible to harass customer and stop service like this which amounts to blackmail and unfair trade practice done by these companies

Reply of Application

The Information sought, is a Complaint which does not fall under the definition of information as per the Section 2(f) of the RTI Act 2005. Hence, no information is available in TRAI.

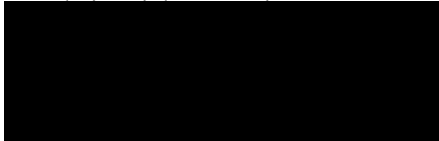
SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	05/02/2022	Nodal Officer	
2	REQUEST FORWARDED TO CPIO	08/02/2022	Nodal Officer	Forwarded to CPIO(s) : (1) S. K. Dutta
3	REQUEST DISPOSED OF	08/02/2022	S. K. Dutta- (CPIO)	

[Print](#)

**Government of India
Telecom Regulatory Authority of India
TRAI, MDS Bhawan
Jawaharlal Nehru Marg, Old minto road, New Delhi**

Dated: 28/02/2022

To



Registration Number : TRAOI/R/E/22/00114

Dear Sir/Madam

I am to refer to your Request for Information under RTI Act 2005, received vide letter dated 23/02/2022 and to say that *The document attached at the time of filing RTI Request is not accessible. You are requested to re-attach the agreement document to process your RTI Request, please..*

In case, you want to go for an appeal in connection with the information provided, you may appeal to the Appellate Authority indicated below within ***thirty days*** from the date of receipt of this letter.

Dr. M. P. Tangirala

FAA & Principal Advisor (F&EA) & Appellate Authority, TRAI

Address: Telecom Regulatory Authority of India Mahanagar Door Sanchar Bhawan, Old Minto Road New Delhi

Phone No.: 011-23221856

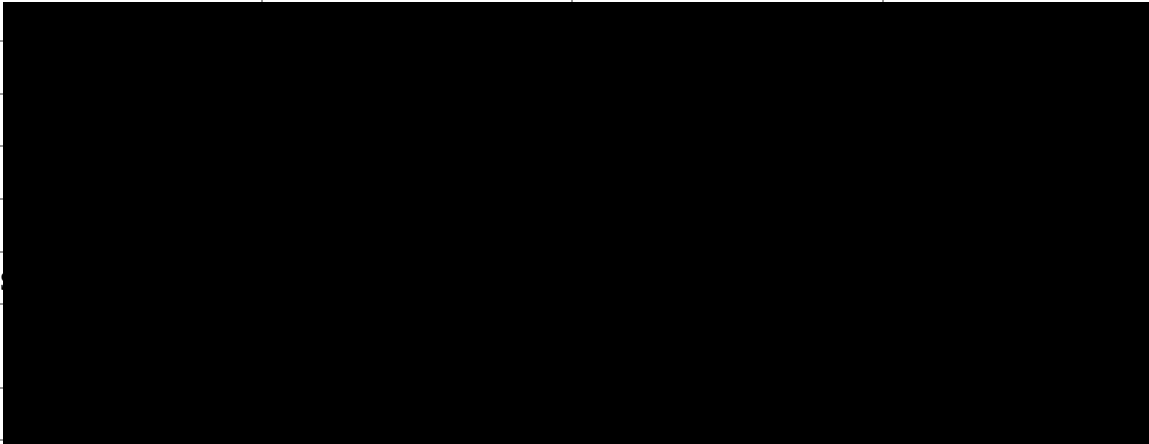
Yours faithfully

(S. K. Dutta)

CPIO & Joint Advisor (Coordination) & CPIO

Phone No.: 011-23664503

Email : duttatrai@gmail.com

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/22/00114	Date of Receipt :	23/02/2022
Type of Receipt :	Online Receipt	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	A company named TC-5G is claiming that they are in agreement with TRAI and have schemes where a consumer can rent 5G towers and will be given a daily income depending on the tower model. The rent ranges from Rs. 530 to Rs. 25300. They also offer joining bonus and referral bonus. I have attached the said agreement and I want to know if this company is legitimate.		

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00792	Date of Receipt :	21/12/2021
Type of Receipt :	Online Receipt	Language of Request :	English
	CHAGH BHOCHAN		M
Sta			
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 :	Everywhere including Govt. departments for all purposes month is assumed to be 30 days then on which technical/ traditional ground TRAI allowed all telecom operators to assume a month of 28 days and hence a year of 13 months? Kindly Justify the same in public interest.		



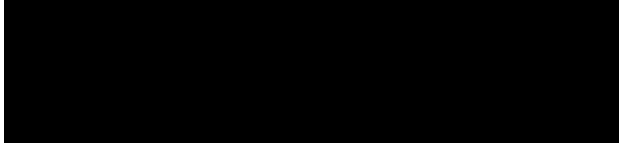
भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
 महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंग्टो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(488)/2021-RTI

Dated: 04/02/2022.

To,

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

Sir,

Please refer to your RTI application dated 21/12/2021 filed online on the RTI Portal vide registration No. TRAOI/R/E/21/00792 and in continuation to this office email dated 18/01/2022 for providing information under the provisions of the RTI Act, 2005 regarding tariff, related matters. In this context, the following is furnished:

S.No.	Reply
1	As per the existing tariff framework, the tariff for mobile and data services is under forbearance. The service providers have the flexibility to decide the rates for various types of calls, SMS or data offers with multiple combinations for different service areas of their operation. Moreover, billing of postpaid connection is on monthly basis and validity of prepaid recharge voucher is normally expressed in days and not on months subject to regulatory guidelines in vogue. Further, it is informed the Telecommunication Tariff (66th Amendment) Order, 2022 released on 27.01.2022, inter-alia, mandates that every telecom service provider shall offer (i) at least one Plan Voucher, one Special Tariff Voucher and one combo voucher having a validity of thirty days and (ii) at least one plan voucher, one special Tariff voucher and one combo voucher which shall be renewable on the same date of every month.

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

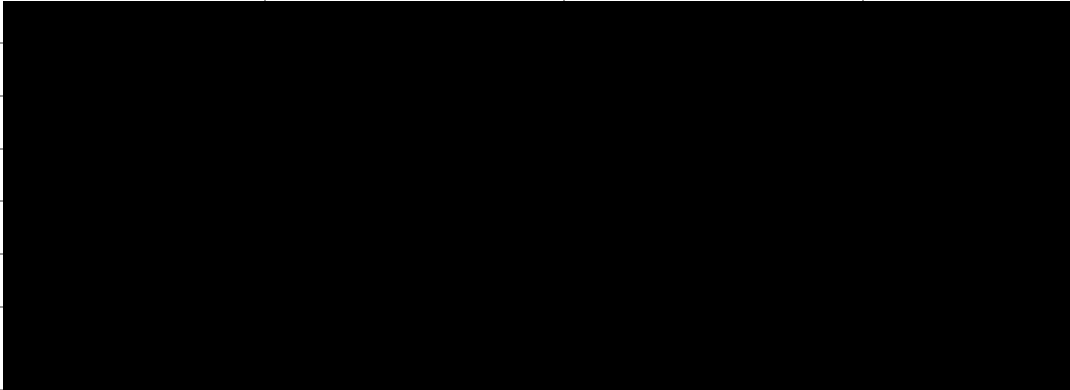
Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 04-02-2022 16:07:20

(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00794	Date of Receipt :	21/12/2021
Type of Receipt :	Online Receipt	Language of Request :	English
			
Amount Paid :		Mode of Payment :	Payment Date :
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	1. how many telephone and mobile companies are serving in india, please mention names state wise. 1a. are airtel, vodafone idea, bsnl and jio comes under your regulation. 2. are they approve their tariff plans e.g. rates, days of validity from you. 2a. if you approve tariff plans then when did you approve 28 days validity for one month and major hikes (in rates) in tariff plans. 2c. if you do not approve tariff rates and validity of tariffs then what is the area of TRAI regulation to telephone companies. 2d. if you approve in previous time but not in present then please mention date with circumstances, who has given the approval. 3. mobile companies increasing rates of tariff plans with or without your permission in present time. 4. how many complaints you have received since 2014, regarding the rates and validity of tariff of mobile companies and how many you have resolved till date (separately mobile company wise). please mention details in short with and below of every question as answer in simple english and hindi language which is easily understandable.		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

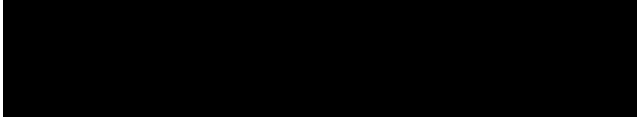
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(495)/2021-RTI

Dated: 09/02/2022.

To,

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

Sir,

Please refer to your RTI application dated 21/12/2021 filed online on the RTI Portal vide registration No. TRAOI/R/E/21/00794 and further to this office email dated 21/01/2022 for providing information under the provisions of the RTI Act, 2005 regarding mobile companies and tariff, related matters. In this context, the following is furnished:

S.No.	Reply
1	The information sought vide this point of your above mentioned RTI application is not available in TRAI. It is further informed that all Telecom Service Providers are governed by the License Agreement entered into with the Department of Telecommunications (DoT). Hence, the desired information may be available with Department of Telecommunication (DoT) and accordingly in terms of Section 6 (3) (ii) of the RTI Act, 2005, your RTI application has been transferred online to DoT on 09/02/2022, for providing the related information directly to you.
1 (a) & 2 (c)	All the Regulations notified by TRAI are equally applicable to all the Telecom Service Providers. As per the TRAI Act, 1997 (24 of 1997) has been entrusted with discharge of functions, inter alia, to regulate telecommunication services; ensure compliance of the terms and conditions of licence; notify rates for telecommunication services; protect the interest of the consumer of telecommunication service.
2, 2 (a) & 3	As per the existing tariff framework, the tariff for mobile and data services is under forbearance. The service providers have the flexibility to decide the rates for various types of calls, SMS or data offers with multiple combinations for different service areas of their operation. 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 there under within seven working days from the date of implementation and record of the Authority. The referred Direction is available in public domain on TRAI website at Link https://www.trai.gov.in/sites/default/files/Main_Regulations_09_Mar_1999.pdf .
2 (b)	S/No. 2 (b) not mentioned in RTI application.
4	TRAI Act, 1997 does not mandate handling of individual consumer complaints by TRAI. However, in order to protect the interest of consumers, TRAI has

mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. In case some complaints are received in TRAI directly, the same are forwarded to TSPs to redress as per the regulatory framework. Number of such consumer complaints against Tariff related issues received during the period 01.01.2014 to 31.12.2021 are as follows: -

S.No.	Service Provider	Total Number of Complaints	Disposed
1	Bharat Sanchar Nigam Limited (BSNL)	716	707
2	Bharti Airtel Ltd. (Airtel)	6448	6445
3	Mahanagar Telephone Nigam Ltd. (MTNL)	54	40
4	Quadrant Televentures Ltd (HFCL)	12	9
5	Reliance Jio Infocomm Ltd	1522	1502
6	Tata Teleservices Ltd. (TTSL)	406	383
7	Vodafone Idea Limited (Idea)	3884	3883
8	Vodafone Idea Limited (Vodafone)	4157	3759
Total		17199	16728

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

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 09-02-2022 15:08:15

(S. K. Dutta)

Central Public Information Officer

Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/21/00798	Date of Receipt :	22/12/2021
Type of Receipt :	Online Receipt	Language of Request :	English
Do you seek information on the Right to Information or Liberty of a Person ?	:	Request Pertains to :	
Information Sought :	Respected PIO, Kindly provide below information: 1. If a telecom consumer want to change its mobile plan from postpaid to prepaid and vice-versa, then What is the reason behind telecom company Vodafone Idea gives a new SIM card and ask to pay for the same (50 rupees)? 2. Is there any technical reason behind that? If yes what is it? 3. How much money Vodafone India (including past companies Vodafone and Idea) charged till December 2021 from consumers - if consumer switched from postpaid to prepaid and vice-versa.		



[REDACTED]

Why charge for SIM card - 9702907879

customercare@vodafoneidea.com <customercare@vodafoneidea.com>

Tue, Dec 21, 2021 at 6:54 PM

To: syadav214@gmail.com

Dear S [REDACTED],

Greetings from Vi

As per our telephonic conversation on your mobile number 9 [REDACTED] 9 on 21/12/2021, your concern has been discussed.

I sincerely regret for the inconvenience caused to you.

I would like to summarize your query regarding store complaint for your Vi number [REDACTED].

I raised the complaint against the store complaint under the service compliant number MUM- [REDACTED] on 20/12/2021 and as per revert store team convert postpaid to prepaid paid Rs.320/-and Rs.269/- for recharge and Rs.50/- SIM charges, we share the necessary feedback store team.

I appreciate your patience and co-operation.

Please log in to Vi App <https://bit.ly/GetVIApp4> or visit to website www.MyVi.in for more info.

Thank you,

Vi Customer Care

Ruchita Patil

Website: www.MyVi.in

Download the Vi App: <https://bit.ly/GetVIApp2>

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

On 12/19/2021 5:22 PM; From: syadav214@gmail.com; To: customercare@vodafoneidea.com; ; ?CC: ; Subject: Why charge for SIM card - [REDACTED]

External Email! : This email is originated from outside of Vodafone Idea Limited. **Do not click links or open attachments unless you recognize the sender and know that the Content is Safe**

Hi Team,

I changed from postpaid to prepaid. Why does Vi provide a new SIM card and charges for the same?

What is the reason?

Regards,

[REDACTED]

[Quoted text hidden]



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

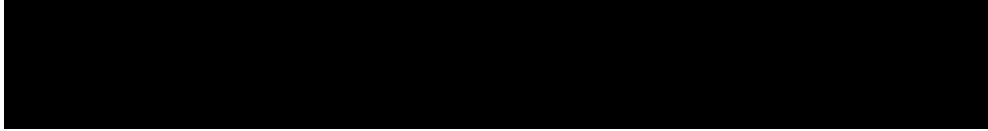
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(494)/2021-RTI

Dated: 01/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 22/12/2021 filed online on the RTI Portal vide registration No. TRAOI/R/E/21/00798 for providing information under the provisions of the RTI Act, 2005 regarding change of mobile plan from postpaid to prepaid and vice-versa, related matters. In this context, the following is furnished:

S.No.	Reply
1 & 2	TRAI has not specified any guidelines on taking new sim card and its charges therefore specific information cannot be provided. However, as per TRAI Direction dated 1st September, 2008, no access service provider shall provide for any condition or barrier (tariff or non-tariff) such as the requirement of obtaining new SIM or change of telephone number, etc., by any telecom consumer who seeks to migrate across plans or across postpaid and prepaid platforms and such migration shall be allowed subject to operational feasibility.
3	The information sought vide this point of your 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 Dr. M.P. Tangirala, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 02-02-2022 15:10:21

(S. K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/T/22/00001	Date of Receipt :	10/01/2022
Transferred From :	Department of Telecommunications on 10/01/2022 With Reference Number : DOTEL/R/E/22/00004		
Remarks :	Transfer u/s 6(3) of RTI Act, 2005		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	0 (Received by Department of Telecommunications)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	To The Department of Telecommunications Subject Request for information under Right to Information Act 2005 Sir Madam [REDACTED] wroom [REDACTED] wish to seek information as under 1. Major telecom Bharti Airtel, Reliance Jio and Vodafone Idea recent tariff hike 20 to 25 percent approved and justified by TRAI on what basis 2. Provide me complete chart of tariffs from January 2021 to December 2021 3. Provide me compared chart of recent tariff hike with previous tariff 4. Provide me compared chart of tariff hike, company wise with previous tariff 5. Provide me recent latest Telecom Tariff amendment order 6. Affordable tariff regulation steps taken by TRAI		

	6. Consumer benefits protection measures ensured by TRAI 7. TRAI regulations are equally applicable to all government and Private telecom entities 8. Provide me existing list of government telecom entities in India 9. Annual revenue generates from government telecom sector, entity wise list I hereby inform that following formalities have been completed by me 1. That I have deposited the requisite fee of Rs. 10 by way of online payment 2. That I am Citizen of India and I am asking the information as Citizen 3. I assure that I shall not allow cause to use pass share display or circulate the information received in any case and under any circumstances with any person or in any manner which would be detrimental to the Unity and Sovereignty or against the Interest of India.
Original RTI Text :	To The Department of Telecommunications Subject Request for information under Right to Information Act 2005 Sir Madam I [REDACTED] A S [REDACTED] n [REDACTED] 5 wish to seek information as under 1. Major telecom Bharti Airtel, Reliance Jio and Vodafone Idea recent tariff hike 20 to 25 percent approved and justified by TRAI on what basis 2. Provide me complete chart of tariffs from January 2021 to December 2021 3. Provide me compared chart of recent tariff hike with previous tariff 4. Provide me compared chart of tariff hike, company wise with previous tariff 5. Provide me recent latest Telecom Tariff amendment order 6. Affordable tariff regulation steps taken by TRAI 6. Consumer benefits protection measures ensured by TRAI 7. TRAI regulations are equally applicable to all government and Private telecom entities 8. Provide me existing list of government telecom entities in India 9. Annual revenue generates from government telecom sector, entity wise list I hereby inform that following formalities have been completed by me

1. That I have deposited the requisite fee of Rs. 10 by way of online payment

2. That I am Citizen of India and I am asking the information as Citizen

3. I assure that I shall not allow cause to use pass share display or circulate the information received in any case and under any circumstances with any person or in any manner which would be detrimental to the Unity and Sovereignty or against the Interest of India.



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

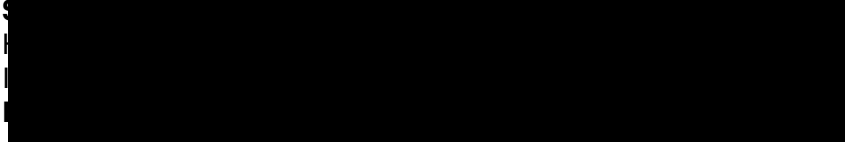
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7(9)/2022-RTI

Dated: 10/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 10/01/2022 filed online on the RTI Portal of DoT vide Reference No. DOTEL/R/E/22/00004 and received in TRAI vide Reference No. TRAOI/R/T/22/00001 for providing information under the provisions of the RTI Act, 2005 regarding mobile tariff, related matters. In this context, the following is furnished:

S.No.	Reply
1	As per the existing tariff framework, the tariff for mobile services is under forbearance except for national roaming, rural fixed line services and leased circuits and the service providers have the flexibility to decide various components of tariff plan including the call rate, validity and other terms and conditions of services. Tariff plans implemented by the telecommunication companies are not approved by the TRAI. 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 (i) tariff for telecom services or any change there under within seven working days from the date of implementation and record of the Authority.
2 to 4	The information sought vide these points of your RTI application is not available in TRAI.
5	Telecommunication tariff Order (TTO) is amended from time to time. As of now, there are 64 Amendment Orders including the 31st Amendment. All these amendments are available on TRAI website www.trai.gov.in .
6 (i)	TRAI Act, 1997 does not mandate handling of individual consumer complaints by TRAI. However, in order to protect the interest of consumers, TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. If the consumer is still not satisfied with the resolution, he is free to take legal recourse. In case some complaints are received in TRAI directly, the same are forwarded to TSPs to redress as per the regulatory framework.

7	Yes, TRAI regulations are application to all Government and Private Telecom entities.
8 & 9	Information may be provided by DoT.

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

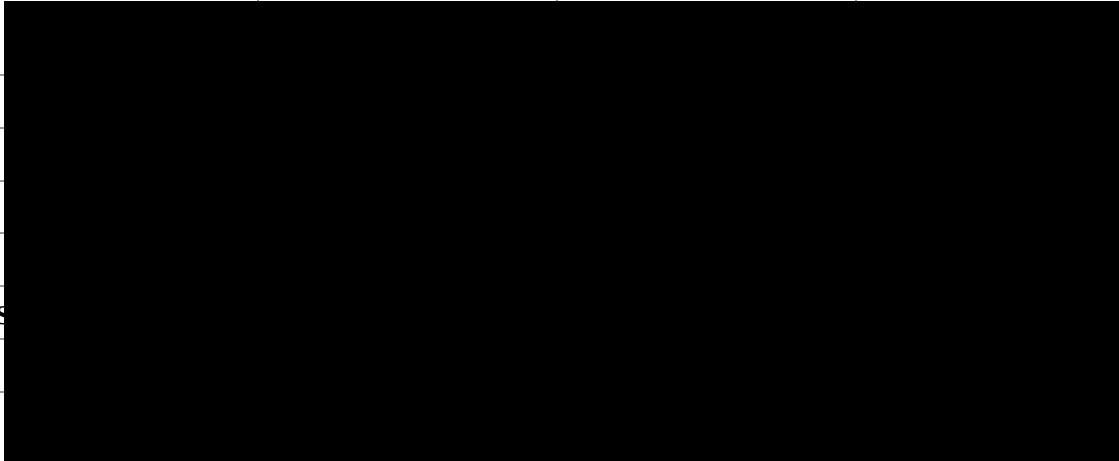
Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 10-02-2022 14:57:00

(S. K. Dutta)

Central Public Information Officer
Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/T/22/00002	Date of Receipt :	02/02/2022
Transferred From :	Ministry of Information & Broadcasting on 02/02/2022 With Reference Number : DOTEL/R/T/22/00066		
Remarks :	Transfer u/s 6(3) of RTI Act, 2005		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
			
Amount Paid :	0 (Received by Ministry of Information & Broadcasting)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	jio, bsnl, etc. What is the minimum and maximum end user speed of 4g internet SIM card?		
Original RTI Text :	jio, bsnl, etc. What is the minimum and maximum end user speed of 4g internet SIM card?		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

महानगर दूरसंचार भवन Mahanagar Doorsanchar
 Bhawan,

ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-
 110002



F.No. RT-2/7/(46)/2022-RTI

Dated: 25/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 02/02/2022 filed online on the RTI Portal of Ministry of Information and Broadcasting vide Reference No. DOTEL/R/T/22/00066 and subsequently transferred in TRAI vide Registration No. TRAOI/R/T/22/00002 for providing information under the provisions of the RTI Act, 2005 regarding speed of 4G internet, related matters. In this context, the following is furnished:

S.No.	Reply
1	TRAI has not issued any guidelines regarding minimum and maximum end user speed of 4G internet SIM card.

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

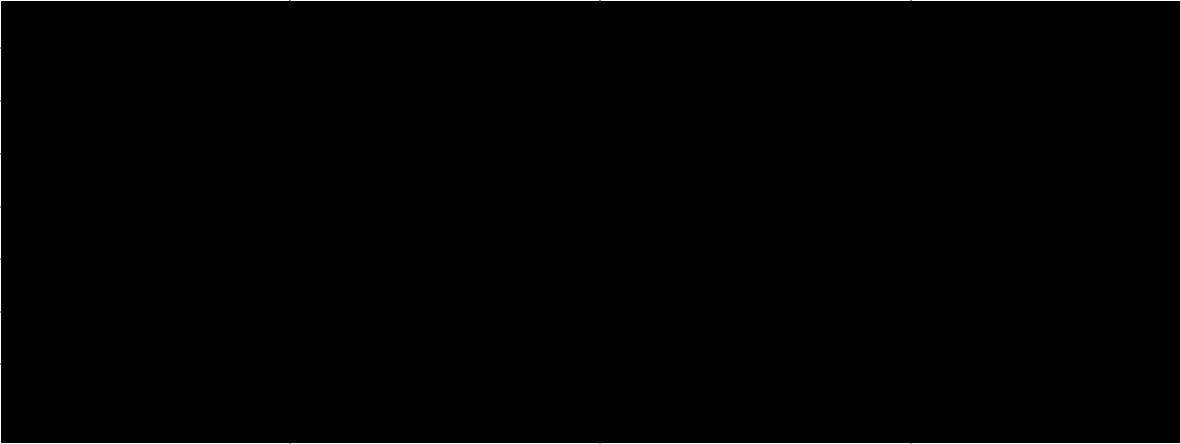
Yours faithfully,

Signed by Sushil Kumar
 Dutta

Date: 28-02-2022 15:27:06

(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/T/22/00013	Date of Receipt :	21/02/2022
Transferred From :	Telecom Regulatory Authority of India on 21/02/2022 With Reference Number : DOTEL/R/T/22/00114/1		
Remarks :	RTI pertains to TRAI.		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
			
Amount Paid :	0 (Received by Telecom Regulatory Authority of India)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	1. how many telephone and mobile companies are serving in india, please mention names state wise. 1a. are airtel, vodafone idea, bsnl and jio comes under your regulation. 2. are they approve their tariff plans e.g. rates, days of validity from you. 2a. if you approve tariff plans then when did you approve 28 days validity for one month and major hikes (in rates) in tariff plans. 2c. if you do not approve tariff rates and validity of tariffs then what is the area of TRAI regulation to telephone companies. 2d. if you approve in previous time but not in present then please mention date with circumstances, who has given the approval. 3. mobile companies increasing rates of tariff plans with or without your permission in present time. 4. how many complaints you have received since 2014, regarding the rates and validity of tariff of mobile companies and how many you have resolved till date (separately mobile company wise). please mention details in short with and below of every question as answer in simple english and hindi language which is easily understandable.		
Original RTI Text :	1. how many telephone and mobile companies are serving in india, please mention names state wise. 1a. are airtel, vodafone idea, bsnl and jio comes under your regulation.		

2. are they approve their tariff plans e.g. rates, days of validity from you.
2a. if you approve tariff plans then when did you approve 28 days validity for one month and major hikes (in rates) in tariff plans.
2c. if you do not approve tariff rates and validity of tariffs then what is the area of TRAI regulation to telephone companies.
2d. if you approve in previous time but not in present then please mention date with circumstances, who has given the approval.
3. mobile companies increasing rates of tariff plans with or without your permission in present time.
4. how many complaints you have received since 2014, regarding the rates and validity of tariff of mobile companies and how many you have resolved till date (separately mobile company wise).
please mention details in short with and below of every question as answer in simple english and hindi language which is easily understandable.

ACTION HISTORY OF RTI REQUEST No.TRAOI/R/T/22/00013**Applicant Name**

[REDACTED]

Text of Application

1. how many telephone and mobile companies are serving in india, please mention names state wise. 1a. are airtel, vodafone idea, bsnl and jio comes under your regulation. 2. are they approve their tariff plans e.g. rates, days of validity from you. 2a. if you approve tariff plans then when did you approve 28 days validity for one month and major hikes (in rates) in tariff plans. 2c. if you do not approve tariff rates and validity of tariffs then what is the area of TRAI regulation to telephone companies. 2d. if you approve in previous time but not in present then please mention date with circumstances, who has given the approval. 3. mobile companies increasing rates of tariff plans with or without your permission in present time. 4. how many complaints you have received since 2014, regarding the rates and validity of tariff of mobile companies and how many you have resolved till date (separately mobile company wise). please mention details in short with and below of every question as answer in simple english and hindi language which is easily understandable.

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	21/02/2022	Nodal Officer	DOTEL/R/T/22/00114/1
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	25/02/2022	Nodal Officer	S [REDACTED], the information sought in this RTI request received online from DoT is the same as sought in your RTI Reg. No. TRAOI/R/E/21/00794, dated 21.01.2022 and the reply on behalf of TRAI has already been sent to you on 09.02.2022.Hence, this RTI request dispose of accordingly.

Print

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/T/21/00082	Date of Receipt :	22/12/2021
Transferred From :	Department of Legal Affairs on 22/12/2021 With Reference Number : DGTHQ/R/T/21/00638		
Remarks :	Matter is related with mobile tariff . Kindly provide the reply of RTI directly to the applicant.		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	Information under RTI		
Original RTI Text :	Information under RTI		

सेवा में,

श्रीमान् लोक सूचना अधिकारी
विधि एवं न्याय मंत्रालय
नई दिल्ली-110001

(द्वारा उचित माध्यम)

विषय:-जन सूचना अधिकार अधिनियम 2005 के अन्तर्गत सूचना प्राप्ति हेतु प्रार्थना-पत्र

महोदय,

निवेदन है कि अपीलकर्ता को निम्न बिन्दु की जानकारी उसके डाक पते पर उपलब्ध कराने का कष्ट करें :-

क) यह कि टेलिकॉम कम्पनियों द्वारा एक महीने की अवधि (30 दिन) घटाकर 28 दिन कर दी गई है। इसको लेकर सरकार द्वारा क्या प्रतिक्रिया की गई है? कृपया जिस प्रकार का निर्णय लिया गया हो उसकी प्रमाणित छाया प्रति उपलब्ध कराये।

ख) क्या सरकार के पास 01 वर्ष की अवधि 12 माह को बढ़ाकर 13 माह करने का कोई प्रस्ताव है तो कृपया उसे सार्वजनिक कर अपीलकर्ता को व्यक्तिगत रूप से अवगत कराये?

ग) यह कि प्रारम्भ में टेलिकॉम कम्पनियों द्वारा अपने उपभोक्ताओं को आजीवन आवक (IN-COMING) की सुविधा दी गई थी जो अब बन्द कर दी गई है। क्या इस प्रकार की जालसाजी/धोखाधड़ी का कोई प्रकरण विचाराधीन तो नहीं है? कृपया स्पष्ट करें।

घ) टेलिकॉम कम्पनियों के विरुद्ध इस जालसाजी/धोखाधड़ी की प्राथमिकी कहाँ दर्ज की जायेगी और कौन-कौन से धाराओं के तहत कार्यवाही की जायेगी? कृपया पूरा विवरण प्रस्तुत करने का कष्ट करें।

यदि उपर्युक्त जानकारी आपके विभाग/कार्यालय से सम्बन्धित नहीं है तो सूचना अधिकार अधिनियम 2005 की धारा 6 (3) के तहत सम्बन्धित विभाग/कार्यालय से उपलब्ध कराने का कष्ट करें।

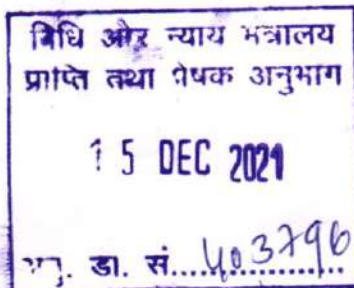
सूचना शुल्क के रूप में रु0 10/= का भारतीय पोस्टल आर्डर संख्या **51F594596** प्रार्थना-पत्र के साथ संलग्न है। यदि सूचना देने में इस शुल्क से अधिक की धनराशि लगती है तो कृपया सूचना बाधित न किया जाय। अपीलकर्ता अतिरिक्त धनराशि देने के लिए बाध्य होगा।

नोट:-समस्त जानकारी हिन्दी भाषा देवनागरी लिपि में देने का कष्ट करें।

दिनांक: 07/12/2021

संलग्नक:

क) भारतीय पोस्टल आर्डर
की मूल प्रति



अपीलकर्ता



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

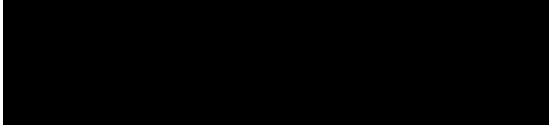
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
ज.ला. नेहरू मार्ग (ओल्ड मिंगो रोड), नई दिल्ली-110002
J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(487)/2021-RTI

Dated: 07/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 07/12/2021 received online in the RTI portal from Department of Legal Affairs in TRAI office vide Ref. No. TRAOI/R/T/21/00082, dated 22.12.2021 and similar RTI request has also been received offline through Department of Telecommunication vide Ref. No. F.No. 9-12/2021-RTI(4) dated 29/12/2021, for providing information under the provisions of the RTI Act, 2005 regarding tariff, related matters. In this context, the following is furnished:

S.No.	Reply
A to C	As per the existing tariff framework, the tariff for mobile services is under forbearance except for national roaming, rural fixed line services and leased circuits and the service providers have the flexibility to decide various components of tariff plan including the call rate, validity and other terms and conditions of services. Some telecom service providers have introduced tariff plans wherein the terms and conditions include the condition of recharge with a certain amount at stipulated period to continue to avail uninterrupted services and benefits of the tariff plans. Failure to comply with the prescribed mandatory recharge will result in stoppage of service in a phased manner. As per the Telecommunication Tariff Order 1999 Section-III clause 6 amended through Telecommunication Tariff (43rd Amendment) Order dated 21.03.2006 mandates as under: (v) A tariff plan once offered by an Access Provider shall be available to a subscriber for a minimum period of Six Months from the date of enrolment of the subscriber to that tariff plan. However, any tariff plan presented, marketed or offered as valid for any prescribed period exceeding six months or having lifetime or unlimited validity in lieu of an upfront payment shall continue to be available to the subscriber for the duration of the period as prescribed in the plan and in the case of lifetime or unlimited validity plans, as long as the Service Provider is permitted to provide such telecom service under the current license or renewed license. In the case of plan with lifetime validity or unlimited validity, the service provider shall also inform the subscribers of the month and year of expiry of his current license. The above referred TTO is also available in public domain on TRAI website at Link https://www.trai.gov.in/sites/default/files/43Forty_third_Amendment_21_Mar_2006.pdf. As per the Telecommunication Tariff Order 1999 clause 6 amended through Telecommunication Tariff (48 th Amendment) Order dated 01.09.2008 mandates as under:

	(viii) Where the terms and conditions of any tariff plan with lifetime validity or unlimited validity include any condition or stipulation which requires any subscriber to recharge for any specified minimum amount within specified time periods or intervals during such validity so as to keep the said tariff plan valid, such specified time period or interval, shall, in no case, be less than six months: The above referred TTO is also available in public domain on TRAI website at Link https://www.trai.gov.in/sites/default/files/48Forty_Eight_Amendment_01_Sep_2008.pdf. As per the recent notification 27.01.2022 i.e. TTO (66th Amendment) mandated following regulatory provisions which shall come into force within sixty days from the date of its publication in the official Gazette. (xi) Every Telecom Service Provider shall offer at least one Plan Voucher, One special Tariff Voucher and one Combo Voucher having a validity of thirty days. (xii) Every Telecom Service Provider shall offer at least one Plan Voucher, one Special Tariff Voucher and one Combo Voucher which shall be renewable on the same date of every month.
D	The information sought vide this point of your 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 Dr. M.P. Tangirala, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

**Date: 07-02-2022 18:00:55
(S. K. Dutta)**

Central Public Information Officer
Tele: 011-23664503

Copy to: -

The Dy. Secretary (Coord.) & Nodal Officer (RTI), Deptt. of Telecommunications (DoT), Ministry of Communications & IT, Sanchar Bhawan, No. 20, Ashoka Road, New Delhi – 110001.	For information with reference to your above mentioned letter please.
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RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/X/22/00002	Date of Receipt :	19/01/2022
Transferred From :	Bharat Sanchar Nigam Limited - HQ on 19/01/2022 With Reference Number : DOTEL/R/T/22/00022		
Remarks :	Does not pertain to this office.		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
Sta			
I			
Amount Paid :	0 (Received by Bharat Sanchar Nigam Limited - HQ)	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	The RTI application is being transferred under Section 6(3) of RTI Act, 2005 to TRAI for providing information, if any, directly to the applicant/ transferring to the concerned CPIO.		
Original RTI Text :	1. After the arrival of JIO in 2014 in the telecom sector, how many customers have ported their sims to different telecom companies? 2. After the decrease in profits, how were the funds regulated from year 2015 to 2020? 3. What are the strategies of the company to cover up the losses that occurred after 2015?		



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

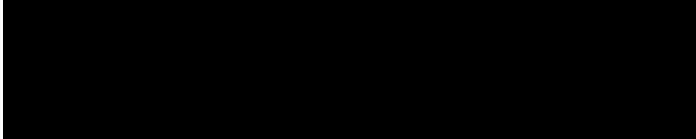
महानगर दूरसंचार भवन Mahanagar Doorsanchar Bhawan,
 ज.ला. नेहरू मार्ग (ओल्ड मिंग्टो रोड), नई दिल्ली-110002
 J.L. Nehru Marg, (Old Minto Road), New Delhi-110002



F.No. RT-2/7/(21)/2022-RTI

Dated: 07/02/2022.

To,



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

Sir,

Please refer to your RTI application dated 19/01/2022 filed online on the RTI Portal of BSNL vide registration No. DOTEL/R/T/22/00022 and subsequently transferred online to TRAI vide registration No. TRAOI/R/X/22/00002 for providing information under the provisions of the RTI Act, 2005 regarding number of customers have ported their sims to different telecom companies after the arrival of JIO, related matters. In this context, the following is furnished:

S.No.	Reply
1	The cumulative MNP requests is published in the Monthly Telecom Subscription Data and uploaded in the TRAI website. The same may be downloaded from the URL: https://traigov.in/releasepublication/reports/telecomsubscriptions-reports .
2 & 3	The information sought vide these points of your RTI application is not available in TRAI.

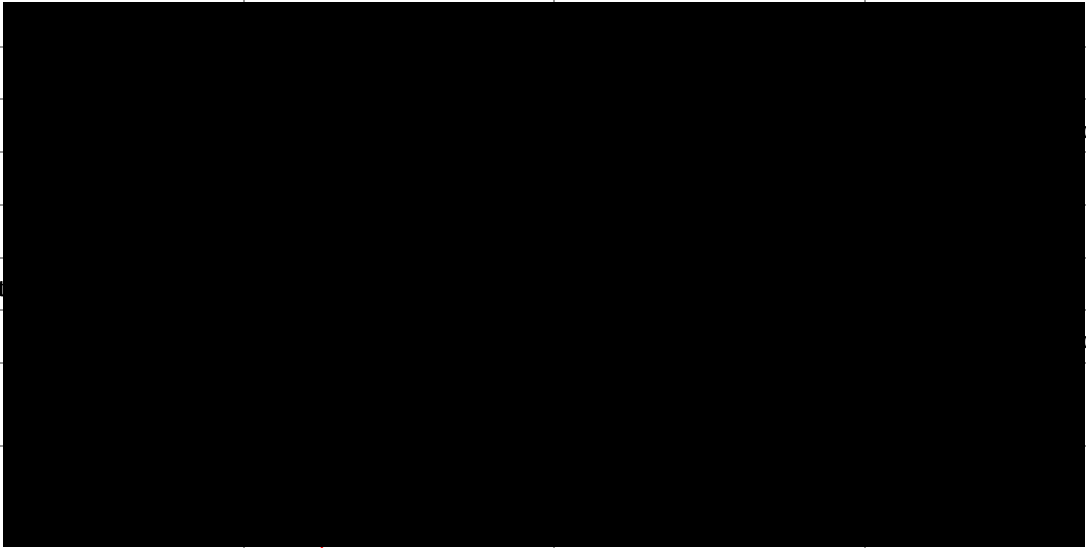
2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Dr. M.P. Tangirala, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully,

**Signed by Sushil Kumar
Dutta**

Date: 08-02-2022 12:56:24
(S. K. Dutta)

Central Public Information Officer
 Tele: 011-23664503

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/X/22/00005	Date of Receipt :	15/02/2022
Transferred From :	Telecom Regulatory Authority of India on 15/02/2022 With Reference Number : DOTEL/R/T/22/00073		
Remarks :	Information sought is not available in TRAI. The information may be available with DoT hence, in terms of Section 6 (3) (ii) of the RTI Act 2005, this RTI is being transferring to DoT to provide the information directly to you.		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
			
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	the RTI application is being transferred under Section 6(3) of RTI Act, 2005 to DGT(Hq), Delhi for providing information to query No.2 &3, if any, directly to the applicant/ transferring to the concerned CPIO.		
Original RTI Text :	Please provide the following details:- 1. Grounds/details on which Reliance Jio Infocomm Limited was given permission by the government to do telecommunication business in India. 2. Grounds/details on which Reliance Jio Infocomm Limited was given permission by the government to provide free connection/calls/internet facility. 3. Total duration for which free calls/internet facility was provided by Reliance Jio Infocomm Limited after the date of its launch. 4. Steps/decisions taken by the Government of India to ensure that BSNL competents with Reliance Jio Infocomm Limited. 5. List of telecommunication companies that were operating in India in the year		

2016.

6. List of telecommunication companies that are operating as of today.

7. Details of incentives given by the Government of India to other telecommunication companies that were operating in 2016 so as to ensure that they are able to compete with Reliance Jio Infocomm Limited.

8. Details of telecommunication companies that have closed their businesses after the launch of Reliance Jio Infocomm Limited.

9. Details of telecommunication companies that are merged with other companies so as to survive in the telecommunication market.

10. Total direct and indirect unemployment in telecommunication market that has been caused after the launch of Reliance Jio Infocomm Limited.

ACTION HISTORY OF RTI REQUEST No.TRAOI/R/X/22/00005**Applicant Name**

[REDACTED]

Text of Application

the RTI application is being transferred under Section 6(3) of RTI Act, 2005 to DGT(Hq), Delhi for providing information to query No.2 &3, if any, directly to the applicant/ transferring to the concerned CPIO.

Reply of Application

SN.	Action Taken	Date of Action	Action Taken By	Remarks
1	RTI REQUEST RECEIVED	15/02/2022	Nodal Officer	DOTEL/R/T/22/00073
2	RTI REQUEST APPLICATION RETURNED TO APPLICANT	25/02/2022	Nodal Officer	This RTI request, which was transferred to DoT online, received again from DoT. It seems that this RTI request wrongly sent by DoT to TRAI. Since, TRAI has already informed to the applicant that the related information is not available in TRAI. Hence, the same is returned to you, please.

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