

**RTI REQUEST DETAILS**

<b>Registration No. :</b>	TRAOI/R/T/20/00048	<b>Date of Receipt :</b>	30/06/2020
<b>Transferred From :</b>	Department of Telecommunications on 30/06/2020 With Reference Number : DOTEL/R/E/20/00544		
<b>Remarks :</b>	Regarding point 6, 16		
<b>Type of Receipt :</b>	Electronically Transferred from Other Public Authority	<b>Language of Request :</b>	English
<b>Status(Rural/Urban) :</b>	Urban	<b>Education Status :</b>	
<b>Letter No. :</b>	Details not provided	<b>Letter Date :</b>	Details not provided
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	0 (Received by Department of Telecommunications)	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>PLEASE PROVIDE</p> <p>1. Number of times, duration, dates and place, where the Internet service were suspended in India since 31st March 2009. Details of review reports from concerned authorities at the time of Internet Shutdown.</p> <p>2. Details of the contracts awarded to Chinese firms by BSNL &amp; MTNL since 2014 till date. Also provide the details of the contracts that have been revoked.</p> <p>3. Details of Mobile Towers that have been installed by BSNL &amp; MTNL in each state and the revenue and expenditure incurred in operating each tower since 2014.</p> <p>4. Details of the grievances received by DoT since 2014 operator wise.</p> <p>5. Details of mobile/broadband connections issued by BSNL &amp; MTNL state wise since 2014.</p> <p>6. Details of seminars &amp; events organised/sponsored by BSNL, MTNL, DoT, ITI, TDSAT, TCIL &amp; TRAI since 2014 along with the expenditure incurred on them.</p> <p>7. Details of the cases solved/pending in Telecom Disputes Settlement and Appellate Tribunal (TDSAT) since 2014.</p> <p>8. Details of the villages covered under National Broadband Mission till date. The budget allocation for the mission per state.</p> <p>9. Copy of contracts given to companies under National Broadband Mission for laying of Optic Fiber Cable across the country.</p> <p>10. Copy of Purchase Orders generated by Telecom Stores, BSNL in the year 2019.</p> <p>11. The list of Post Offices modernised till date under DARPAR scheme, and the amount spent on projects for each Post Office.</p> <p>12. Details of the trips made by Minister of Telecommunication since 2014 and the expense incurred on each trip.</p> <p>13. Details of the spectrum auctions held since 2014 and the revenue collected from each auction.</p> <p>14. List of projects executed by TCIL and revenue earned from them since 2014.</p> <p>15. Copy of reports submitted by the Ministry on implementation of 5G technology in India.</p> <p>16. Copy of Balance sheet and income and loss profit statement of BSNL, MTNL, DoT, ITI, TDSAT, TCIL &amp; TRAI of the year 2018-19.</p> <p>17. List and details of the centres operational under Pandit DeenDayal Upadhyaya Sanchar Kaushal Vikas Pratisthan Scheme. The number of personnels trained and employed under this scheme. The cost incurred per trainee since the commencement of the scheme. The money sanctioned for the scheme since its inception.</p> <p>18. Details of connections issued by BSNL for Global Satellite Phone Service, Fleet Tracking Services, Web Hosting, Video Conferencing and other enterprise solutions with revenue collected since 2014 till date.</p> <p>19. List of Vacant office spaces rented out by DoT and its entities since 2018. The revenue collected from the spaces. The details of vacant spaces that have not been rented yet.</p>		
<b>Original RTI Text :</b>	<p>PLEASE PROVIDE</p> <p>1. Number of times, duration, dates and place, where the Internet service were suspended in India since 31st March 2009. Details of review reports from concerned authorities at the time of Internet Shutdown.</p> <p>2. Details of the contracts awarded to Chinese firms by BSNL &amp; MTNL since 2014 till date. Also provide the details of the contracts that have been revoked.</p> <p>3. Details of Mobile Towers that have been installed by BSNL &amp; MTNL in each state and the revenue and expenditure incurred in operating each tower since 2014.</p> <p>4. Details of the grievances received by DoT since 2014 operator wise.</p>		

5. Details of mobile/broadband connections issued by BSNL & MTNL state wise since 2014.
6. Details of seminars & events organised/sponsored by BSNL, MTNL, DoT, ITI, TDSAT, TCIL & TRAI since 2014 along with the expenditure incurred on them.
7. Details of the cases solved/pending in Telecom Disputes Settlement and Appellate Tribunal (TDSAT) since 2014.
8. Details of the villages covered under National Broadband Mission till date. The budget allocation for the mission per state.
9. Copy of contracts given to companies under National Broadband Mission for laying of Optic Fiber Cable across the country.
10. Copy of Purchase Orders generated by Telecom Stores, BSNL in the year 2019.
11. The list of Post Offices modernised till date under DAR PAN scheme, and the amount spent on projects for each Post Office.
12. Details of the trips made by Minister of Telecommunication since 2014 and the expense incurred on each trip.
13. Details of the spectrum auctions held since 2014 and the revenue collected from each auction.
14. List of projects executed by TCIL and revenue earned from them since 2014.
15. Copy of reports submitted by the Ministry on implementation of 5G technology in India.
16. Copy of Balance sheet and income and loss profit statement of BSNL, MTNL, DoT, ITI, TDSAT, TCIL & TRAI of the year 2018-19.
17. List and details of the centres operational under Pandit DeenDayal Upadhyaya Sanchar Kaushal Vikas Pratisthan Scheme. The number of personnels trained and employed under this scheme. The cost incurred per trainee since the commencement of the scheme. The money sanctioned for the scheme since its inception.
18. Details of connections issued by BSNL for Global Satellite Phone Service, Fleet Tracking Services, Web Hosting, Video Conferencing and other enterprise solutions with revenue collected since 2014 till date.
19. List of Vacant office spaces rented out by DoT and its entities since 2018. The revenue collected from the spaces. The details of vacant spaces that have not been rented yet.



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

F.No. 1(319)/2020/RTI

Dated: 23<sup>rd</sup> October, 2020

To



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

Sir,

Please refer to your application dated 30.06.2020 filed online in the RTI portal of DoT vide registration No: **DOTEL/R/E/20/00544** which is received through transferred on the RTI Portal of TRAI vide registration No. TRAOI/R/T/20/00048 for providing information under the provisions of the Right to Information Act, 2005 w.r.t. point no.6 & 16 regarding details of seminars/events organised by TRAI and related matter. In this context, the following is furnished:

S.No.	Reply
6	Under Section 2(f) of the RTI Act, the Public Authority is required to supply information as available and existing. It does not cast any obligation on the Public Authority to create any information. The information sought by you in this point is spread over in many files and not specific too. Providing such information will require huge effort in creation/compilation and therefore, it is not possible to supply the information sought by you.
16	Information sought by you vide this point is available on TRAI website <a href="http://www.trai.gov.in">www.trai.gov.in</a> under the link About Us/Annual Report.

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

Yours faithfully

(I.J. Manoharan)  
Central Public Information Officer (LO)  
Tele: 011-23664211

Copy to:

The Dy. Secy. & Nodal Officer (RTI) Dept. Of Telecommunications Ministry of Information & Technology Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned online RTI application vide registration no. DOTEL/R/E/20/00544 dated 30.06.2020.
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RTI REQUEST DETAILS																			
<b>Registration No. :</b>	TRAOI/R/E/20/00516	<b>Date of Receipt :</b>	27/07/2020																
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English																
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;"><b>Is Requester Below Poverty Line ? :</b></td><td style="width: 25%; padding: 5px;">No</td><td style="width: 25%; padding: 5px;"><b>Citizenship Status</b></td><td style="width: 25%; padding: 5px;">Indian</td></tr> <tr> <td style="padding: 5px;"><b>Amount Paid :</b></td><td style="padding: 5px;">10 )</td><td style="padding: 5px;"><b>Mode of Payment</b></td><td style="padding: 5px;">Payment Gateway</td></tr> <tr> <td style="padding: 5px;"><b>Does it concern the life or Liberty of a Person ? :</b></td><td style="padding: 5px;">No(Normal)</td><td style="padding: 5px;"><b>Request Pertains to :</b></td><td style="padding: 5px;"></td></tr> <tr> <td style="padding: 5px;"><b>Information Sought :</b></td><td colspan="3"> <p style="margin: 0;">Under the RTI Act, please provide the copy of the letter dated 8 July 2020 by Reliance Jio Infocomm Limited to the Authority with regard to the Premium/Priority 4G plans by Bharti Airtel Limited and Vodafone Idea Limited.</p> <p style="margin: 0;">In light of the COVID-19 pandemic, please provide electronic copy of these documents by email and RTIOnline.gov.in portal PDF attachment.</p> </td></tr> </table>				<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian	<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway	<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>		<b>Information Sought :</b>	<p style="margin: 0;">Under the RTI Act, please provide the copy of the letter dated 8 July 2020 by Reliance Jio Infocomm Limited to the Authority with regard to the Premium/Priority 4G plans by Bharti Airtel Limited and Vodafone Idea Limited.</p> <p style="margin: 0;">In light of the COVID-19 pandemic, please provide electronic copy of these documents by email and RTIOnline.gov.in portal PDF attachment.</p>		
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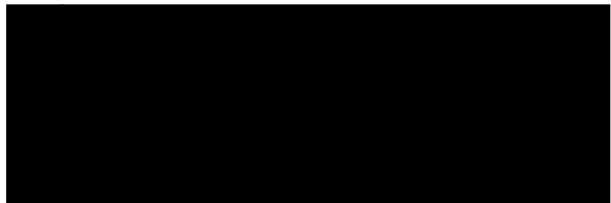


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(369)/2020-RTI

Dated: 5<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 27.07.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00516 for providing information under the provisions of the Right to Information Act, 2005 regarding Premium/Priority 4G plansrelated matter. In this context, the following is furnished:

S.No.	Reply
1	TRAI has no information to offer on the query raised by you under Section 8 (1) (i) of Right to Information Act,2005.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00515	<b>Date of Receipt :</b>	27/07/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>1. Under RTI Act, please provide a copy of all of TRAI,s filings in TDSAT TELECOM APPEAL/1/2020 case.</p> <p>In light of the COVID-19 pandemic, please provide electronic copy of these documents by email and RTIONline.gov.in portal PDF attachment.</p> <p>2. Under RTI Act, please provide the following information.</p> <p>With regard to questionnaires attached to letters TRAI/F&amp;EA/Tariff Review/1-2, please provide copy of response received by Bharti Airtel Limited and Vodafone Idea Limited.</p> <p>In light of the COVID-19 pandemic, please provide electronic copy of these documents by email and RTIONline.gov.in portal PDF attachment.</p>		



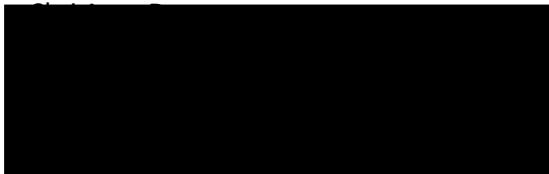
## TELECOM REGULATORY AUTHORITY OF INDIA

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

F.No. 1(370)/2020-RTI

Dated: 5<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 27.07.2020 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/20/00515 for providing information under the provisions of the Right to Information Act, 2005 regarding TDSAT TELECOM APPEAL/1/2020 case and related matter. In this context, the following is furnished:

S.No.	Reply
1	<p>As per record available in TRAI, in Telecom Appeal No. 1 of 2020 ( Vodafone Idea Ltd Vs TRAI), TRAI has filed the following documents:-</p> <p>(a) Short Reply in the matter. (13 pages)</p> <p>(b) Application seeking limited modification/clarification of Order dated 16.07.2020 passed by Hon'ble TDSAT in the said matter. (333 pages)</p>
2	TRAI has no information to offer on the query raised by you under Section 8 (1) (i) of Right to Information Act,2005.

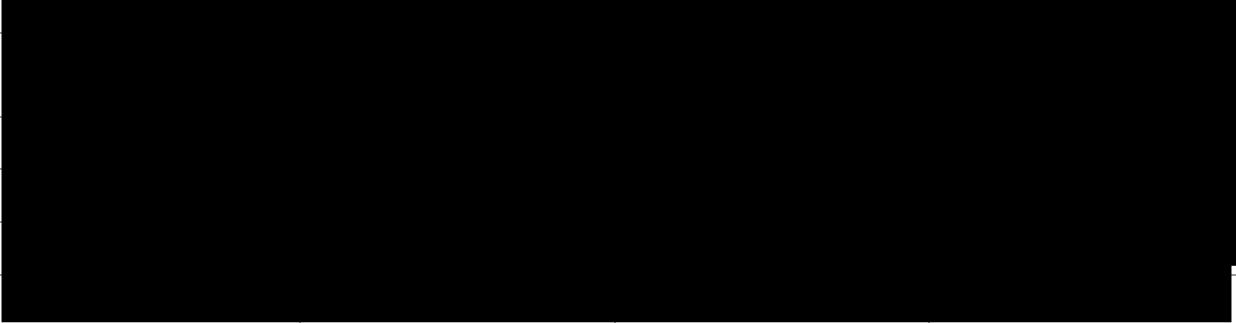
In order to provide the document (scanned copies) mentioned at point no.1 (a) & (b), you have to deposit Rs.692/- (Rupees six hundred ninety two only) for 346 pages (@ Rs.2/- per page) by way of cash against proper receipt to be obtained in person from TRAI or Demand Draft/Pay Order/Indian Postal Order drawn in favour of "Telecom Regulatory Authority of India" payable at New Delhi, in terms of clause (a) of rule 4 of the Right to Information (Regulation of Fee & Cost) Rules, 2005.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503

RTI REQUEST DETAILS			
<b>Registration No. :</b>	TRAOI/R/T/20/00062	<b>Date of Receipt :</b>	28/07/2020
<b>Transferred From :</b>	Department of Electronics & Information Technology on 28/07/2020 With Reference Number : DOTEL/R/T/20/00565		
<b>Remarks :</b>	<b>No such data available with this CPIO</b>		
<b>Type of Receipt :</b>	Electronically Transferred from Other Public Authority	<b>Language of Request :</b>	English
			
<b>Letter No. :</b>	Details not provided	<b>Letter Date :</b>	Details not provided
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	0 (Received by <b>Department of Electronics &amp; Information Technology</b> )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	I want to know which 15 states use the most Internet services.		
<b>Original RTI Text :</b>	I want to know which 15 states use the most Internet services.		

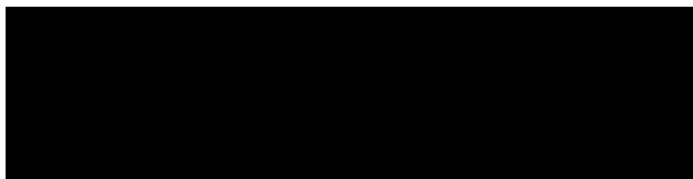


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(378)/2020/RTI

Dated: 22<sup>nd</sup> October, 2020

To



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

Sir,

Please refer to your application dated 28.07.2020 filed online in the RTI portal of DoT vide registration No: **DOTEL/R/T/20/00565** which is received through transferred on the RTI Portal of TRAI vide registration No. TRAOI/R/T/20/00062 for providing information under the provisions of the Right to Information Act, 2005 about internet service related matter. In this context, the following is furnished:

S.No.	Reply
1	<p>The information on Service Area wise Rural/Urban Subscriber-base of Internet in India as on 31<sup>st</sup> March 2020 is as per annexure enclosed herewith.</p> <p>The information on state-wise data consumption is furnished by the Telecom Service Providers, Licensed Service Area-wise only and not State-wise. However, 'Wireless data usage' is available in "Performance Indicator Reports", published quarterly on TRAI website and the same are available at the following link: <a href="https://trai.gov.in/release-publication/reports/performance-indicators-reports">https://trai.gov.in/release-publication/reports/performance-indicators-reports</a>. The latest Report published is for the Quarter ending 31<sup>st</sup> December 2019 and the information related to 'Wireless data usage' is available on page 20 of the report.</p>

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

Yours faithfully

Encl: As above.

(I.J. Manoharan)  
Central Public Information Officer (LO)  
Tele: 011-23664211

Copy to:

<p>The Dy. Secy. &amp; Nodal Officer (RTI) Deaptt. Of Telecommunications Ministry of Information &amp; Technology Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.</p>	<p>For information w.r.t. the above mentioned online RTI application vide registration no.<b>DOTEL/R/T/20/00565</b> dated 28.07.2020.</p>
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**Service Area-wise, Rural/Urban subscriber-base of Internet  
as on 31<sup>st</sup> March 2020**

<b>Telecom Service Area</b>	<b>[Subscribers in Millions]</b>					
	<b>Narrowband</b>		<b>Broadband</b>		<b>Total</b> <b>(March 2020)</b>	
	<b>Rural</b>	<b>Urban</b>	<b>Rural</b>	<b>Urban</b>	<b>Rural</b>	<b>Urban</b>
Andhra Pradesh	2.05	1.85	23.46	31.29	25.51	33.14
Assam	0.64	0.37	7.68	5.57	8.31	5.93
Bihar	3.24	1.21	27.29	16.65	30.53	17.86
Delhi	0.19	2.90	0.57	37.34	0.75	40.24
Gujarat	0.98	1.25	12.69	30.39	13.67	31.64
Haryana	0.45	0.53	6.36	9.84	6.81	10.37
Himachal Pradesh	0.19	0.15	3.60	2.05	3.79	2.21
Jammu & Kashmir	0.36	0.19	3.09	4.04	3.45	4.23
Karnataka	1.77	1.73	15.24	27.09	17.01	28.82
Kerala	0.72	0.98	10.03	14.81	10.75	15.79
Kolkata	0.06	1.22	1.35	14.77	1.42	15.99
Madhya Pradesh	2.15	1.86	17.59	27.11	19.75	28.97
Maharashtra	2.27	2.43	22.90	35.41	25.16	37.85
Mumbai	0.06	2.22	1.47	26.55	1.53	28.77
North East	0.30	0.23	3.67	3.77	3.97	4.00
Orissa	1.18	0.39	11.18	6.52	12.36	6.91
Punjab	0.61	0.93	7.83	16.77	8.43	17.70
Rajasthan	1.67	1.33	18.35	21.15	20.02	22.48
Tamil Nadu	1.55	2.58	12.27	35.24	13.82	37.82
UP (East)	3.61	1.51	25.30	24.17	28.91	25.68
UP (West)	1.30	1.59	12.04	22.87	13.34	24.46
West Bengal	2.01	0.93	14.63	15.42	16.65	16.35
<b>Grand Total</b>	27.36	28.40	258.61	428.83	285.97	457.23
	<b>55.753</b>		<b>687.441</b>		<b>743.194</b>	

From:

Registered

(Notice U/s. RTI Act.2005)

To,

The-C.P.I.O.(Central-Public-Information-Officer)-u/s.R.T.I.Act),  
O/O,Officer-in-charge,Telecom-Regulatory-Authority-o-findia,(T.R.A.I.),  
Mahanagar-Doorsanchar-Bhawan,(Next-to-Zakir-Hussain-College),  
Jwaharlal Nehru Marg, (Old Minto Road), New Delhi-110 002.

Dear Sir,

Ref: My Registered Letters dated 08.06.2020, Dated 19.07.2019 & Dated 30.05.2019 with Postal  
Registration receipts (photo copies enclosed) –No action taken by the Deptt. till date.

Sub:1-Very poor Telephone Connectivity(due to low/poor signals) on Mobile phones and Internet.

2-G.M.(Telephones),Varanasi did not take any action on my written complaint

3-Request for providing information u/s RTI Act., on following points.

I had sent the above referred letters by registered post for taking corrective steps on above subjected matter since your local office of GM. –Telephone, Varanasi had failed to take any positive/corrective action within more than one year's time. In view of above,please refer my other registered letter dated 08.06.2020 in this matter, sent to T.R.A.I., at New Delhi for suitable remedy (photo copies are enclosed for ready reference please) but I am sorry to inform /mention that even after the lapse of more than one month's time,no action has yet been taken nor any reply has since been received from <sup>their</sup> end also, hence this request letter /Notice for providing information u/s/ R.T.I Act has become necessary.

The requisite fees of Rs. 10.00 (Rs. Ten Only) as prescribed u/s R.T.I. Act.2005 through I.P.O. No. 47F 720556 dated.22.07.2020,drawn in favour of Accounts Officer, O/O,Officer-in-Charge,Telecom-Regulatory-Authority-o-f India,(T.R.A.I.), New Delhi-110 001,payable at New Delhi is enclosed herewith with the request to kindly arrange to provide information on following points:

1-Whether the above referred long pending matter has already been resolved by the competent authority at your end, if yes, please give details i.e, reply to my letter, and date etc.of the same. Please provide photo attested copy the said letter for which separate I.P.O. of Rs. 2.00(Rs. Two Only)as the requisite fees as prescribed u/s R.T.I .Act is also enclosed for the purpose which is drawn in favour of the Accounts Officer, O/O,Officer-in-Charge,Telecom-Regulatory-Authority-o-findia,(T.R.A.I.), New Delhi-110 001,payable at New Delhi Vide I.P.O No:

Contd..../2

4A J 48427, Dt. 22.07.2207.2020 & 4A J 48428, Dt. 22.07.2020 of Rs. 01.00 each.

2-if the aforesaid long pending matter has not yet been settled/resolved suitably by your office, Please inform me that up to which date you would settle/resolve the above said long pending matter.

3-Please also inform me the reason/s for not taking any corrective steps /measures in the matter by the Telephone Department (either by the Varanasi and New Delhi Offices), in spite of several requests/reminders.

Please ensure providing above information within the stipulated time so defined u/s R.T.I. Act. To avoid hassles

Thanking you,

Enclos copy of letter & I.P.O as above -9(Total Nine) Nos.

*yours faithfully,*  
*Abesh Kumar Banerjee*  
~~Abesh Kumar Banerjee~~  
(Abesh Kumar Banerjee)

[REDACTED]

Telecom Regulatory Authority Of India, (T.R.A.I),  
Mahanagar Doorsanchar Bhawan(Next to Zakir Hussain College),  
Jawaharlal Nehru Marg(Old Minto Road), New Delhi-10 002.

Dear sir,

Dated: 08.06.2020

Sub: 1-Very poor connectivity(due low signals) on Mobile and Internet at above address.  
2-G.M.(Tel) Varanasi did not take any action on my written complaint

I am residing in the area where the mobile and internet connectivity has become very poor due to very poor signals from the telecom service providers during past one year.

1- I have lodged written complaint to the G.M. (Tel), Varanasi in this context but no corrective steps has yet been taken by the authority except giving only assurance over telephone (It was told over phone by telephone official that the Mobile tower of BSNL nearby to my locality which was catering signals to our mobile phones in our locality was removed by the concerned building owner where it was in place earlier and BSNL is not getting the new place to install their new Mobile tower etc. Now we are being catered by some other Mobile Tower from a distant point from our locality), resulting which I am not getting the satisfactory services as well as full return on the value of the re-charge amount from the telephone service providers and incurring continuous loss months together on account of the re-charging every time.

2-Finding no remedy to get better services, I had to purchase other company's SIM and to get them recharged every time but sorry to mention that they also give horrible services in terms of connectivity due to their very poor network signals.

3-Presently I have following SIMs in an effort to get better services but sorry to say that there are also not satisfactory services due to their very poor connectivity and network signals.BSNL-9450711834, JIO-9889226373,Airtel-8960758991 & Voda-7704975158. Services from all these are very horrible and unsatisfactory. I purchased new Android Mobile also but no respite.

4-The above state of affairs is not for me alone. But in my locality all people using mobile phones are suffering with such very horrible and unsatisfactory services.

In view of above, through this letter I am approaching to your good offices with the request to kindly look into the matter seriously and arrange to give me the desired satisfactory reply per return post once you take corrective steps in the matter from respective Mobile Phone Services provider as above so that the matter could be redressed suitably and obliged. Thanking you,

Yours faithfully,

*Deepak Banerjee*  
(Abesh Kumar Banerjee)

Enclos: 102 papers as above)



RECORDED DELIVERY  
TO THE OFFICE OF T.R.A.I, NEW  
DELHI-10 002  
DATE: 08.06.2020  
TO THE OFFICE OF T.R.A.I, NEW  
DELHI-10 002

RECORDED DELIVERY  
TO THE OFFICE OF T.R.A.I, NEW  
DELHI-10 002  
DATE: 08.06.2020  
TO THE OFFICE OF T.R.A.I, NEW  
DELHI-10 002

REMINDER

To,

The General Manager-Telephones

Shiv Purva Office, Sigra, Varanasi-2210 10 (U.P.)

Date: 19.7.2019

Dear sir,

Ref: My registered Letter dated 30.5.19 (Photocopy enclosed)

Sub: BSNL Mobile Tower for the area Pandey Haveli/Madanpura ,Varanasi is

not working with full strength these days, causing not maturing Phone calls etc.?

It is most unfortunate to give you this reminder regarding above subjected matter that no corrective measures has since been taken from your end on this issue therefore It is once again bring to your notice that these days your BSNL Mobile Tower catering areas covering pandey haveli/ madanpura, Varanasi is not working in its full strength, causing which the phone call through mobile phone with BSNL SIM either do not matures or the phone call gets disconnected abruptly /if at all sometime call matures, then it gets very bad quality of sounds resulting which it need to make repeated calls etc.etc. These types of quality of mobile service bringing very bad impact on the BSNL customers. Moreover in such a situation,BSNL customer looks for other mobile service providers for better mobile phone services, this is not a good thing for the reputation of BSNL. Varanasi?

It is therefore requested to kindly look into the matter on priority to restore to provide the good quality mobile phone service to avoid hassles among the BSNL customers.

A few lines from your side would be highly appreciable , if you could send me per return post ,once you take the remedial steps as above and obliged.

Thanks,

Yours sincerely

(Abesh Kumar Banerjee)

Mob No. 9450711834

EL8813261301H IVR:6985881326130 माधापुरा बैठ  
SP MADANPURA SO (221001)  
Counter No.1,20/07/2019,11:02  
To:GENERAL MANAG,SHIVPURVA TELEPH  
PIN:221010, Mahanagar, SO  
From: A K BANERJEE, D31/200 MADANPUR  
Wt:10gms  
Amt:17.70(Cash)Tax:2.70  
<Track on [www.indiapost.gov.in](http://www.indiapost.gov.in)>  
<Dial 1800 266 6888>

Visit [www.indiapost.gov.in](http://www.indiapost.gov.in)  
Dial 1800 266 6888 <Track on [www.indiapost.gov.in](http://www.indiapost.gov.in)>

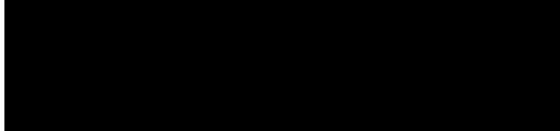


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(389)/2020/RTI

Dated: 22<sup>nd</sup> October, 2020

To



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

Sir,

Please refer to your application dated 22.07.2020 for providing information under the provisions of the Right to Information Act, 2005 regarding action taken status on letter dated 08.06.2020 about poor Telephone connectivity due to low signal related matter. In this context, the following is furnished:

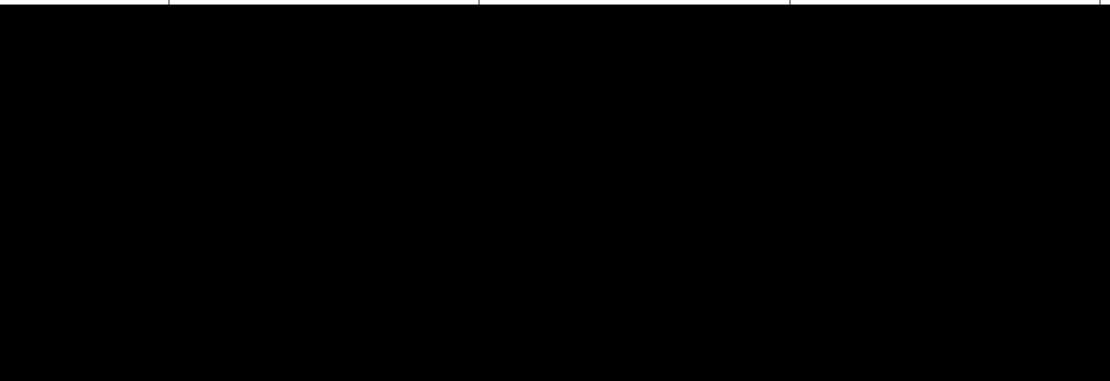
S.No.	Reply
1 to 4	TRAI Act, 1997, as amended, does not mandate TRAI to handle individual complaints. However, the complaint received by you has been forwarded to the concerned Telecom Service Provider through the TCCMS Portal for redressal.

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

Yours faithfully

(I.J. Manoharan)  
Central Public Information Officer (LO)  
Tele: 011-23664211

**RTI REQUEST DETAILS**

<b>Registration No. :</b>	TRAOI/R/E/20/00542	<b>Date of Receipt :</b>	08/08/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
			
<b>Status(R</b>			
<b>Is Re</b>			
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ?</b> :	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	Pls find the attached file		



Ref No:- Janpaksh/Center/TRAI/0808/2020/0000285

Date:-08-08-2020

Payment By :-

Dated:-

जन सूचना अधिकारी, ट्राई, नई दिल्ली।

मैं निम्नलिखित जानकारी सूचना के अधिकार अधिनियम दण्डके अंतर्गत चाहता हूँ अगर आप इस सूचना से सम्बंधित अधिकारी नहीं हैं तो सूचना के अधिनियम के उपाधिनियम 6(3) के अंतर्गत समवन्धित सूचना अधिकारी को भेजने का काट करें।

कृप्या कर्नाटक राज्य के सभी परिवहन सचिव, सभी आयुक्तों के नाम, कार्यालय, ईमेल, फोन व मोबाइल नम्बरों की जानकारी सांझा करें।

- कृप्या जानकारी दे की ट्राई को पिछले 5 सालों में [Jeevan@janpaksh.com](mailto:Jeevan@janpaksh.com) व [@janpaksh](https://twitter.com/janpaksh) से कितनी ईमेल/tweet प्राप्त हुई हैं उन ईमेल/ tweet पर हुई कार्यवाही अधिकारियों की टिप्पणी के साथ प्रदान करें।
- कृप्या जिओ द्वारा पिछले 3 सालों में अन्य ऑपरेटरों की शिकायत, अधिकारियों द्वारा उसपर की गयी कार्यवाही व टिप्पणी की छाया प्रति प्रदान करें।
- कृप्या जानकारी दे की किस ऑपरेटर ने अबतक कितने बूस्टर/ रिपीटर लगाए हैं?
- कृप्या जानकारी दे की ट्राई को किसी भी माध्यम से किन किन ऑपरेटर की पिछले पांच सालों में कितनी शिकायते मिली हैं?
- कृप्या जानकारी दे की ट्राई ने अबतक किस किस ऑपरेटर पर कितना जुर्माना लगाया हैं व उस ऑपरेटर ने कितना कितना पैसा जुर्माने के रूप में जमा कराया हैं?
- कृप्या जानकारी दे की जिओ के खिलाफ ट्राई को कितनी शिकायते मिली हैं? कृप्या सभी शिकायतों की प्रति digital रूप में प्रदान करें?
- कृप्या जानकारी दे सिग्नल ना आने की अवस्था में ग्राहक सिंगल बूस्टर का प्रयोग कर सकते हैं? अबतक सिंगल बूस्टर को लेकर ट्राई द्वारा की गयी कार्यवाही के विषय में दस्तावेज, जुर्माने सहित जानकारी दे।
- श्री आर एस शर्मा जी के कार्यकाल में किन किन मोबाइल ऑपरेटर को जुर्माने में छूट दी गयी हैं? छूट व ऑपरेटर के विषय में जानकारी दे।
- केवल प्रसारण व चेनलों के मूल्य निर्धारण के सम्बन्ध में ट्राई द्वारा निर्धारित अंतिम रिपोर्ट की जानकारी दे। उस रिपोर्ट में चेनलों के मूल्य व वुके के सम्बन्ध में लिए गए फ़सलों के विषय में बताये। इस रिपोर्ट को किन किन व्यक्तियों ने बनाया व पास किया है?
- कृप्या जानकारी दे की ट्राई द्वारा सेवा गुणवत्ता के क्या नियम हैं? सेवा प्रदाता कम ग्राहक या उस क्षेत्र में ग्राहक ना होने के कारण सेवा देने से मना कर सकते हैं? सेवा प्रदाता द्वारा 90 दिनों में सेवा को ठीक कर देने के दावे के बाद भी सेवाएं ठीक ना करने पर ट्राई किस प्रकार कार्यवाही कर सकता हैं या करता हैं? अबतक हुई कार्यवाही के विषय में बताये?

कृप्या सूचना डिजिटल माध्यम से आप हमें मेल पर भी दे सकते हैं हमारा मेल आईडी [Jeevan@janpaksh.com](mailto:Jeevan@janpaksh.com) है।

प्रार्थी

जीवन पन्त

+91 86303 06091 | 05946 222 224 |

# TO BE ISSUED IN HINDI



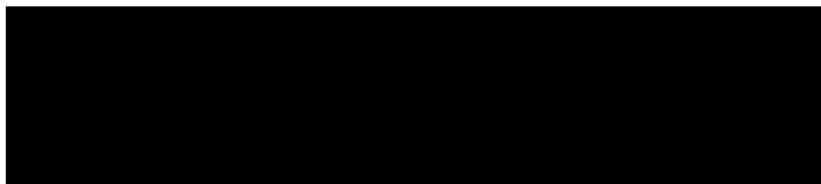
## TELECOM REGULATORY AUTHORITY OF INDIA

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

F.No. 1(396)/2020-RTI

Dated: 15<sup>th</sup> October, 2020

To



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

Sir,

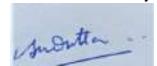
Please refer to your application dated 08.08.2020 filed online in the RTI portal of TRAI vide Registration No.TRAOI/R/E/20/00542 for providing information under the provisions of the Right to Information Act, 2005 regarding details of complaints against service providers and related matter. In this context, the following is furnished:

S.No.	Reply						
1	उपर्युक्त संबंध में लेख है कि प्राधिकरण का Twitter Handel <a href="https://twitter.com/TRAI">https://twitter.com/TRAI</a> है तथा इसका उपयोग केवल प्राधिकरण द्वारा समय-समय पर जारी विभिन्न सूचनाओं के प्रकाशन हेतु किया जाता है तथा <a href="https://twitter.com/TRAI">https://twitter.com/TRAI</a> पर बाहरी व्यक्तियों द्वारा कोई पोस्ट प्रकाशित नहीं की जा सकती है। उपलब्ध ई-मेल रिकार्ड के अनुसार जनसंपर्क अनुभाग में <a href="mailto:jeevan@janpaksh.com">jeevan@janpaksh.com</a> व <a href="mailto:twitter@janpaksh">twitter@janpaksh</a> आईडी से कोई ई-मेल/ twitter प्राप्त नहीं हुआ है।						
2,4 & 6	TRAI have received the complaints through post & email during the last five years details are as given below:						
S.No.	Service Provider	2015-16	2016-17	2017-18	2018-19	2019-20	Total
1	Bharti Airtel Ltd. (Airtel)	6489	6124	8803	10864	12708	44988
2	Bharat Sanchar Nigam Limited (BSNL)	1400	869	928	1003	1915	6115
3	Quadrant Televentures Ltd (HFCL)	20	31	28	2	1	82
4	Vodafone Idea Limited (Idea)	2596	2019	3043	3014	2690	13362
5	Mahanagar Telephone Nigam Ltd. (MTNL)	496	297	270	257	299	1619
6	Reliance Communications Ltd. (Reliance)	3487	3237	2966	310	12	10012
7	Tata Teleservices Ltd. (TTSL)	1343	641	756	573	242	3555
8	Vodafone Idea Limited (Vodafone)	5285	3897	6471	8020	12335	36008

	9	Reliance Jio Infocomm Ltd	Nil	133	1901	3036	5917	10987	
3 & 7	All Telecom Service Providers are governed by the License Agreement entered into with the Licenser, namely, Department of Telecommunications (DoT). Therefore, a copy of your application has already been transferred to DoT online on 15.10.2020 in terms of Section 6(3) (ii) under the provisions of Right to Information Act, 2005 for providing information of the relevant issues.								
5 & 8	There is no provision of imposing 'penalty' in QoS regulations/								
9	<p>TRAI had issued the following Tariff Orders :-</p> <ul style="list-style-type: none"> <li>• Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 on 03.03.2017</li> <li>• Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff (Second Amendment) Order, 2020 on 01.01.2020</li> </ul> <p>The complete text of the Tariff Order dated 03.03.2017 and Tariff Amendment Order dated 01.01.2020 are available on the TRAI's website under the link : <a href="https://www.trai.gov.in/release-publication/regulations/amendments-page/94209">https://www.trai.gov.in/release-publication/regulations/amendments-page/94209</a>.</p> <p>Before notifying above mentioned Tariff Orders, TRAI issued consultation paper seeking comments and suggestions from different stakeholders. Comments / views received from stakeholders were uploaded on TRAI's website. Later on, Open House Discussions (OHDs) were also held to discuss the all the issues involved in the Consultation Paper. The whole consultation process conducted in a transparent manner as per the provisions of the TRAI Act. After completion of consultation process, the Authority approved the above Tariff Orders.</p>								
10	<p>TRAI Act, 1997 does not envisage handing of individual consumer complaint by TRAI. However, applicant may refer to the Telecommunication (Broadcasting and cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 dated 03.03.2017 as amended. The complete text of the said Regulation dated 03.03.2017 alongwith its amendments are available on the TRAI's website under the link : <a href="https://www.trai.gov.in/release-publication/regulations/amendments-page/94215">https://www.trai.gov.in/release-publication/regulations/amendments-page/94215</a></p> <p>TRAI has issued- "The Standards of Quality of Service of Basic Telephone Service(Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated 20<sup>th</sup> March, 2009." As per this regulation the service providers have to submit its performance of License Service Area on quarterly basis. The report submitted by the service providers is Technology Agnostic. TRAI has been monitoring performance of service providers against the various prescribed benchmarks. Issues relating to non-compliance with the benchmarks are followed up with service providers and also financial disincentives are imposed. Also, TRAI website <a href="http://www.trai.gov.in">www.trai.gov.in</a> provides the average throughput reported by service providers under Performance Indicator Report.</p>								

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

Yours faithfully



(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503



सत्यमेव जयते

## भारतीय दूरसंचार विनियामक प्राधिकरण

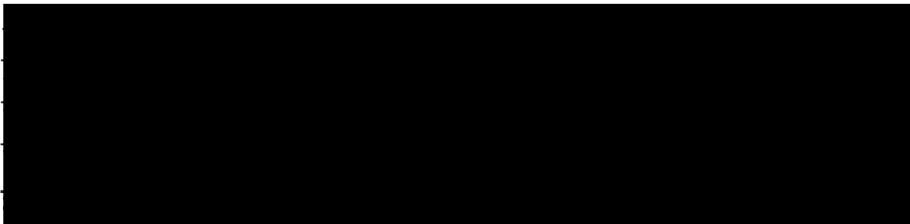
TELECOM REGULATORY AUTHORITY OF INDIA

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

संख्या: 1(396) / 2020— आरटीआई

दिनांक: 15 अक्टूबर, 2020

सेवा में,



**विषय: सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत जानकारी प्रदान करने हेतु अनुरोध**

महोदय,

कृपया सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत 'सेवा प्रदाताओं के विरुद्ध शिकायतों का व्योरा तथा संबंधित मामलों के बारे में' जानकारी प्रदान करने के लिए आपके द्वारा भारतीय दूरसंचार विनियामक प्राधिकरण के आरटीआई पोर्टल पर दिनांक 08 अगस्त, 2020 को पंजीकरण संख्या टीआरएओआई/ आर/ ई/ 20/ 00542 के माध्यम से ऑनलाइन पद्धति से दायर किए गए आवेदन का संदर्भ ग्रहण करें। इस संदर्भ में निम्नवत जानकारी उपलब्ध कराई जाती है:

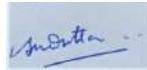
क्रम संख्या	उत्तर						
1	उपर्युक्त संबंध में लेख है कि प्राधिकरण का टिव्टर हैंडल <a href="https://twitter.com/TRA1">https://twitter.com/TRA1</a> है तथा इसका उपयोग केवल प्राधिकरण द्वारा समय-समय पर जारी विभिन्न सूचनाओं के प्रकाशन हेतु किया जाता है तथा <a href="https://twitter.com/TRA1">https://twitter.com/TRA1</a> पर बाहरी व्यक्तियों द्वारा कोई पोस्ट प्रकाशित नहीं की जा सकती है। उपलब्ध ई-मेल रिकार्ड के अनुसार जनसंपर्क अनुभाग में <a href="mailto:jeevan@janpaksh.com">jeevan@janpaksh.com</a> तथा <a href="https://twitter.com/janpaksh">twitter@janpaksh</a> आईडी से कोई ई-मेल/ <a href="https://twitter.com/janpaksh">twitter</a> प्राप्त नहीं हुआ है।						
2, 4 और 6	भारतीय दूरसंचार विनियामक प्राधिकरण को पिछले पांच वर्षों के दौरान डाक तथा ई-मेल से शिकायतों प्राप्त हुई हैं जिसका व्योरा नीचे दिया गया है:						
क्रम संख्या	सेवा प्रदाता	2015–16	2016–17	2017–18	2018–19	2019–20	कु
1	भारती एयरटेल लिमिटेड (एयरटेल)	6489	6124	8803	10864	12708	449
2	भारतीय संचार निगम लिमिटेड (बीएसएनएल)	1400	869	928	1003	1915	61

	3	क्वार्ड्रेंट टेलीवेंचर्स लिमिटेड (एचएफसीएल)	20	31	28	2	1	82
	4	वोडाफोन आयडिया लिमिटेड (आयडिया)	2596	2019	3043	3014	2690	13362
	5	महानगर टेलीफोन निगम लिमिटेड (एमटीएनएल)	496	297	270	257	299	1619
	6	रिलायंस कम्यूनीकेशन्स लिमिटेड (रिलायंस)	3487	3237	2966	310	12	10012
	7	टाटा टेलीसर्विसेज लिमिटेड (टीटीएसएल)	1343	641	756	573	242	3555
	8	वोडाफोन आयडिया लिमिटेड (वोडाफोन)	5285	3897	6471	8020	12335	36008
	9	रिलायंस जीयो इंफोकाम लिमिटेड	शून्य	133	1901	3036	5917	10987
3 और 7		सभी दूरसंचार सेवा प्रदाता, लाइसेंसप्रदाता, नामतः दूरसंचार विभाग (डीओटी) के साथ किए गए करार द्वारा अभिशासित होते हैं। इसलिए, आपके आवेदन की एक प्रति संगत मुद्दों पर जानकारी प्रदान करने के लिए सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत धारा 6(3)(ii) के संदर्भ में ऑनलाइन माध्यम से दूरसंचार विभाग को पहले ही अंतरित की जा चुकी है।						
5 और 8		सेवा की गुणवत्ता विनियमों में 'दंड' लगाने का कोई प्रावधान नहीं है।						
9		भारतीय दूरसंचार विनियामक प्राधिकरण ने निम्नवत प्रशुल्क आदेश जारी किए थे:— <ul style="list-style-type: none"> <li>दिनांक 03 मार्च, 2017 को दूरसंचार (प्रसारण और केबल) सेवाएं (आठवां) (एड्रेसेबल प्रणालियां) प्रशुल्क आदेश, 2017।</li> <li>दिनांक 01 जनवरी, 2020 को दूरसंचार (प्रसारण और केबल) सेवाएं (आठवां) (एड्रेसेबल प्रणालियां) प्रशुल्क (द्वितीय संशोधन) आदेश, 2020।</li> </ul> दिनांक 03 मार्च, 2017 के प्रशुल्क आदेश तथा दिनांक 01 जनवरी, 2020 के प्रशुल्क संशोधन आदेश का संपूर्ण पाठ भारतीय दूरसंचार विनियामक प्राधिकरण की वेबसाइट पर <a href="https://www.trai.gov.in/release-publication/regulations/amendments-page/94209">https://www.trai.gov.in/release-publication/regulations/amendments-page/94209</a> लिंक के तहत उपलब्ध है।						
10		भारतीय दूरसंचार विनियामक प्राधिकरण अधिनियम, 1997 भाद्रविप्रा द्वारा व्यक्ति विशेष की उपभोक्ता शिकायतों पर कार्यवाही करने की परिकल्पना नहीं करता है। तथापि, आवेदक, दिनांक 03 मार्च, 2017 के यथा संशोधित दूरसंचार (प्रसारण और केबल) सेवाएं सेवा की गुणवत्ता के मानक और उपभोक्ता संरक्षण (एड्रेसेबल प्रणालियां) विनियम, 2017 का संदर्भ ग्रहण कर सकता है। दिनांक 03 मार्च, 2017 के उक्त विनियम तथा इसका संशोधन भारतीय दूरसंचार विनियामक प्राधिकरण की वेबसाइट पर <a href="https://www.trai.gov.in/release-publication/regulations/amendments-page/94215">https://www.trai.gov.in/release-publication/regulations/amendments-page/94215</a> लिंक के तहत उपलब्ध है।						

भारतीय दूरसंचार विनियामक प्राधिकरण ने "दिनांक 20 मार्च, 2009 को मूलभूत टेलीफोन सेवा (वॉयरलाइन) तथा सेल्युलर मोबाइल टेलीफोन सेवा की सेवा की गुणवत्ता के मानक विनियम, 2007" (वर्ष 2009 का सातवां) जारी किया था। इस विनियम के अनुसार सेवा प्रदाताओं को तिमाही के आधार पर अपने लाइसेंस सेवा क्षेत्र के निष्पादन के संबंध में अपनी रिपोर्ट प्रस्तुत करनी होती है। सेवा प्रदाता द्वारा प्रस्तुत की गई रिपोर्ट 'टेक्नॉलाजी एग्नास्टिक' है। भारतीय दूरसंचार विनियामक प्राधिकरण विभिन्न विहित बैंचमार्कों के समक्ष सेवा प्रदाताओं के निष्पादन की निगरानी कर रहा है। बैंचमार्कों के अनुपालन नहीं किए जाने से संबंधित मुद्दों को सेवा प्रदाताओं के साथ उठाया जाता है साथ ही वित्तीय निरुत्साहन भी लगाए जाते हैं। साथ ही, भारतीय दूरसंचार विनियामक प्राधिकरण की वेबासाइट [www.trai.gov.in](http://www.trai.gov.in), निष्पादन सूचक रिपोर्ट के तहत सेवा प्रदाताओं द्वारा संसूचित औसत 'थ्रूपुट' भी उपलब्ध कराती है।

2. भारतीय दूरसंचार विनियामक प्राधिकरण में "सूचना का अधिकार अधिनियम, 2005" की धारा 19(1) के तहत अपीलीय प्राधिकारी "श्री एस0 के0 मिश्रा, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार विनियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, पुराना मिंटो रोड, नई दिल्ली-110002, दूरभाष: 011-23221856, फैक्स: 011-23235249 हैं।"

भवदीय,



(एस0 के0 दत्ता)  
केन्द्रीय लोक सूचना अधिकारी  
दूरभाष: 011-23664503

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00566	<b>Date of Receipt :</b>	14/08/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Under RTI Act, please provide the following information.</p> <p>With regard to questionnaires attached to letters TRAI/F&amp;EA/Tariff Review/3-4, please provide copy of response received by Bharti Airtel Limited and Vodafone Idea Limited.</p> <p>In light of the COVID-19 pandemic, please provide electronic copy of these documents by email and RTIONline.gov.in portal PDF attachment.</p>		



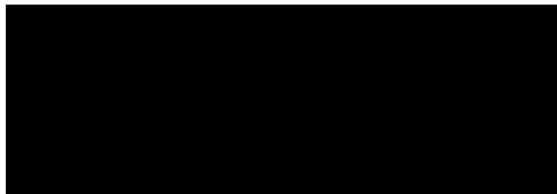
## TELECOM REGULATORY AUTHORITY OF INDIA

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

F.No. 1(420)/2020-RTI

Dated: 5<sup>TH</sup> October 2020

To



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

Sir,

Please refer to your application dated 14.08.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00566 for providing information under the provisions of the Right to Information Act, 2005 regarding response received by Bharti Airtel Limited and Vodafone Idea Limited w.r.t. letter TRAI/F&EA/Tariff Review/3-4related matter. In this context, the following is furnished:

S.No.	Reply
1	TRAI has no information to offer on the query raised by you under Section 8 (1) (h) of Right to Information Act, 2005.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00570	<b>Date of Receipt :</b>	13/08/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	Please share the material information in form of paper document in official stationary under the Right to Information Act 2005 with the latest proposed Network Speed to the Telecom Regulatory Authority of India being a Telecom Service Provider, in 4G Network of Bharti Airtel along with the minimum downloading & uploading Speed with MS and Zeeter in both Urban and Rural Areas		

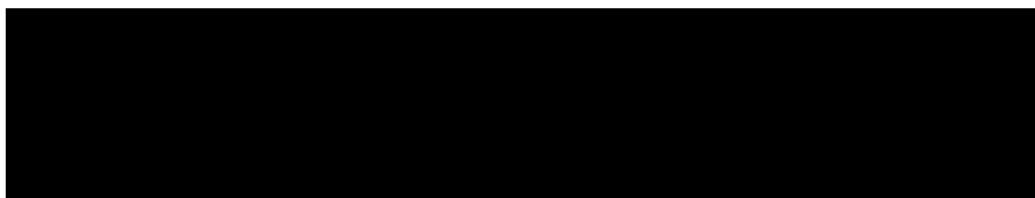


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(421)/2020/RTI

Dated: 8<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 13.08.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00570 for providing information under the provisions of the Right to Information Act, 2005 regarding network speed related matter. In this context, the following is furnished:

S.No.	Reply
1	TRAI has not prescribed any lower and upper limit for data upload and download speeds in 2G, 3G, 4G Spectrums for various telecom operators. The internet speed in wireless network cannot be guaranteed as it is dependent on a number of factors such as coverage, distance from the cell, traffic, customer equipment/handset etc. TRAI has launched MySpeed portal ( <a href="http://www.myspeed.trai.gov.in">www.myspeed.trai.gov.in</a> ) based on crowd sourced data collected through MySpeed App. MySpeed portal provides download and upload speed, telecom service providers and technology wise. The applicant may check the same on <a href="http://www.myspeed.trai.gov.in">myspeed.trai.gov.in</a>

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664203

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/T/20/00070	<b>Date of Receipt :</b>	18/08/2020
<b>Transferred From :</b>	Department of Telecommunications on 18/08/2020 With Reference Number : DOTEL/R/E/20/00758		
<b>Remarks :</b>	<b>Pertains to TRAI.</b>		
<b>Type of Receipt :</b>	Electronically Transferred from Other Public Authority	<b>Language of Request :</b>	English
<b>Letter No. :</b>	Details not provided	<b>Letter Date :</b>	Details not provided
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Explanatory Memorandum -- The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) of TRAI , dated the 20th March, 2009 of Point ( 3.13 ) and point ( 3.13.1)(Page no- 29 of -- THE STANDARDS OF QUALITY OF SERVICE OF BASIC TELEPHONE SERVICE (WIRELINE) AND CELLULAR MOBILE TELEPHONE SERVICE REGULATIONS, 2009 (7 OF 2009) ) and</p> <p>TRAI PRESS RELEASE No. 21 /2003 , Dated: 22nd August, 2003 ,</p> <p>As Per above Rule</p> <p>....a time frame of 60 (Sixty) days within which service providers shall effect refund of the security deposit after adjustment of dues, if any, from the subscribers. The Authority has also decided that the service providers shall pay an interest @ 10% per annum for the delayed period beyond 60 days.</p> <p>Request to you Provides some details on above mentioned Rule and Regulation of TRAI -</p> <p>i) Above mentioned Rules and Regulations of TRAI is mandatory to follow by Telecom Company or not In India ?</p> <p>ii) Above mentioned Rules and Regulations of TRAI are Applicable for Which type of Telecom Company In India ?</p> <p>iii) What Remedies Available for Customers for getting Monetary Compensation ?</p> <p>iv) What legal options available for Customers for getting Monetary Compensation ?</p>		

	<p>v) If any telecom company fails to pay Monetary Compensation as per Above mentioned Rules and Regulations of TRAI to his customers then , What action will be taken by TRAI on Telecom Company ?  How to complaiant to TRAI ? Please provide process .</p> <p>vi) If any telecom company fails to pay Monetary Compensation as per Above mentioned Rules and Regulations of TRAI to his customers then , What action will be taken on Responsible officers by Telecom Company ?</p>
<p><b>Original RTI Text :</b></p> <p>i) Above mentioned Rules and Regulations of TRAI is mandatory to follow by Telecom Company or not In India ?</p> <p>ii) Above mentioned Rules and Regulations of TRAI are Applicable for Which type of Telecom Company In India ?</p> <p>iii) What Remedies Available for Customers for getting Monetary Compensation ?</p> <p>iv) What legal options available for Customers for getting Monetary Compensation ?</p> <p>v) If any telecom company fails to pay Monetary Compensation as per Above mentioned Rules and Regulations of TRAI to his customers then , What action will be taken by TRAI on Telecom Company ?  How to complaiant to TRAI ? Please provide process .</p> <p>vi) If any telecom company fails to pay Monetary Compensation as per Above mentioned Rules and Regulations of TRAI to his customers then , What action will be taken on Responsible officers by Telecom Company ?</p>	<p>Explanatory Memorandum -- The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) of TRAI , dated the 20th March, 2009 of Point ( 3.13 ) and point ( 3.13.1)(Page no- 29 of -- THE STANDARDS OF QUALITY OF SERVICE OF BASIC TELEPHONE SERVICE (WIRELINE) AND CELLULAR MOBILE TELEPHONE SERVICE REGULATIONS, 2009 (7 OF 2009) )  and</p> <p>TRAI PRESS RELEASE No. 21 /2003 , Dated: 22nd August, 2003 ,</p> <p>As Per above Rule  .....a time frame of 60 (Sixty) days within which service providers shall effect refund of the security deposit after adjustment of dues, if any, from the subscribers. The Authority has also decided that the service providers shall pay an interest @ 10% per annum for the delayed period beyond 60 days.</p> <p>Request to you Provides some details on above mentioned Rule and Regulation of TRAI -</p>

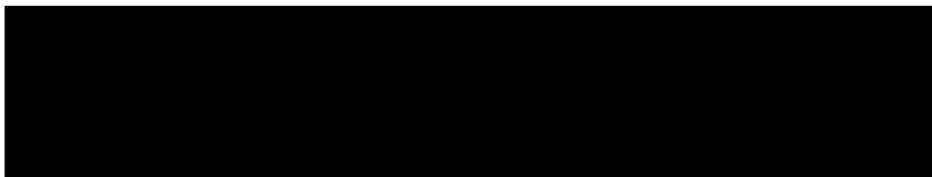


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(427)/2020/RTI

Dated: 23<sup>rd</sup> October, 2020

To



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

Madam,

Please refer to your application dated 18.08.2020 filed online in the RTI portal of DoT vide registration No: **DOTEL/R/E/20/00758** which is received through transferred on the RTI Portal of TRAI vide registration No.TRAOI/R/T/20/00070 for providing information under the provisions of the Right to Information Act, 2005 regarding The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) of TRAI, dated the 20th March, 2009 related matter. In this context, the following is furnished:

S.No.	Reply
1 to 2	"TRAI is a Statutory body constituted under the Telecom Regulatory Authority of India Act, 1997. As per provisions given under the Act, TRAI can issue Regulations which are applicable all over India and to all licensed service providers offering services"
3 to 5	For any grievance related to the service, the applicant may approach his service provider through the toll-free customer care number or through post or e-mail or in person. If not satisfied with the resolution of his grievance, he may approach the Appellate Authority of the service provider.
6	TRAI has issued general guidelines to all access providers on 08.07.2005 that the security deposit after adjustment of dues, if any, is required to be refunded to subscribers within a time frame of 60 days. The service provider has also to pay an interest @ 10% per annum for any delay in making refund within the stipulated period.

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

Yours faithfully



(I.J. Manoharan)  
Central Public Information Officer (LO)  
Tele: 011-23664211

Copy to:

<p>The Dy. Secy. &amp; Nodal Officer (RTI) Dept. Of Telecommunications Ministry of Information &amp; Technology Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.</p>	<p>For information w.r.t. the above mentioned online RTI application vide registration no. <b>DOTEL/R/E/20/00758</b> dated 18.08.2020.</p>
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RTI REQUEST DETAILS			
<b>Registration No. :</b>	TRAOI/R/X/20/00029	<b>Date of Receipt :</b>	18/08/2020
<b>Transferred From :</b>	Department of Telecommunications on 18/08/2020 With Reference Number : DOTEL/R/E/20/00756		
<b>Type of Receipt :</b>	Electronically Transferred from Other Public Authority	<b>Language of Request :</b>	English
<b>Status(Rural/Urban) :</b>	Details not provided	<b>Education Status :</b>	
<b>Letter No. :</b>	Details not provided	<b>Letter Date :</b>	Details not provided
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ?</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	for reply for their part		
<b>Original RTI Text :</b>	1 please provide the list of broadband service providers in the country license fees paid by them year wise for last 15 years and rate of broadband 2 what is the speeds committed by them per user and how that landing speed is monitored 3 please provide the list of locations where these checks were conducted results obtained and remedial actions including penal actions taken including terminations last 15 years 4 what is the complaint system structure to be established by these agencies Role of TRAI and consumer court cases awarded against them 5 please provide the number of consumers with these companies citywide and additions made month wise for last 5 years 6 please provide the guarantees security money taxes paid by Hathway Broadband		

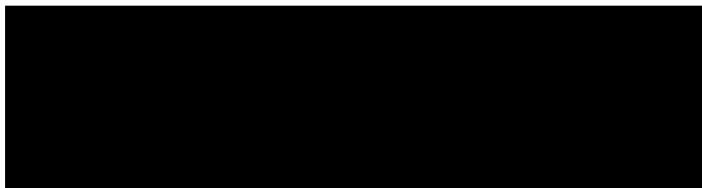


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(429) /2020/RTI

Dated: 22<sup>nd</sup> October, 2020

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

Madam,

Please refer to your application dated 18.08.2020 filed online in the RTI portal of DoT vide registration No: **DOTEL/R/E/20/00756** which is received through transferred on the RTI Portal of TRAI vide registration No.TRAOI/R/X/20/00029 for providing information under the provisions of the Right to Information Act, 2005 regarding broadband service providers and related matter. In this context, the following is furnished:

S.No.	Reply
1 & 6	ISP Licenses are granted by DOT.
2a	As per the existing regulatory framework, tariff including rates and other related conditions is under forbearance except for national roaming, rural fixed line services and leased circuits. The telecom service providers (TSPs) have the flexibility to decide the rates and other various components of tariff for mobile and broadband access services with multiple combinations of fixed charges, periods of validity, download/upload speeds and usage charges.  The speed offered by the broadband service provider may vary from plan to plan.
2b & 3	The information does not pertain to TRAI as it is to be answered by the ISPs, however, it may be mentioned that TRAI has not prescribed any minimum or maximum data speeds. The data speed in wireless network cannot be guaranteed as it is dependent on a number of factors such as coverage, distance from the cell, traffic, customer equipment/handset. Internet Speed may also depend upon other external factors such as application server performance etc.

	However, TRAI has launched MySpeed portal ( <a href="http://www.myspeed.trai.gov.in">www.myspeed.trai.gov.in</a> ) based on crowd sourced data collected through MySpeed App. MySpeed portal provides download and upload speed, telecom service providers and technology wise. The applicant may check the same on <a href="http://myspeed.trai.gov.in">myspeed.trai.gov.in</a> . Also TRAI website <a href="http://www.trai.gov.in">www.trai.gov.in</a> provides the average throughout reported by service providers under Performance Indicator Report.
4	<b>TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI.</b> However, complaints received in TRAI are forwarded to concerned service provider for appropriate action. 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. Details of Appellate Authority of the service provider are uploaded and updated on TRAI website as and when intimated by Service Providers. A subscriber may also obtain details of appellate authority of his service provider on its website. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.
5	The city-wise information on number of consumers is not available in TRAI. However, ISP wise number of consumers in the country and the additions made during the last 5 years on quarterly basis can also be accessed through the below link. <a href="https://www.trai.gov.in/release-publication/reports/performance-indicators-reports">“https://www.trai.gov.in/release-publication/reports/performance-indicators-reports”</a>

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

**Yours faithfully,**



**(I.J. Manoharan)**  
**Central Public Information Officer (LO)**  
**Tele: 011-23664211**

Copy to:

The Dy. Secy. & Nodal Officer (RTI)  
Deapptt. Of Telecommunications  
Ministry of Information & Technology  
Sanchar Bhawan , 20 Ashoka Road  
New Delhi -110001.

For information w.r.t. the above mentioned  
online RTI application vide registration no.  
**DOTEL/R/E/20/00756** dated 18.08.2020.

FORM- 'A'

See Rule 3(i)

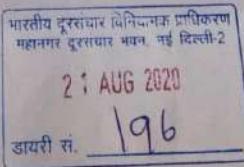
APPLICATION FOR SEEKING INFORMATION UNDER RIGHT TO INFORMATION  
ACT 2005

To,

Telecom Regulatory Authority of India  
Mahanagar Door Sanchar Bhawan,  
(Next to Zakir Hussain College)  
Jawahar Lal Nehru Marg (Old Minto Road),  
New Delhi 110002/

State Public Information Officer

1.	Name & father 's name	
2.	Address of applicant	
3.	Particulars of Information required	
	i) Subject matter of Information	Regarding radiations of mobile.
	ii) Period to which information relates	2020 upto date
	iii) Description of Information Required	1. Is mobile phone radiations are injurious and harmful to the human body? Provide certified copy regarding the same.
4	Whether Information is required by post	By Registered post
	v) In case by Post (ordinary, Registered or Speed Post)	By Registered post





सत्यमेव जयते

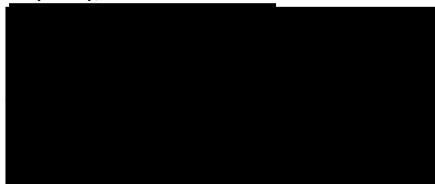


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(431)/2020-RTI

Dated: 16<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 07.08.2020 for seeking information under the provisions of the Right to Information Act, 2005 regarding mobile phone radiation related matter. In this context, the following is furnished:

S.No.	Reply
1	The information sought by you is not available with TRAI. It is further informed that the matter is dealt by Department of Telecommunications (DoT). The details related to EMF and steps taken by DoT is available on DoT website <a href="https://dot.gov.in/journey-emf">https://dot.gov.in/journey-emf</a> . Therefore, your application, is being transferred to Department of Telecommunications (DoT), in terms of Section 6 (3) (ii) of the RTI Act, 2005 for providing information directly to you.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503

**Copy to:-**

The Dy. Secy. & Nodal Officer (RTI)  
Deaptt. Of Telecommunications  
Ministry of Information & Technology  
Sanchar Bhawan , 20 Ashoka Road  
New Delhi -110001.

An Application dated 07.08.2020 of Shri Joginder Kumar is enclosed herewith for providing information to the applicant directly, under the provisions of RTI Act, 2005 w.r.t. the relevant issue. In case, the subject matter of the application does not pertain to you, the said application may please be transferred to concerned CPIO in DoT.

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00597	<b>Date of Receipt :</b>	22/08/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	Yes	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	0 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	My vodafone number is 9942167137 and it is a postpaid number. I give proper evidence and charges for converting from postpaid to prepaid number for the same number in RS puram vodafone store after they give the prepaid number. Yet now there is no prepaid conversion take place. So I kindly request you to do the needful in this prepaid number conversion regarding.		



सत्यमेव जयते

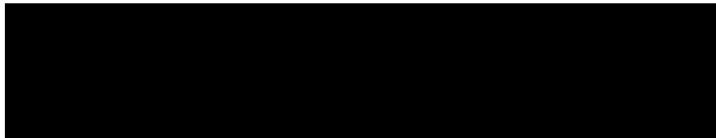


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(447)/2020-RTI

Dated: 23<sup>rd</sup> October, 2020

To



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

Sir,

Please refer to your application dated 22.08.2020 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/20/00597 for providing information under the provisions of the Right to Information Act, 2005 regarding pre-paid number conversion related matter. In this context, the following is furnished:

S.No.	Reply
1	<p>TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. However, the complaints are received are forwarded to concerned service providers for taking appropriate action. TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. A subscriber may also obtain details of appellate authority of his service provider on its website. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.</p> <p>However, as per TRAI Direction dated 1<sup>st</sup> 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.</p>

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

Yours faithfully

(I.J. Manoharan)

Central Public Information Officer (LO)

Tele: 011-23664211

RTI REQUEST DETAILS			
<b>Registration No. :</b>	TRAOI/R/E/20/00610	<b>Date of Receipt :</b>	28/08/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Sir,</p> <p>The request is that in the year 2012 I bought an Airtel SIM and the SIM was sold to me by the company stating unlimited validity, but for the last few months the incoming of my number has been done away with and the company informed me It has been done as per the TRAI guide line.</p> <p>Therefore, I request you that if any such order is issued according to which the plans of the previous unlimited validity should be scrapped, please be pleased to provide a copy of such order.</p> <p>Thank you</p>		

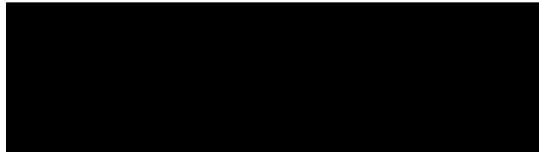


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(451)/2020/RTI

Dated: 26<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 28.08.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00610 for providing information under the provisions of the Right to Information Act, 2005 about validity related matter. In this context, the following is furnished:

S.No.	Reply
1	<p>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 TTO Section-III clause 6:</p> <p>(v) <i>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. Further, any tariff plan presented, marketed or offered as valid for any prescribed period exceeding six months or having lifetime or unlimited validity in lieu of an upfront payment shall continue to be available to the subscriber for the duration of the period as prescribed in the plan and in the case of lifetime or unlimited validity plans, as long as the Service Provider is permitted to provide such telecom service under the current license or renewed license. In the case of plan with lifetime validity or unlimited validity, the service provider shall also inform the subscribers of the month and year of expiry of his current license.</i></p>

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

Yours faithfully

(I.J. Manoharan)

Central Public Information Officer (LO)  
Tele: 011-23664211

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00611	<b>Date of Receipt :</b>	28/08/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Q1. har mahine mein 5 se 10 din JIO ka tower bandh rahta hai, iss liye network nehi milta to hum kisko aur kaha complain kare?</p> <p>Q2. JIO number par maximum kitna bar recharge kar sakta hoon aur eksath kitna JIO vouchers redeem kar paunga?</p> <p>Q3. JIO launch hone se aab tak (28-08-2020) kitna percentage recharge value badaya?</p> <p>Q4. JIO ka network nehi rahne se jo daily ka pack expire horahi hai uska koun bharpa bharega?</p> <p>Q5. JIO 4G VOLTE ka internet speed minimum/average kitna hona chahiye?</p> <p>Q6. Pingla police station (Pingla, West Bengal, 721140) ke under kitna JIO ka Towers hai aur eha se JIO ka kitna turnover hota hai per month?</p>		

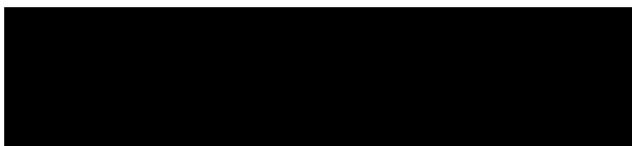


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(452)/2020-RTI

Dated: 7<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 28.08.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00611 for providing information under the provisions of the Right to Information Act, 2005 regarding internet speed related matter. In this context, the following is furnished:

S.No.	Reply
1	For any grievance related to the service, you may approach your service provider through the toll-free consumer care number or through post or e-mail or in person. If not satisfied with the resolution of your grievance, you may approach the Appellate Authority of the service provider. 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 <a href="http://www.trai.gov.in">www.trai.gov.in</a> . Consumer may seek redressal of his complaint through the two-stage redressal mechanism of complaint Centre and Appellate Authority. However, TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI.
2 to 4 & 6	Information sought by you vide these points is not available in TRAI.
5	TRAI has not prescribed any maximum or minimum internet speeds in 4G. Further, it may be mentioned that Service Providers do not prescribe any minimum data speed to its customers.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503

RTI REQUEST DETAILS			
<b>Registration No. :</b>	TRAOI/R/E/20/00622	<b>Date of Receipt :</b>	01/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>1. I want to know what is the maximum and minimum standard speed of 4G in our country and which telecom service providers are currently providing these speeds.</p> <p>2. I want to know that under which section action will be taken if telecom service provider does not give standard speed.</p> <p>3. I want to know what are the reasons why 4G was not launched by BSNL.</p>		

**RTI REQUEST DETAILS**

<b>Registration No. :</b>	TRAOI/R/E/20/00629	<b>Date of Receipt :</b>	01/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
A,			
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>1. I want to know what is the maximum and minimum standard speed of 4G in our country and which telecom service providers are currently providing these speeds.</p> <p>2.I want to know that under which section action will be taken if telecom service provider does not give standard speed</p>		

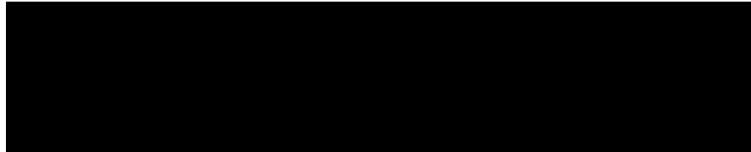


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(455)/2020-RTI

Dated: 23<sup>rd</sup> October, 2020

To



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

Sir,

Please refer to your two applications dated 01.09.2020 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/20/00622 & no.TRAOI/R/E/20/00629 for providing information under the provisions of the Right to Information Act, 2005 regarding 4G speed related matter. In this context, the following is furnished:

S.No.	Reply
1	<p>TRAI has not laid down any benchmark minimum/maximum speed of 4G mobile internet connection. The speed of mobile internet is dependent on several factors such as closeness to the cell serving the customer, the number of users being served by the cell, the traffic handled by the cell, the user equipment/mobile handset used by the customer etc. As such, the mobile users may experience different speeds at different locations and time of usages. Wireless data speed can be checked from TRAI's MySpeed App. The app can be downloaded from (<a href="http://www.myspeed.trai.gov.in">www.myspeed.trai.gov.in</a>)</p> <p>The following Service Providers have reported 4G subscriptions in India:- 1. Vodafone Idea Limited, 2. Reliance Jio Infocomm Ltd., 3. Bharti Airtel Ltd. and 4. Bharat Sanchar Nigam Ltd.</p>
2	TRAI has not laid down any benchmark speed of 4G, hence, information sought is not available in TRAI.
3	Information sought by you vide this points pertain to BSNL, therefore, a copy of your application has already been transferred to BSNL online on 23.10.2020 in terms of Section 6 (3) (ii) under the provisions of Right to Information Act, 2005 for providing the information.

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

Yours faithfully

(I.J. Manoharan)

Central Public Information Officer (LO)

Tele: 011-23664211

**RTI REQUEST DETAILS**

<b>Registration No. :</b>	TRAOI/R/E/20/00615	<b>Date of Receipt :</b>	30/08/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<ol style="list-style-type: none"> <li>1. What is the constant healthy speed of 4G connection.</li> <li>2. After making complaint how many days needed to resolve the network issue.</li> <li>3. How many Villages are connected with Broadband fibre connection of DEORIA DISTRICT.</li> <li>4. What is the procedure to get the Boradband internet connection for Deoria district village.</li> <li>5. How many active providers are providing the broadband internet service in Deoria district.</li> <li>6. How many operators are currently providing the True 4G speed at Panchayat level of Deoria district.</li> <li>7. If telecom companies are failing to provide true 4G connection after 4G recharge and multiple reminder what is procedure to take refund .</li> </ol>		

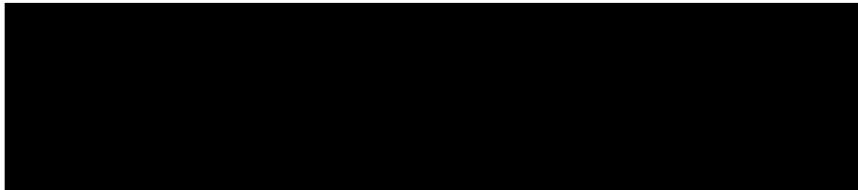


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(460)/2020-RTI

Dated: 9<sup>th</sup> October, 2020

To



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

Sir,

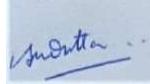
Please refer to your application dated 30.08.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00615 for providing information under the provisions of the Right to Information Act, 2005 regarding 4G speed and broadband internet connection related matter. In this context, the following is furnished:

S.No.	Reply
1	TRAI has not laid down any benchmark minimum/maximum speed of 4G mobile internet connection. The speed of mobile internet is dependent on several factors such as closeness to the cell serving the customer, the number of users being served by the cell, the traffic handled by the cell, the user equipment/mobile handset used by the customer etc. As such, the mobile users may experience different speeds at different locations and time of usages.
2 & 7	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. 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. Details of Appellate Authority of the service provider are uploaded and updated on TRAI website as and when intimated by Service Providers. A subscriber may also obtain details of appellate authority of his service provider on its website. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

3 & 5	District wise information regarding villages connected with Broadband fiber is not available with TRAI. The same may be available with Department of Telecommunications (DoT), therefore your application has already been transferred to DoT online on 09.10.2020 in terms of Section 6 (3) (ii) under the provisions of Right to Information Act, 2005 for providing information of the relevant issues.
4	The said information is not available with TRAI. The same may be available with Bharat Sanchar Nigam Limited (BSNL), therefore your application has already been transferred to BSNL online on 09.10.2020 in terms of Section 6 (3) (ii) under the provisions of Right to Information Act, 2005 for providing information of the relevant issues.
6	The meaning of true 4G speed is not clear.

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

Yours faithfully



(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503

## RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/T/20/00073	<b>Date of Receipt :</b>	28/08/2020
<b>Transferred From :</b>	Telecom Regulatory Authority of India on 28/08/2020 With Reference Number : DOTEL/R/T/20/00793		
<b>Remarks :</b>	<b>Transfer u/s 6 (3) of RTI Act, 2005</b>		
<b>Type of Receipt :</b>	Electronically Transferred from Other Public Authority	<b>Language of Request :</b>	English
<b>Status(Rural/Urban) :</b>	Urban	<b>Education Status :</b>	
<b>Letter No. :</b>	Details not provided	<b>Letter Date :</b>	Details not provided
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	0 (Received by Telecom Regulatory Authority of India)	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>A. How many wireless internet subscribers are there in the Union Territory of Jammu and Kashmir in 2020. If the latest census of subscribers is not available, kindly provide the details of the last statistical data.</p> <p>B. Is it compulsory for the subscriber/user to pay for data usage , even if he is not using it. If yes, kindly provide a copy of the rules stating so.</p> <p>C. What is the ARPU generated by the private and public wireless service providers in JAMMU AND KASHMIR.</p> <p>D. What are the data charges out of ARPU generated by the service providers. Kindly provide a segregated list of data usage charges.</p> <p>E. Do the customer/subscriber/user have to pay for 2g data usage. If yes, kindly provide a copy of the rules.</p> <p>F. Can a customer paying for the 4g data usage, be provided with 2g data. If yes, kindly provide a copy of the rules.</p> <p>G. How many private telecom service providers are operating in JAMMU AND KASHMIR</p>		
<b>Original RTI Text :</b>	<p>A. How many wireless internet subscribers are there in the Union Territory of Jammu and Kashmir in 2020. If the latest census of subscribers is not available, kindly provide the details of the last statistical data.</p> <p>B. Is it compulsory for the subscriber/user to pay for data usage , even if he is not using it. If yes, kindly provide a copy of the rules stating so.</p> <p>C. What is the ARPU generated by the private and public wireless service providers in JAMMU AND KASHMIR.</p> <p>D. What are the data charges out of ARPU generated by the service providers. Kindly provide a segregated list of data usage charges.</p> <p>E. Do the customer/subscriber/user have to pay for 2g data usage. If yes, kindly provide a copy of the rules.</p>		

F. Can a customer paying for the 4g data usage, be provided with 2g data. If yes, kindly provide a copy of the rules.

G. How many private telecom service providers are operating in JAMMU AND KASHMIR

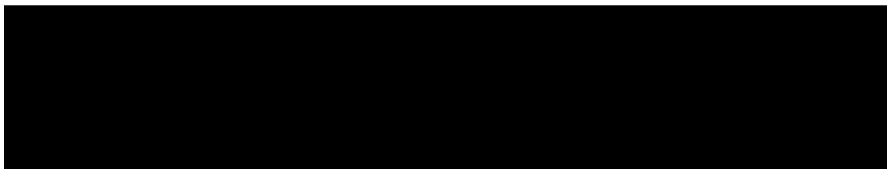


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(196)/2020-RTI

Dated: 15<sup>th</sup> September, 2020

To



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

Sir,

Please refer to your application dated 22.05.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00316 for providing information under the provisions of the Right to Information Act, 2005 regarding internet subscriber in J&K related matter. In this context, the following is furnished:

S.No.	Reply
A to F	<p>As on 31st December, 2019, there are a total of 4.46 million Internet subscribers (including Wireline and Wireless) in the Union Territories of J&amp;K and Ladakh together. Separate data for J&amp;K UT is not available.</p> <p>Further, as per the existing tariff regulatory framework for Access Service Providers is under forbearance except for the tariff for national roaming, fixed rural telephony, international private leased circuits, domestic leased circuits and mobile number portability charge. Access Service Providers have the flexibility to design their tariff offerings.</p>
G	The information sought is not available in TRAI. The same may be available with Department of Telecommunications (DoT), therefore your application has already been transferred to DoT online on 05.08.2020 in terms of Section 6(3) (1) under the provisions of the Right to Information Act, 2005 for providing information of the relevant issue.

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

Yours faithfully

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

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/X/20/00032	Date of Receipt :	04/09/2020
Transferred From :	Ministry of Information & Broadcasting on 04/09/2020 With Reference Number : MOIAB/R/E/20/00484		
Type of Receipt :	Electronically Transferred from Other Public Authority	Language of Request :	English
Status(Rural/Urban) :	Urban	Education Status :	
Letter No. :	Details not provided	Letter Date :	Details not provided
Is Requester Below Poverty Line ? :	No	Citizenship Status	Indian
Amount Paid :	10 )	Mode of Payment	Payment Gateway
Does it concern the life or Liberty of a Person ? :	No(Normal)	Request Pertains to :	
Information Sought :	this RTI application has been transferred to under section 6(3).		
Original RTI Text :	On 03 July 2020, a legal notice was given by me to activate and deactivate the channels against the Radiant cable TV network on behalf of 123 people. The application of RTI is presented in this regard.		



## TELECOM REGULATORY AUTHORITY OF INDIA

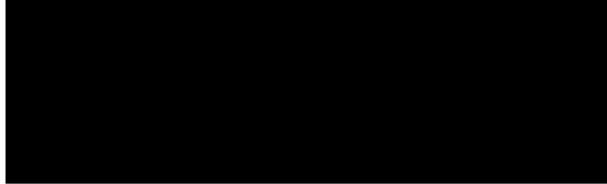
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

सत्यमेव जयते

F.No. 1 (465)/2020/RTI

Dated: 9<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 04.09.2020 filed online in the RTI portal of MIB vide registration No. **MOIAB/R/E/20/00484** which is received through transferred on the RTI Portal of TRAI vide registration No. **TRAOI/R/X/20/00032** for providing information under the provisions of the Right to Information Act, 2005 regarding legal notice to activate and deactivate the channels against the Radiant cable TV network related matter. In this context, the following is furnished:

S.No.	Reply
1	<p>The legal notice dated <b>03/07/2020</b> was forwarded to M/s Radiant Digitek Network Limited on <b>05/07/2020</b> for resolution of the complaint viz activate and deactivate of the channels etc.</p> <p>The copy of the letter forwarded by M/s Radiant Digitek Network Limited intimating the resolution of the complaints is attached herewith for your information please.</p>

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

Encl: As above.

Yours faithfully

(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503

Copy to:

The Under Secretary & CPIO, Ministry of Information & Broadcasting, A Wing, Shastri Bhawan New Delhi.	For information w.r.t. the above mentioned online RTI application vide Registration No. MOIAB/R/E/20/00484 dated 04.09.2020.
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## Radiant Digitek Network Limited

GSTIN : 08AAGCR9143J1ZY



To,

Advocate Abdul Hasib,

Manihari Bazar, Infront of Kailash Dhamashala, Sawai Madhopur,

District sawal madhopur, Rajasthan-322001

Subject-

This is with reference to the Legal Notice dated 03.07.2020 wherein you have made some frivolous allegation against the entity M/s Radiant Digitek Network Ltd and further stated that along with you there are 123 more individuals who has the same grievances. It was alleged in the legal notice that there is a deactivation request made with respect to several channels, and same are not getting deactivated despite requests made. Further, it was also alleged that the request for activation of other several other channels has been placed and the same has not been addressed, grievance stated by you is with respect to activation and deactivation of channels.

In this regard, we would like to respond that we completely deny all the allegations made by you. We would like to state the said notice is frivolous and malicious, as the individuals mentioned in your notice categorically denied giving you any authority to give the present notice and even said that they do not have any grievance against our network. The notice is misleading as upon enquiry it was found that those customers mentioned in your notice were not having any grievance against the network- M/s Radiant Digitek Network Ltd. With reference to your personal request for deactivation of certain channels, it may be noted that the same has already been done on 19<sup>th</sup> May 2020

With reference to the implementation of NTO-2, we would like to state our network is complying with all the Regulations, Guidelines and Directions laid down by TRAI and MIB from time to time including but not limited to NTO-2.

Further, regarding the selection of channels of your choice we would request you to visit our web site for the list of 113 FTA channels mentioned therein and forward your selection form the same only so that we can address the same at the earliest.

The channel guide, packages, redressal forum, customer care and other necessary details are also mentioned on our website.

We would like to state that the said notice is false, baseless and incorrect and due to which we are incapacitated to provide an effective response. We would request you to furnish necessary details and evidence to enable us to resolve to the discontentment expressed by you and the clients as alleged by you who approached you.

M/s Radiant Digitek Network Ltd

(Authorised Signatory)

  
Purshotam Sharma  
Nodal Officer

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Registered Office : G-247, Indraprastha Industrial Area, Road No. 5, Kota-324005 Rajasthan, India, Ph. 0744-2490176

Corporate Office : 604, 6th Floor, Sun 'N' Moon Chambers, Plot No. 5-4, Parivhan Marg, Near Ajmeri Puliya,

Jaipur - 302006 Rajasthan, (India) Ph. : 0141-4033999

website : [www.rdigitek.com](http://www.rdigitek.com) E-mail : [info@rdigitek.com](mailto:info@rdigitek.com) CIN : U64201RJ2014PLC045615

RTI REQUEST DETAILS			
<b>Registration No. :</b>	TRAOI/R/X/20/00031	<b>Date of Receipt :</b>	04/09/2020
<b>Transferred From :</b>	Ministry of Information & Broadcasting on 04/09/2020 With Reference Number : MOIAB/R/E/20/00488		
<b>Type of Receipt :</b>	Electronically Transferred from Other Public Authority	<b>Language of Request :</b>	English
<b>Status(Rural/Urban) :</b>	Urban	<b>Education Status :</b>	
<b>Letter No. :</b>	Details not provided	<b>Letter Date :</b>	Details not provided
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	this RTI application has been transferred to under section 6(3).		
<b>Original RTI Text :</b>	I have given one month registered legal notice to TRAI on behalf of 123 people regarding complaints of radiant cable TV network kota. Regarding which orders, instructions and proceedings are sought for information		

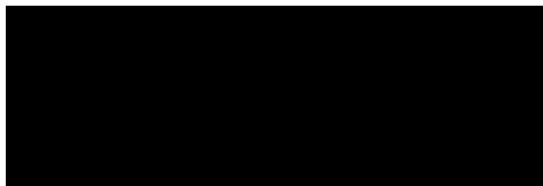


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(466)/2020/RTI

Dated: 9<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 04.09.2020 filed online in the RTI portal of MIB vide registration No. MOIAB/R/E/20/00488 which is received through transferred on the RTI Portal of TRAI vide registration No. TRAOI/R/X/20/00031 for providing information under the provisions of the Right to Information Act, 2005 about legal notice regarding complaints of radiant cable TV network kota related matter. In this context, the following is furnished:

S.No.	Reply
1	<p>The legal notice dated 03/07/2020 was forwarded to M/s Radiant Digitek Network Limited on 05/07/2020 for resolution of the complaint viz activate and deactivate of the channels etc.</p> <p>The copy of the letter forwarded by M/s Radiant Digitek Network Limited intimating the resolution of the complaints is attached herewith.</p>

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

Yours faithfully

Encl: As above.

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

Copy to:

The Under Secretary & CPIO, Ministry of Information & Broadcasting, A Wing, Shastri Bhawan New Delhi.	For information w.r.t. the above mentioned online RTI application vide Registration No. MOIAB/R/E/20/00488 dated 04.09.2020.
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## Radiant Digitek Network Limited

GSTIN : 08AAGCR9143J1ZY



To,

Advocate Abdul Hasib,

Manihari Bazar, Infront of Kailash Dhamashala, Sawai Madhopur,

District sawal madhopur, Rajasthan-322001

Subject-

This is with reference to the Legal Notice dated 03.07.2020 wherein you have made some frivolous allegation against the entity M/s Radiant Digitek Network Ltd and further stated that along with you there are 123 more individuals who has the same grievances. It was alleged in the legal notice that there is a deactivation request made with respect to several channels, and same are not getting deactivated despite requests made. Further, it was also alleged that the request for activation of other several other channels has been placed and the same has not been addressed, grievance stated by you is with respect to activation and deactivation of channels.

In this regard, we would like to respond that we completely deny all the allegations made by you. We would like to state the said notice is frivolous and malicious, as the individuals mentioned in your notice categorically denied giving you any authority to give the present notice and even said that they do not have any grievance against our network. The notice is misleading as upon enquiry it was found that those customers mentioned in your notice were not having any grievance against the network- M/s Radiant Digitek Network Ltd. With reference to your personal request for deactivation of certain channels, it may be noted that the same has already been done on 19<sup>th</sup> May 2020

With reference to the implementation of NTO-2, we would like to state our network is complying with all the Regulations, Guidelines and Directions laid down by TRAI and MIB from time to time including but not limited to NTO-2.

Further, regarding the selection of channels of your choice we would request you to visit our web site for the list of 113 FTA channels mentioned therein and forward your selection form the same only so that we can address the same at the earliest.

The channel guide, packages, redressal forum, customer care and other necessary details are also mentioned on our website.

We would like to state that the said notice is false, baseless and incorrect and due to which we are incapacitated to provide an effective response. We would request you to furnish necessary details and evidence to enable us to resolve to the discontentment expressed by you and the clients as alleged by you who approached you.

M/s Radiant Digitek Network Ltd

(Authorised Signatory)

  
Purshotam Sharma  
Nodal Officer

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Registered Office : G-247, Indraprastha Industrial Area, Road No. 5, Kota-324005 Rajasthan, India, Ph. 0744-2490176

Corporate Office : 604, 6th Floor, Sun 'N' Moon Chambers, Plot No. 5-4, Parivhan Marg, Near Ajmeri Puliya,

Jaipur - 302006 Rajasthan, (India) Ph. : 0141-4033999

website : [www.rdigitek.com](http://www.rdigitek.com) E-mail : [info@rdigitek.com](mailto:info@rdigitek.com) CIN : U64201RJ2014PLC045615

F.No.1-2/2019-AS-TF  
Government of India  
Ministry of Communications  
Department of Telecommunications  
(AS Task Force)

\*\*\*\*\*

621, Mahanagar Doorsanchar Bhawan  
J.L.N. Mart, New Delhi-110002

Dated : 28.08.2020

To

Shri Harish Verma  
Phase – 3 A, House No. 508  
Mohali  
PIN-160059.

Subject: Information sought under RTI Act, 2005 – online application Regn. No. DOTEL/ R/T/20/00740 dated 14/08/2020.

Kindly refer to your online application Regn. No. DOTEL/ R/T/20/00740 dated 14/08/2020 received in this office on 26.08.2020 on transfer from office of Director (AS-III) for providing information under RTI Act, 2005.

2. In this regard, it is intimated that no such information in respect of the query raised in your RTI application is available with this office. However, the said application is being transferred to the concerned CPIO with the request to furnish the requisite information, if available, directly to the applicant.

3. The appeal, if any, against the above may be preferred before Shri Ranjan Ghosh, DDG (AS-I) & Appellate Authority, Room No. 616, Mahanagar Doorsanchar Bhawan, J.L.N. Marg, New Delhi-110002, e-mail ID: ranjan.ghosh@gov.in, within 30 days from the date of this letter.

*Piyush Chand Gupta*  
(Piyush Chand Gupta)  
Director (ASTF-II)  
Tel. No. 23210188

Copy to :

1. Shri S K Gupta, CPIO, TRAI  
MTNL Building, J L N Marg,  
New Delhi. : A copy of RTI application is hereby transferred in terms of Section 6(3) of RTI Act, 2005 for providing information, if available, directly to the applicant.

2. Shri R. K. Soni  
Director (AS-III) & CPIO  
Dept of Telecommunications  
Sanchar Bhawan, 20, Ashoka Road  
New Delhi-110 001. : for information w.r.t. OM No. 15-1/2019-AS-III/15611 dated 21/08/2020



22/5

**RTI REQUEST DETAILS (आरटीआई अनुरोध विवरण)**

Registration Number (पंजीकरण संख्या) :	DOTEI/R/T/20/00740	Date of Receipt 14/08/2020 (प्राप्ति की तारीख) :
Transferred From (से स्थानांतरित): Directorate General of Training (DGT) on 14/08/2020 With Reference Number : DEGOT/R/T/20/00323		
Remarks(टिप्पणी) : The subject matter seems closely related to them.		
Type of Receipt (रसीद का प्रकार) :	Electronically Transferred from Other Public Authority	Language of Request (अनुरोध की भाषा) :
Phone Number :		
Email ID :		
<b>Requester Letter Details not provided</b> <b>Number (निवेदक पत्र संख्या) :</b> Details not provided <b>Letter Date :</b> 14/08/2020		
Is Requester Below Poverty Line ? (क्या आवेदक गरीबी रेखा से नीचे का है?) :	No	Citizenship Status (नागरिकता) : Indian
Amount Paid (राशि का मुगातान) :	0 (Received by Department of Telecommunications (original recipient)	Mode of Payment (मुगातान का प्रकार) : 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 R. K. Soni, Dir(AS-III) (अनुरोध निम्नलिखित संबंधित है) :
<b>Information Sought</b> Dear Sir (जानकारी मांगी): Please Provide Below Details W. way towards & DR (Tak free) Minto Road, New Delhi (8) 20/8/20		
Operator Name: AIRTEL STATE: HIMACHAL Pradesh DISTT: MANDI <a href="https://rtionline.gov.in/RTIMIS/CPIO/RTIDetails.php?reg=JGF4U%25%27EGP%2FO2RnisHSylLw5QLk5zHZYTzS6zgUC%3D">https://rtionline.gov.in/RTIMIS/CPIO/RTIDetails.php?reg=JGF4U%25%27EGP%2FO2RnisHSylLw5QLk5zHZYTzS6zgUC%3D</a>		

TEHSIL: BALDWARA  
PIN 175033

341 C

Please Provide the details of Call Drop rate from  
01/06/2020 to 07/08/2020 of that Particular Location .

Dear Sir

Please Provide Below Details

Origin

Please Provide the details of Call Drop rate from  
01/06/2020 to 07/08/2020 of that Particular Location .



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

F.No. 1(475)/2020/RTI

Dated: 12<sup>th</sup> October, 2020

To

[REDACTED]

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

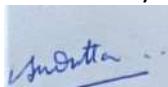
Sir,

Please refer to your application dated 14.08.2020 filed online in the RTI portal of DoT vide registration No: **DOTEL/R/T/20/00740** which is received through transferred by the Director (ASTF-II), Department of Telecommunications (DoT) vide their letter No.1-2/2019-AS-TF dated 28.08.2020 for providing information under the provisions of the Right to Information Act, 2005 regarding call drop raterelated matter. In this context, the following is furnished:

S.No.	Reply
1	Call drop rate Tehsil wise is not maintained in TRAI. However, the performance of service providers on Quality of Service parameters, including Call drop of mobile networks, are available in public domain and can be accessed at the TRAI website <a href="http://www.trai.gov.in">http://www.trai.gov.in</a> under Performance Indicator Reports.

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

Yours faithfully



(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503

Copy to:

Shri Piyush Chand Gupta Director (ASTF-II) Dept. Of Telecommunications AS Task Force 621, Mahanagar Doorsanchar Bhawan JLN Marg, New Delhi – 110002.	For information w.r.t. the above mentioned Letter No.1-2/2019-AS-TF dated 28.08.2020.
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### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00648	<b>Date of Receipt :</b>	07/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Respected officials</p> <p>I have registered plenty of DND complaints against BZ-URBNCP and BP-URBNCP in these days. However I am not getting legitimate replies or updates to my complaints.</p> <p>Do the regulatory body has any control over these unregistered telemarketers?</p> <p>Do the regulatory body penalize these unregistered telemarketers?</p> <p>Do the regulatory body penalize the TSP for not taking proper action against these unregistered telemarketers?</p> <p>Is the regulatory body has potent enough to stringent the DND or UCC regulations? If yes, when are they going to make reformation to the impotent DND regulations?</p> <p>Do the regulatory body has any thoughts to scrap the Donated version of DND mobile application?</p>		

Received from	Received on	Time	Content	DND Complaint #	Comp Regd on	Comp Regd Time	Status
BZ-URBNCP	08-Jul-20	1:51 PM	Spl Offer on your first haircut @ home	SR000011LDV7	08-Jul-20	1:52 PM	Closed - reported number / SMS sender ID do not indicate T/M activity
BZ-URBNCP	28-Jul-20	3:24 PM	VIP Invitation - Freedome Sale - Flat 40% off on haircut	SR000011SYUK	28-Jul-20	5:41 PM	Open - Feedback to the operator of the T/M number, response is awaited as per the last SMS recd on 04-Aug-20
BZ-URBNCP	07-Aug-20	2:42 PM	Offers Expiring Soon: Freedom Sale!	SR000011WBFT	07-Aug-20	2:43 PM	Open - Feedback to the operator of the T/M number, response is awaited as per the last SMS recd on 14-Aug-20
BP-URBNCP	10-Jun-20	12:45 PM	Is UC AC Service Safe? 1 AC @599, 2 Acs @898	SR000011BQ4V	10-Jun-20	12:46 PM	Open - Feedback to the operator of the T/M number, response is awaited as per the last SMS recd on 17-Jun-20
BP-URBNCP	30-Jun-20	12:33 PM	Haircut @ Home is the New Normal	SR000011DUN	30-Jun-20	12:35 PM	Open - Feedback to the operator of the T/M number, response is awaited as per the last SMS recd on 07-Jul-20
BP-URBNCP	03-Jul-20	11:24 AM	Is Urban Company's haircut at Home safe?	SR000011JHBC	03-Jul-20	11:58 AM	Open - Feedback to the operator of the T/M number, response is awaited as per the last SMS recd on 10-Jul-20
BP-URBNCP	26-Jul-20	5:46 PM	VIP Invitation - Freedome Sale - Flat 40% off on haircut	SR000011SDVC	26-Jul-20	7:19 PM	Open - Feedback to the operator of the T/M number, response is awaited as per the last SMS recd on 02-Aug-20
BZ-URBNCP	05-Sep-20	5:33 PM	Super Saver Week ENDS 20% cashback on haircut	SR00001261QD	05-Sep-20	6:34 PM	Open

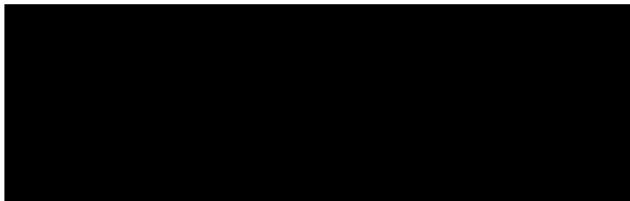


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(479)/2020-RTI

Dated: 6<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 07.09.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00648 for providing information under the provisions of the Right to Information Act, 2005 about DND complaints and related matter. In this context, the following is furnished:

S.No.	Reply
1 to 5	Vide the above referred application you have sought information based on hypothetical question which are not covered under the definition of Information" under section 2(f) of the RTI Act, 2005.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/T/20/00075	<b>Date of Receipt :</b> 09/09/2020	
<b>Transferred From :</b>	Prime Minister's Office on 09/09/2020 With Reference Number : DOTEL/R/T/20/00494		
<b>Remarks :</b>	<b>As the matter pertains to TRAI, the RTI application is transferred pl.</b>		
<b>Type of Receipt :</b>	Electronically Transferred from Other Public Authority	<b>Language of Request :</b> English	
<b>Letter No. :</b>	Details not provided	<b>Letter Date :</b>	Details not provided
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Date: 2 June 2020  <b>THE CENTRAL PUBLIC INFORMATION OFFICER</b>          Shri Parveen Kumar          Central Public Information Officer          Under Secretary (RTI),          Prime Ministers Office (PMO)          South Block, New Delhi 110011          Telephone: 011-23382590          E-mail: rti-pmo.applications@gov.in</p> <p>Dear Sir,          I am a citizen of India and request you to kindly provide the following information as per the provisions of the RTI Act.</p> <p>With regard to the rules and regulations and guidelines known as unwanted commercial communication (UCC) in telecommunication, I want the following information:</p> <ol style="list-style-type: none"> <li>1. Complete list of telemarketers with details such as names, contact details as registered with TRAI, Dept of Telecommunication (DoT) or any other entity to carry out business of telemarketing through calls and messages (SMS), from FY2016-17, FY2017-18, FY2018-19, FY2019-20 and FY2020-21 (as on 31 May 2020)</li> <li>2. Copy of the list of telemarketers against whom violations have been reported since FY2016-17, FY2017-18, FY2018-19, FY2019-20 and FY2020-21 (as on 31 May 2020)</li> <li>2. Name of telemarketers against whom violations have been reported and who have paid additional security deposit for each violation since FY2016-17, FY2017-18, FY2018-19, FY2019-20 and FY2020-21 (as on 31 May 2020)</li> <li>3. Copy of the list of telemarketers who have been blacklisted along with the reason for such action since FY2016-17, FY2017-18, FY2018-19, FY2019-20 and FY2020-21 (as on 31 May 2020)</li> </ol> <p>In the event the information is not held by you, please access it and give to me, since as per Section 2(f) of the Act: information means any material in any form, including</p>		

records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form and information relating to any private body which can be accessed by a public authority under any other law for the time being in force (emphasis supplied)

A reply by email with scanned images of copies would be acceptable to me.

I am paying Rs10 as my application fee for this application.

Yours sincerely,

YogeshSapkale

Date: 2 June 2020  
THE CENTRAL PUBLIC INFORMATION OFFICER  
Shri Parveen Kumar  
Central Public Information Officer  
Under Secretary (RTI),  
Prime Ministers Office (PMO)  
South Block, New Delhi 110011  
Telephone: 011-23382590  
E-mail: rti-pmo.applications@gov.in

Dear Sir,

I am a citizen of India and request you to kindly provide the following information as per the provisions of the RTI Act.

With regard to the rules and regulations and guidelines known as unwanted commercial communication (UCC) in telecommunication, I want the following information:

1. Complete list of telemarketers with details such as names, contact details as registered with TRAI, Dept of Telecommunication (DoT) or any other entity to carry out business of telemarketing through calls and messages (SMS), from FY2016-17, FY2017-18, FY2018-19, FY2019-20 and FY2020-21 (as on 31 May 2020)
2. Copy of the list of telemarketers against whom violations have been reported since FY2016-17, FY2017-18, FY2018-19, FY2019-20 and FY2020-21 (as on 31 May 2020)
3. Name of telemarketers against whom violations have been reported and who have paid additional security deposit for each violation since FY2016-17, FY2017-18, FY2018-19, FY2019-20 and FY2020-21 (as on 31 May 2020)
4. Copy of the list of telemarketers who have been blacklisted along with the reason for such action since FY2016-17, FY2017-18, FY2018-19, FY2019-20 and FY2020-21 (as on 31 May 2020)

In the event the information is not held by you, please access it and give to me, since as per Section 2(f) of the Act: information means any material in any form, including records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form and information relating to any private body which can be accessed by a public authority under any other law for the time being in force (emphasis supplied)

A reply by email with scanned images of copies would be acceptable to me.

I am paying Rs10 as my application fee for this application.

Yours sincerely,

YogeshSapkale

**Original RTI Text :**

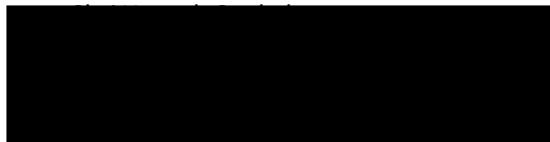


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

No. 1(484)/2020-RTI

Dated the 5<sup>th</sup> October, 2020

To,



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 09.09.2020 filed online in the RTI portal of DoT vide registration No. **DOTEL/R/T/20/00494** which is received through transferred on the RTI portal of TRAI vide registration No. TRAOI/R/T/20/00075 for providing information under the provisions of the Right to Information Act, 2005 about telemarketers related matter. In this context, the following is furnished:

S.No.	Reply
1 to 2	TRAI has notified new regulation i.e. Telecom Commercial Communication Customers Preference Regulation (TCCPR), 2018, copy of which is available on public domain at URL <a href="https://trai.gov.in/sites/default/files/RegulationUcc19072018.pdf">https://trai.gov.in/sites/default/files/RegulationUcc19072018.pdf</a> . As per the provisions Senders/unregistered telemarketer violating of regulations (TCCPR, 2018) can be put under usage cap resource disconnected or blacklisted. TSPs are responsible for the actions on the complaints.  TRAI do not maintain data of telemarketers.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

**Yours faithfully,**

**(S.K. Dutta)**

**Central Public Information Officer**  
**Tele: 011-23664503**

**Copy to:**

The Dy. Secretary (Cood.) &  
Nodal Officer (RTI)  
Dept. of Telecommunications  
Ministry of Communications & IT  
Sanchar Bhawan, 20 Ashoka Road  
New Delhi – 110001.

For information with reference to the above cited application vide Registration No. **DOTEL/R/T/20/00494** dated 09.09.2020 which was received through transfer online on the RTI portal of TRAI.

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00667	<b>Date of Receipt :</b>	13/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Nowadays, Airtel Company is asking for monthly minimum recharge of Rs. 49 with Validity for 28 days to keep the basic Telecommunication services activated, even if the person is having some balance in its account to make/receive call.</p> <p>The request is that whether the above stated scheme is known &amp; approved by respected TRAI or not. Also whether the same does not falls outside the Consumer Rights. Also, if the same is anyways not withing the any Law then what actions Respective TRAI will take &amp; by what time such actions are expected to be initiated.</p>		

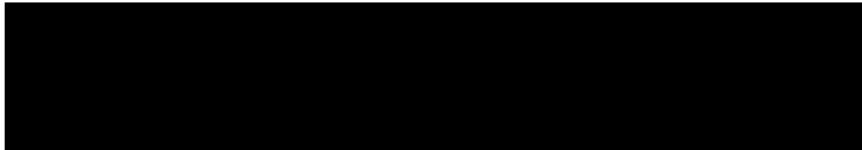


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(486)/2020-RTI

Dated: 26<sup>th</sup> October, 2020

To



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

Madam,

Please refer to your application dated 13.09.2020 filed online in the RTI portal of TRAI vide registration no.TRAOI/R/E/20/00667 for providing information under the provisions of the Right to Information Act, 2005 regarding validity and related matter. In this context, the following is furnished:

S.No.	Reply
1	<p>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 TTO Section-III clause 6:</p> <p>(v) <i>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. Further, any tariff plan presented, marketed or offered as valid for any prescribed period exceeding six months or having lifetime or unlimited validity in lieu of an upfront payment shall continue to be available to the subscriber for the duration of the period as prescribed in the plan and in the case of lifetime or unlimited validity plans, as long as the Service Provider is permitted to provide such telecom service under the current license or renewed license. In the case of plan with lifetime validity or unlimited validity, the service provider shall also inform the subscribers of the month and year of expiry of his current license.</i></p>

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

Yours faithfully



(I.J. Manoharan)

Central Public Information Officer (LO)

Tele: 011-23664211

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00666	<b>Date of Receipt :</b>	12/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	Hindi
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>1. वर्ष 2002 से 2006 के बीच ट्राई/दूसंचार विभाग द्वारा ताकलिक सभी टेली कॉम कंपनियों (एयरटेल, आईडिया, रिलायंस, बी.एस.एल.एल.) को फ्रिलाइफ टाइम्स इनकमिंग वेलिडिटी सम्बन्धित दियेगा। प्लान अप्रूवल व इस संबंध में टेली कॉम कंपनियों द्वारा ट्राई/दूसंचार विभाग को दियेगा। आवेदन की प्रमाणित प्रतिलिपि द्वारा नकरें।</p> <p>2. वर्ष 2018-2019 में सभी टेली कॉम कंपनियों को ट्राई/दूसंचार विभाग द्वारा एमासिक आउटगोइंग व इनकमिंग वेलिडिटी प्लान अप्रूवल की प्रमाणित प्रतिलिपि द्वारा नकरें।</p> <p>3. वर्ष 2002 से वर्ष 2008 के बीच सभी टेली कॉम कंपनियों द्वारा कुल कितने ग्राहकों को लाइफ टाइम वैलिडिटी संबंधी सिम दी गई थी, कनेक्शन दिए गए थे कि प्रमाणिक जानकारी दी जाए।</p>		

# TO BE ISSUED IN HINDI



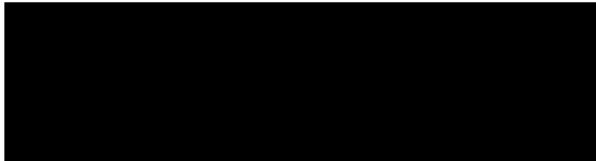
## TELECOM REGULATORY AUTHORITY OF INDIA

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

F.No. 1(487)/2020-RTI

Dated: 26<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 12.09.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00666 for providing information under the provisions of the Right to Information Act, 2005 regarding free lifetime incoming validity plan approval related matter. In this context, the following is furnished:

S.No.	Reply
1 to 3	As per the record retention schedule of TRAI, the retention period of said report is 10 years. Hence the reported tariff plan is not available. Moreover, 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.

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

Yours faithfully

(I.J. Manoharan)

Central Public Information Officer (LO)

Tele: 011-23664211

**HINDI VERSION FOLLOWS**

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00674	<b>Date of Receipt :</b>	13/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>1.What are the step by step procedure for getting a post paid mobile connection from private TSP such as Airtel or Jio and Public TSP BSNL?</p> <p>2. Is sharing of AADHAR data is mandatory for getting post paid mobile sim connection from Airtel or Jio or BSNL? If yes, provide copy of government directive.</p> <p>3. I approached Airtel for getting post paid mobile sim connection. Airtel is insisting me to provide AADHAR data, fingerprint and Iris scan data. Is it mandatory? Provide government directive in this regard.</p> <p>4. Can Airtel deny me a post paid mobile connection if I donot provide my AADHAR data or finger print or Iris Scan data with them? If they deny, then where I need to complain regarding this?</p> <p>5. What is the process of getting a post paid mobile connection from private TSP such as Airtel or Jio for a person without AADHAR card?</p> <p>6. What is the final or interim ruling/verdict of Supreme Court for sharing of AADHAR data with telecom companies?</p> <p>7. Is eKYC mandatory for getting post paid mobile sim connection from private telecom companies?</p> <p>8. As finger print scan is banned in Covid-19 ere, what are the physical documents required for physical KYC for mobile sim post paid connection?</p>		

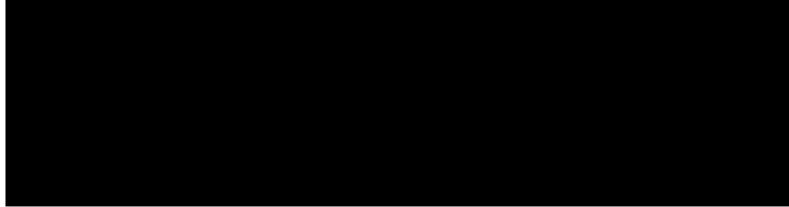


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(489)/2020/RTI

Dated: 26<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 13.09.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00674 for providing information under the provisions of the Right to Information Act, 2005 about post-paid connection related matter. In this context, the following is furnished:

S.No.	Reply
1 to 8	The information sought by you vide these points relates to subscriber verification, therefore, your application has already been transferred to DoT online on 22.09.2020 in terms of Section 6(3) (1) under the provisions of the Right to Information Act, 2005 for providing information.

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

Yours faithfully

(I.J. Manoharan)  
Central Public Information Officer (LO)  
Tele: 011-23664211

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00670	<b>Date of Receipt :</b>	14/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>1 Please refer a TRAI Direction under section 13 read with sub dash clauses i and v of clause b of sub dabs section 1 of section 11 of the Telecom Regulatory Authority of India Act 1997 on tariff publications 16th January 2012 F No 301 dash 14 oblique 2010 dash ER b Section 3ai and 3ib of THE TRAI LEVY OF FEES AND OTHER CHARGES FOR TARIFF PLANS REGULATION 2002 1 of 2002 dt 13 Jun 2002</p> <p>2 As per above Every Telecom provider is required to obtain approval from TRAI for postpaid and prepaid plans to be offered to customers Format of plan is defined vide reference 1a above</p> <p>3 In view of above it is requested that preferably soft copy oblique Scanned copy in any of word pdf jpeg png formats be sent to email id jitukrmobile at the rate gmail com or registered email id jitukr at the rate gmail com or information may please be provided on a CD oblique DVD</p> <p>a Copy of All postpaid and prepaid plans approved for Bharti Airtel Limited in respect of Andhra Pradesh Circle from period January 2012 to Jul 2020 may please may please be provided If data from 2012 is not available than data from year as available may please be provided</p> <p>b Copy of All amendments of postpaid and prepaid plans approved for Bharti Airtel Limited in respect of Andhra Pradesh Circle from period Jan 2012 to Jul 2020 may please be provided If data from 2012 is not available than data from year as available may please be provided</p> <p>c Copy of All postpaid and prepaid plans approved for Bharti Airtel Limited in respect of Andhra Pradesh Circle and offered to customers by Bharti Airtel from period Apr 2016 to Jul 2020 may please be provided</p> <p>d Copy of All amendments of postpaid and prepaid plans approved for Bharti Airtel Limited in respect of Andhra Pradesh Circle and offered to customers by Bharti Airtel from period Apr 2016 to Jul 2020 may please provided</p> <p>Online RTI does not allow special characters so properly typed RTI is attached in accompanying pdf file</p>		



Col Jitendra Jain  
कर्नल जितेन्द्र जैन  
Mobile +919461700352  
+919471240210

E7/1, RCI Residential Colony,  
RCI Road, Vigynana Kancha,  
Hyderabad- 500069

RTI Airtel(1)

14 Sep 2020

**TELECOM AUTHORITY OF INDIA,**

**INFORMATION REQUESTED UNDER RTI ACT**

- 1) Please refer :-
  - a) TRAI Direction under section 13, 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, on tariff publications. 16th January 2012. F. No. 301-14/2010-ER.
  - b) Section 3(a)(i) and 3(i)(b) of THE TRAI (LEVY OF FEES AND OTHER CHARGES FOR TARIFF PLANS) REGULATION 2002 (1 of 2002) dt 13 Jun 2002.
- 2) As per above Every Telecom provider is required to obtain approval from TRAI for post-paid and prepaid plans to be offered to customers. Format of plan is defined vide reference 1)a) above.
- 3) In view of above it is requested that (preferably soft copy/Scanned copy in any of word, pdf, jpeg, png formats be sent to email id [jitukrmobile@gmail.com](mailto:jitukrmobile@gmail.com) or registered email id [jitukr@gmail.com](mailto:jitukr@gmail.com) information may please be provided on a CD/DVD):-
  - a) Copy of All post-paid and prepaid plans approved for Bharti Airtel Limited in respect of Andhra Pradesh Circle from period January 2012 to Jul 2020 may please may please be provided. If data from 2012 is not available than data from year as available may please be provided.
  - b) Copy of All amendments of post-paid and prepaid plans approved for Bharti Airtel Limited in respect of Andhra Pradesh Circle from period January 2012 to Jul 2020 may please be provided. If data from 2012 is not available than data from year as available may please be provided.
  - c) Copy of All post-paid and prepaid plans approved for Bharti Airtel Limited in respect of Andhra Pradesh Circle and offered to customers by Bharti Airtel from period Apr 2016 to Jul 2020 may please be provided.
  - d) Copy of All amendments of post-paid and prepaid plans approved for Bharti Airtel Limited in respect of Andhra Pradesh Circle and offered to customers by Bharti Airtel from period Apr 2016 to Jul 2020 may please be provided.

Jitendra Jain  
Col

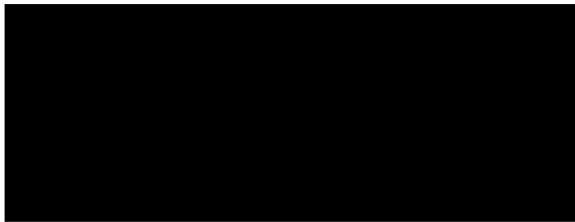


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(490)/2020/RTI

Dated: 26<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 14.09.2020 filed online in the RTI portal of TRAI vide Registration No.TRAOI/R/E/20/000670 for providing information under the provisions of the Right to Information Act, 2005 about postpaid and prepaid plans approved for Bharti Airtel Limited in respect of Andhra Pradesh Circle related matter. In this context, the following is furnished:

S.No.	Reply
3 (a to d)	<p>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 provision is available in public domain on TRAI website at Link <a href="https://www.trai.gov.in/sites/default/files/Main_Regulations_09_Mar_1999.pdf">https://www.trai.gov.in/sites/default/files/Main_Regulations_09_Mar_1999.pdf</a></p> <p>In view of above, there is no prior approval of post-paid and prepaid plans and its amendments. Hence, the requisite information is not available. However, list of reported prepaid and postpaid plans of Bharti Airtel for Andhra Pradesh LSA for the period July 2018 to October 2020 consists of 12 pages.</p>

2. In order to provide the relevant documents mentioned in point no.3 (a to d) above, you have to deposit Rs.24/- (Rupees twenty four only) for 12 pages (@ Rs.2/- per page) in terms of clause (a) of rule 4 of the Right to Information (Regulation of Fee & Cost) Rules, 2005 by way of cash against proper receipt to be obtained in person from TRAI office or by Demand Draft/Bankers Cheque/Indian Postal Order in favour of "Telecom Regulatory Authority of India" payable at New Delhi.

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

Yours faithfully



(I.J. Manoharan)  
Central Public Information Officer (LO)  
Tele: 011-23664211

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/T/20/00076	<b>Date of Receipt :</b>	14/09/2020
<b>Transferred From :</b> Department of Telecommunications on 14/09/2020 With Reference Number : DOTEL/R/E/20/00918			
<b>Remarks :</b> Transfer u/s 6 (3) of RTI Act, 2005			
<b>Type of Receipt :</b>	Electronically Transferred from Other Public Authority	<b>Language of Request :</b>	English
<b>Status(Rural/Urban) :</b>	Urban	<b>Education Status :</b>	Graduate
<b>Letter No. :</b>	Details not provided	<b>Letter Date :</b>	Details not provided
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	0 (Received by Department of Telecommunications)	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	1)Percentage of Indian population having internet connection at home. 2)Percentage of people having internet connection in their homes in different states and union territories. 3)Percentage of students having internet connections in their homes in the country and in different states and union territories.(For all students of all levels, including primary and high schools students)		
<b>Original RTI Text :</b>	1)Percentage of Indian population having internet connection at home. 2)Percentage of people having internet connection in their homes in different states and union territories. 3)Percentage of students having internet connections in their homes in the country and in different states and union territories.(For all students of all levels, including primary and high schools students)		

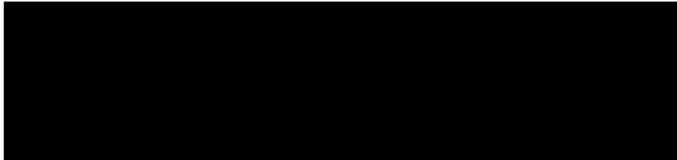


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(493)/2020-RTI

Dated: 26<sup>TH</sup> October, 2020

To



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

Sir,

Please refer to your application dated 14.09.2020 filed online in the RTI portal of DoT vide registration No.**DOTEL/R/E/20/00918** which is received through transferred on the RTI Portal of TRAI vide registration No.**TRAOI/R/T/20/00076** for providing information under the provisions of the Right to Information Act, 2005 regarding internet connections related matter. In this context, the following is furnished:

S.No.	Reply
1 TO 3	The information sought by you vide these points is not available in TRAI. You may obtain all information related to Telecom services (including Internet services) in the country from TRAI's website i.e. <a href="http://www.trai.gov.in">www.trai.gov.in</a> where it is regularly published.

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

Yours faithfully

(I.J. Manoharan)

Central Public Information Officer (LO)  
Tele: 011-23664211

Copy to:

The Dy. Secy. & Nodal Officer (RTI) Dept. of Telecommunications Ministry of Information & Technology Sanchar Bhawan, 20 Ashoka Road New Delhi -110001.	For information w.r.t. the above mentioned online RTI application vide registration no. <b>DOTEL/R/E/20/00918</b> dated 14.09.2020.
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### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00680	<b>Date of Receipt :</b>	16/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Im Tarinder Singh im live in New Delhi .my mobile number 8882220331 which is the post paid number in AIRTEL , this is my very old number, this number was activated by RELIANCE COMMUNICATION ADAGgroup after that it was ported to IDEA and after that it was ported to AIRTEL . Due to the fact that the number was not in use LOCKDOWN , AIRTEL has deactivated the number, im going to AIRTEL store ,now they are saying that my number has gone back to the IDEA . Sir, when I went to VODAIDEA store, they sent me back saying that this mobile number series 888220331 is not theirs, this series belongs to Reliance Communication ADAG group the company has now closed, im humble request to you please give me this mobile number, please help me.</p> <p>Thanks Tarinder singh 8882000013</p>		

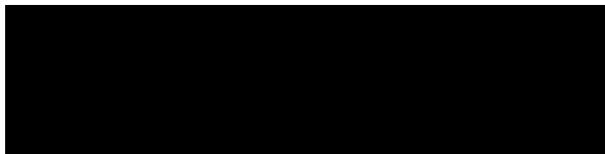


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(494)/2020/RTI

Dated: 23<sup>rd</sup> October, 2020

To



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

Sir,

Please refer to your application dated 16.09.2020 filed online in the RTI portal of TRAI vide Registration No.TRAOI/R/E/20/00680 for providing information under the provisions of the Right to Information Act, 2005 aboutdeactivation of mobile number 8882220331 related matter. In this context, the following is furnished:

S.No.	Reply
1	<p>Vide the above referred application, you have requested to restore your deactivated mobile No. 8882220331, which does not fall within the definition of 'Information' under the RTI Act, 2005.</p> <p>Further in terms of Para 10 of the Guide on Right to Information Act, 2005 issued by Department of Personnel &amp; Training, Ministry of Personnel, Public Grievances &amp; Pension vide OM No.1/32/2013-IR dated 28<sup>th</sup> 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.</p>

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

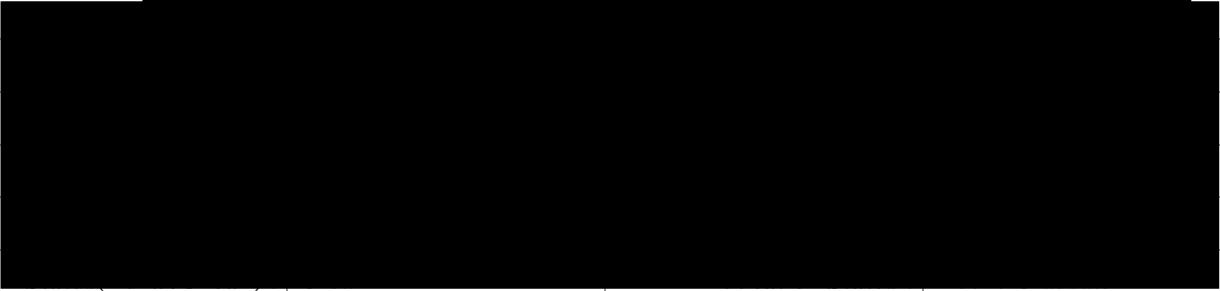
Yours faithfully

(I.J. Manoharan)

Central Public Information Officer (LO)

Tele: 011-23664211

**RTI REQUEST DETAILS**

<b>Registration No. :</b>	TRAOI/R/E/20/00695	<b>Date of Receipt :</b>	21/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
			
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Sir,</p> <p>You are requested to provide the following details in respect of Mobile phone Services provider and specifically regarding Bharti Airtel Pvt. Ltd.:</p> <ol style="list-style-type: none"> <li>1. Whether a mobile phone service provider can change subscribed plan of a post paid consumer without seeking his/her consent.</li> <li>2. Whether mobile phone service provider can claim charges from consumer of post paid connections for the tariff plan/charges levied without seeking his/her explicit consent?</li> <li>3. How many consumer complaints TRAI has received during the last Five Years against M/s Bharti Airtel Pvt. Ltd ( Airtel Mobile phone Services) specifically regarding levy of excess tariff charges over and above the subscribed plan charges.</li> <li>4. What is the punitive action prescribed under TRAI guidelines in cases of defaults on the part of Mobile service provider regarding imposing excess tariff/plan charges on consumers without their information and knowledge.</li> <li>5. Whether TRAI has ever undertaken audit of Airtels Back end Technical systems providing mobile services to evaluate if they are transparent and free from Manipulation.</li> <li>6. Whether TRAI has institutionalized any mechanism to monitor and Check leakages in systems under the control of Mobile phone operators systems to check illegal gains and corrupt practices by them.</li> </ol> <p>Thanks &amp; regards Aman Kumar</p>		

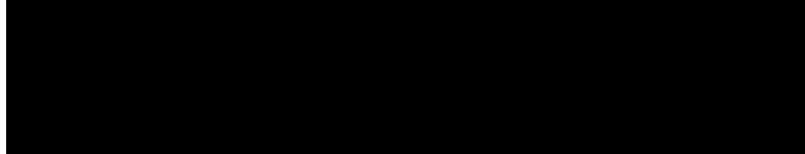


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(500)/2020/RTI

Dated: 23<sup>rd</sup> October, 2020

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 21.09.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00695 for providing information under the provisions of the Right to Information Act, 2005 about mobile phone service providers related matter. In this context, the following is furnished:

S.No.	Reply
1 to 2	Tariff for mobile services is under forbearance except for national roaming and the service providers have the flexibility to decide various components of tariff including the validity and other terms and conditions of services. As per the Telecommunication Tariff (52 <sup>nd</sup> Amendment) Order, 2012 inter-alia, mandates that:  <i>"No service provider shall terminate any existing tariff plan without giving a notice of not less than thirty days to the subscriber of its intention to terminate the tariff plan."</i>
3	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. Total number of 4009 complaints have been received in TRAI against Tariff related issues against M/s. Bharti Airtel Ltd during the last five years and upto 24.9.2020. The complaints were forwarded to the concerned service providers for taking appropriate action.
4 to 6	Information sought by you vide these points is not available in TRAI.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

**Yours faithfully,**

**(I.J. Manoharan)**

**Central Public Information Officer (LO)**

**Tele: 011-23664211**

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00683	<b>Date of Receipt :</b>	17/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>I request you sir to mark the definitions of 2G, 3G, 4G internet speeds. And also what are the minimum speeds that can be considered as 2G, 3G, and 4G internet speeds.</p> <p>What are the penalties if the service provider fails to provide the said speed even if once during the service period.</p>		

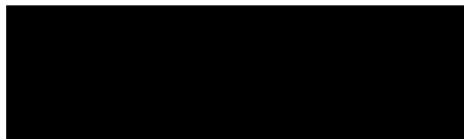


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(501)/2020/RTI

Dated: 2<sup>nd</sup> October, 2020

To



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

Sir,

Please refer to your application dated 17.09.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00683 for providing information under the provisions of the Right to Information Act, 2005 regarding 2G,3G & 4G internet speed related matter. In this context, the following is furnished:

S.No.	Reply
1	<p>TRAI has not laid down any benchmark minimum/maximum speed of 2G, 3G, 4G mobile internet connection. The speed of mobile internet is dependent on several factors such as closeness to the cell serving the customer, the number of users being served by the cell, the traffic handled by the cell, the user equipment/mobile handset used by the customer etc. As such, the mobile users may experience different speeds at different locations and time of usages.</p> <p>The definitions of 2G, 3G and 4G internet speeds are given in the TRAI Regulation-“The Standards of Quality of Service of Basic Telephone Service (Wireline) And Cellular Mobile Telephone Service (Amendment) Regulations, 2012” which is available in public domain. These regulations are available on TRAI website <a href="http://www.trai.gov.in">www.trai.gov.in</a>. TRAI has not prescribed any minimum internet speed in 2G, 3G &amp;4G/LTE.</p>
2	In view of reply to Sl. No.1 the information is not applicable.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503

RTI REQUEST DETAILS			
<b>Registration No. :</b>	TRAOI/R/E/20/00692	<b>Date of Receipt :</b>	18/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	Please provide us the office address and contact number of dealing personnel working under office of Secretary - TRAI who may be contacted by us to get a resolution of our case for activation of our phone number 9720624319 ( Vodaphone).		

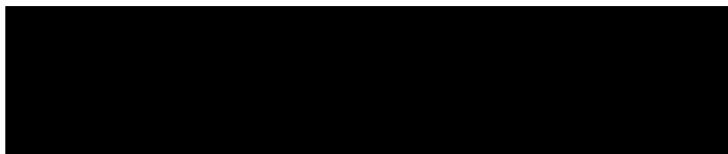


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

No. 1(503)/2020-RTI

Dated the 1<sup>st</sup> October, 2020

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 18.09.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00692 for providing information under the provisions of the Right to Information Act, 2005 about activation of phone number 9720624319 (Vodafone) related matter. In this context, the following is furnished:

S.No.	Reply
1	<p>It is informed that Office of Secretary, TRAI is not dealing with any work relating to resolution of consumer grievance.</p> <p>TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI.</p> <p>It is also for information that TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. A subscriber may also obtain details of appellate authority of his service provider on its website. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.</p>

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

**Yours faithfully,**

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

<b>RTI REQUEST DETAILS</b>			
<b>Registration No. :</b>	TRAOI/R/E/20/00697	<b>Date of Receipt :</b>	22/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Today i went to a mobile operator store to a sim replacement for the same operator or to move from one to another operator....</p> <p>So firstly asked them for sim replacement they asked me for 100 rsi am shocked its too much for a sim replacement</p> <p>Then i asked for mnp</p> <p>They told me that mnp is free but u have to buy a plan starting from rs 250 or more in the name of frc( first recharge)</p> <p>So here is my question</p> <p>1.What is the charges decided by trai for sim replacement  2.what is the charges for mnp  3... Can a mobile operator force a customer to buy a frc ??? Is this compulsory to buy a recharge with mnp or a new sim</p> <p>Thanks</p>		



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

No. 1(504)/2020-RTI

Dated the 1<sup>st</sup> October, 2020

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 22.09.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00697 for providing information under the provisions of the Right to Information Act, 2005 about SIM replacement charges related matter. In this context, the following is furnished:

S.No.	Reply
1	All Telecom Service Providers are governed by the License Agreement entered into with the Department of Telecommunication (DoT). SIM Replacement are dealt under subscriber verification, instructions for which are issued by DoT. Therefore, a copy of your application has already been transferred to DoT online on 24.09.2020 in terms of Section 6(3) (1) under the provisions of the Right to Information Act, 2005 for providing the information of the relevant issues.
2	The Per Port Transaction Charge (PPTC) for each porting request has been fixed at Rs.6.46/- The PPTC prescribed is the ceiling for the tariff that could be charged from subscriber by the recipient operator. However, the recipient operators are free to charge a lesser amount from the subscribers availing mobile number portability services.
3	Information sought by you vide this point is not available in TRAI.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

Yours faithfully,

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

<b>RTI REQUEST DETAILS</b>			
<b>Registration No. :</b>	TRAOI/R/E/20/00688	<b>Date of Receipt :</b>	19/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Dear Sir,</p> <p>I have a Airtel DTH connection vide connection no. 3022674144 and we have found that there is a hidden charge being charged to us in the name of Idle Maintenance Fee charge and this charge is being deducted from customers account without there knowledge &amp; information. I would like to sought further information from Airtel on the below questions:-</p> <ol style="list-style-type: none"> <li>1. Why was a customer not informed before the IMF charge was deducted from his account and a written confirmation thru SMS or email was not sent for claiming this charge and the said amount?</li> <li>2. Why the charge of IMF was not shown in the transaction history?</li> <li>3. How do a customer would know about the IMF charge when AIRTEL never inform him of the deduction, as the way you sent messages for recharge but not for deduction or its confirmation of deduction?</li> <li>4. Where in the app I can see this charges deducted from my account balance? As we had searched the app &amp; website completely and found no place where we can download the statement of charges deducted from customers account in his last recharges.</li> </ol> <p>Awaiting your reply.</p> <p>Thanks &amp; Regards</p>		

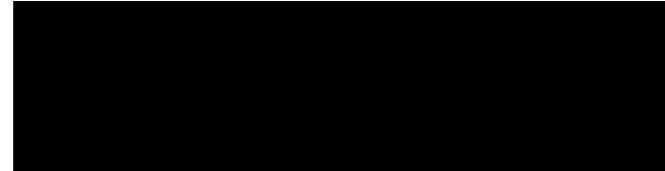


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

No. 1(505)/2020-RTI

Dated the 29<sup>th</sup> September 2020

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 19.09.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00688 for providing information under the provisions of the Right to Information Act, 2005 about IMF charge and related matter. In this context, the following is furnished:

S.No.	Reply
1 to 4	<p>In this regard, it is informed that TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. Consumer are advised to take up their complaints with their respective service providers (i.e. MSO/DTH/HITS). However, complaints, if any, received in TRAI are forwarded to the MSO/DTH/HITS for an early resolution. Your complaint has been forwarded to concerned operator i.e. M/s. Airtel for an early resolution.</p> <p>However, please refer "<i>The Telecommunication (Broadcasting and cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017</i>" dated 3<sup>rd</sup> March 2017 clause "<b>12. Temporary suspension of broadcasting services related to television on request from a subscriber.</b> —" which is available on TRAI website at the link given below:</p> <p><a href="https://trai.gov.in/sites/default/files/QOS_Regulation_03_03_2017.pdf">https://trai.gov.in/sites/default/files/QOS_Regulation_03_03_2017.pdf</a></p>

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

Yours faithfully,

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

<b>RTI REQUEST DETAILS</b>			
<b>Registration No. :</b>	TRAOI/R/E/20/00689	<b>Date of Receipt :</b>	19/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Hi</p> <p>Please provide the detail for the minimum maximum and average internet speed that must should be provided by service provider in 4G network,in India.</p> <p>Please also provide the detail of costumer rights ( ie what costumer can do) if customer is not getting the minimum internet speed.</p>		

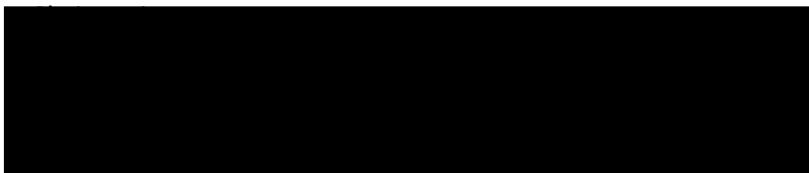


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

No. 1(506)/2020-RTI

Dated the 2<sup>nd</sup> October, 2020

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

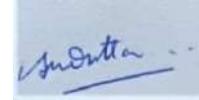
Please refer to your application dated 19.09.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00689 for providing information under the provisions of the Right to Information Act, 2005 about Internet Speed related matter. In this context, the following is furnished:

S.No.	Reply
1	TRAI has not laid down any benchmark minimum/maximum speed of 4G mobile internet connection. The internet speed in wireless network cannot be guaranteed as it is dependent on a number of factors such as closeness to the cell serving the customer, the number of users being served by the cell, the traffic handled by the cell, the user equipment/mobile handset used by the customer etc. As such, the mobile users may experience different speeds at different locations and time of usages.
2	<b>TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI.</b> However, complaints received in TRAI are forwarded to concerned service provider for appropriate action. It is also for information that TRAI has mandated all Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. Customer can raise the grievance to the service provider as per the provisions of Telecom Consumer Complaint Redressal Regulations, 2012 which is available on public domain at <a href="http://main/trai.gov.in">http://main/trai.gov.in</a> . In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Service Providers. 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 service provider. A subscriber may also obtain details of appellate authority of his service

provider on its website. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

**Yours faithfully,**



**(S.K. Dutta)**

**Central Public Information Officer**

**Tele: 011-23664503**

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00686	<b>Date of Receipt :</b>	18/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Dear Sir,</p> <p>The information is sought as per the TRAI MANUAL Under Section 4(1)(b) of the Right to Information Act, 2005, which empowers citizens of India to seek information from Public Authorities and govt departments.</p> <p>Pls provide following information wrt Tender No. : 301-4/2019-QoS, as I could not find the information on TRAI portal.</p> <p>1. Total bidders of the tender.  2. Total bidders reaching final finance bidding stage.  3. L1, L2 and L3 winners along with their bidding amount.  4. List of Agency(ies) along with zonal details awarded the contract as per this Tender.</p>		

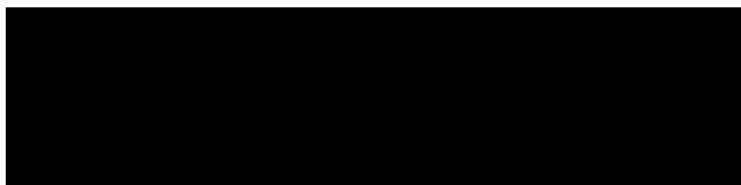


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(508)/2020/RTI

Dated: 2<sup>nd</sup> October, 2020

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 18.09.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00686 for providing information under the provisions of the Right to Information Act, 2005 about Tender No. : 301-4/2019-QoS related matter. In this context, the following is furnished:

S.No.	Reply
1	Total Six bidders participated in this Tender.
2 to4	The tender enquiry No.301-4/2019-QoS, is not yet finalized and is still under evaluation with Tender Evaluation Committee.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

Yours faithfully,

(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/T/20/00079	<b>Date of Receipt :</b>	22/09/2020
<b>Transferred From :</b>	Telecom Regulatory Authority of India on 22/09/2020 With Reference Number : DOTEL/R/T/20/00367		
<b>Remarks :</b>	<b>With request to provide the related information.</b>		
<b>Type of Receipt :</b>	Electronically Transferred from Other Public Authority	<b>Language of Request :</b>	English
<b>Letter No. :</b>	Details not provided	<b>Letter Date :</b>	Details not provided
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	0 (Received by <b>Telecom Regulatory Authority of India</b> )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	1. List of Acts, Rules, Orders, Regulations, Schemes, Policies and their Amendments applicable to Telecommunication Industry 2. List of Repealed Acts, Rules, Orders, Regulations, Schemes, Policies and their Amendments relevant to Telecommunication Industry		
<b>Original RTI Text :</b>	1. List of Acts, Rules, Orders, Regulations, Schemes, Policies and their Amendments applicable to Telecommunication Industry 2. List of Repealed Acts, Rules, Orders, Regulations, Schemes, Policies and their Amendments relevant to Telecommunication Industry		

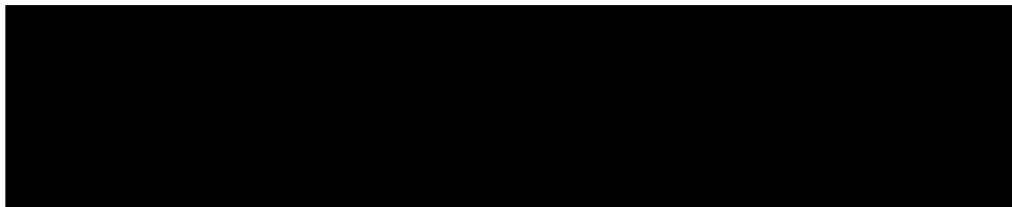


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(509)/2020/RTI

Dated: 22<sup>nd</sup> October 2020

To



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

Sir,

Please refer to your application dated 22.09.2020 filed online in the RTI portal of DoT vide registration No: **DOTEL/R/T/20/00367** which is received through transferred on the RTI Portal of TRAI vide registration No.TRAOI/R/T/20/00079 for providing information under the provisions of the Right to Information Act, 2005 regarding List of Acts, Rules, Orders, Regulations, Schemes, Policies and their Amendments applicable to Telecommunication Industry related matter. In this context, the following is furnished:

S.No.	Reply
1 & 2	In this regard, it is stated that TRAI is concerned with the Telecom Regulatory Authority of India Act, 1997 and the regulations made thereunder. All the acts, rules, orders, regulations, directions, recommendations etc. and its subsequent amendments including repealed regulations issued by TRAI are already available on the public portal of TRAI website "www.trai.gov.in" under the head of "About us" - "Act & Policies" and the head of "Release/Publication" - "Regulations", "Recommendations", "Directions", "Tariff Order", "Report" etc. The applicant can download the desired documents/information without any cost.

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

Yours faithfully

(I.J. Manoharan)  
Central Public Information Officer (LO)  
Tele: 011-23664211

Copy to:

<p>The Dy. Secy. &amp; Nodal Officer (RTI) Deaptt. Of Telecommunications Ministry of Information &amp; Technology Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.</p>	<p>For information w.r.t. the above mentioned online RTI application vide registration no. <b>DOTEL/R/T/20/00367</b> dated 22.09.2020.</p>
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### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00701	<b>Date of Receipt :</b>	23/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>1st approach Ranveer Chauhan , Id No. 012-247-482 , issued 29-08-2014 , valid upto 31-12-2026 , Mob. 9205484485 for installation a Reliance Jio 4G mobile Tower in my piece of land &amp; suggest me to submit all my documents of land , Voter Id , Pan No. - Photograph , Aadhaar No. , Contact No. and a blank form to fill up . I submitted all the papers and photograph . An approval letter was issued a permission for the installation of tower at my site of Mr. Bhupati Kumar Mahata S/O Panchanan Mahata , Shilda , Paschim Medinipur , Pin 721515 and charged Rs.24500 , Approval date 22.07.2020 . I paid through SBI KIOSK Banking vide A/C No. 50100324164957 , Name - Reliance Jio Infocomm Ltd. , Account Manager - Done Arjun , IFSC - HDFC0001102, Amount Rs. 14500/ dated 03.08.2020.</p>		

# Reliance Jio InfoComm Ltd.



Email: [inforeliancejio4gtower@gmail.com](mailto:inforeliancejio4gtower@gmail.com)  
 Toll Free no: 18003132515, Mob:- 9205484485



Ref.:RIL/JTL/Corrs/2019-20/ 1590

Date: 22/07/2020

## SANCTION LETTER

To,

**Mr. Bhupati Kumar Mahata**

Shilda, Paschim Medinipur,  
 West Bengal, Pin: - 721515



Sir/Madam,

Reliance Jio Infocomm Limited is pleased to inform you that your application for Installation of Jio 4G Tower has been approved by Reliance Jio Infocomm Limited engineers and local land revenue officials. Land/Property documents submitted by you/your representative are in order. E-verification report enclosed with letter.

Company will give you the advance Rupees of 10 Lacks as an advance and the Monthly Rental would be 18500/- Per Monthly. The Terms of Contract will be for 11 Years from the date when the tower would successfully come in the "Band of Network" The monthly rent would be increase 10% biyearly.

In the next step of the process of installation, before completing the process of 'Agreement' you are required to deposit the processing fee of Rs. 24500/- (Twenty Four Thousand Five Hundred Rupees only). This amount is being taken in the form of security deposit, which will be returned after the installation of the tower.

You are instructed to deposit the amount through NEFT/RTGS/Online Banking/UPI in following bank account:

**Note: Cash Deposited Not Accepted by Company (Online Transaction Needed for your Bank Account**

**/ Transaction Verification).**

**Bank Account Details:**

**State Bank of India.**

**A/c No: - 37799345147**

**Name: - Done Arjun**

**IFSC:-SBIN0011071**

**Reliance Jio Infocomm Ltd.**

Verified by-  
**Er. Soumyendu Ganguly**  
 Senior Engineer, Jio Tower



Managing Director

**Head Office:** Reliance Jio Infocomm Ltd. 3<sup>rd</sup> Floor Lake Shore Tower, Raj Bhavan Road  
 Somajiguda, Hyderabad, Pincode:-500082, Email:- [inforeliancejio4gtower@gmail.com](mailto:inforeliancejio4gtower@gmail.com)

Toll Free No:- 18003132515, Mob:- +919205484485



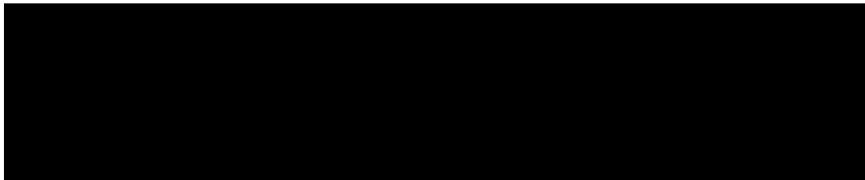
**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

सत्यमव जयते

F.No. 1(510)/2020-RTI

Dated: 7<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 23.09.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00701 for providing information under the provisions of the Right to Information Act, 2005 about installation a Reliance Jio 4G mobile Tower related matter. In this context, the following is furnished:

S.No.	Reply
1	<p>In this regard, this office is unable to verify the authenticity of the enclosed document of Reliance Jio InfoComm Ltd. However, it is informed that the issue relating to installation of mobile towers does not fall under the purview of TRAI and no permission is required by the service provider from TRAI for installation of mobile towers. Accordingly, TRAI has not issued any guidelines, directions or orders in this regard. Also TRAI does not issue any certificate/NOC.</p> <p>However, the matter is dealt by Department of Telecommunications (DoT), therefore, your application has already been transferred to DoT online on 27.09.2020 in terms of Section 6(3) (1) under the provisions of the Right to Information Act, 2005 for providing information of the relevant issues.</p>

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00707	<b>Date of Receipt :</b>	22/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English

<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Madam/Dear Sir,</p> <p>Kindly arrange to provide following</p> <p>information :</p> <ol style="list-style-type: none"> <li>1. Can we switch to vodafone postpaid plan to pre paid plan.</li> <li>2. Whether plans of vodafone pre paid plan vary state wise.</li> <li>3. What are the minimum value and maximum value (recharge amount) after switching of mobile no from post paid to pre paid for Gujarat State. ( Dist Ahmedabad)</li> <li>4. Is it mandatory in Vodafone (State-Gujarat, Dist - Gandhinagar) to opt VAS Services after switching from post paid to prepaid plan.</li> <li>5. What are the formalities if applicant authority does not respond the customers queries.</li> <li>6. Is there any process for reversal if Vodafone store has collected excess amount. If yes, what are the process.</li> <li>7. Whether plans of vodafone are decided by local store or decided centrally.</li> </ol>		

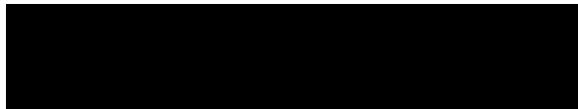


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(513)/2020/RTI

Dated: 14<sup>th</sup> October, 2020

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 22.09.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00707 for providing information under the provisions of the Right to Information Act, 2005 regarding switch to post-paid plan to pre-paid plan and related matter. In this context, the following is furnished:

S.No.	Reply
1	As per TRAI Direction dated 1 <sup>st</sup> 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.
2 ,3 & 7	As per the existing tariff framework, the tariff for mobile services is under forbearance except for the tariff for national roaming service. Tariff plans and vouchers and the call rates are different for different operators and vary for different license service areas. The rates also depend on the validity of plans and schemes opted by each customer which also undergo changes constantly. TRAI has mandated Telecom Service Providers (TSPs) to display all tariff offers on their Customer care centres, point of sale, retail outlets and on the website with a view to facilitate easy and transparent comparison.
4	It is not mandatory to opt VAS services after switching from postpaid to prepaid plan. As per the Telecom Consumers Protection Regulations, 2012, every service provider shall, on activation of a value-added service, inform the consumer, through SMS, the validity period of such service, the charges for renewal and the procedure for the consumer to unsubscribe from the service.
5 & 6	Information sought by you vide these points is not available in TRAI.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

Yours faithfully,

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

<b>RTI REQUEST DETAILS</b>			
<b>Registration No. :</b>	TRAOI/R/E/20/00709	<b>Date of Receipt :</b>	23/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Dear Sir,</p> <p>The information is sought as per the TRAI MANUAL Under Section 4(1)(b) of the Right to Information Act, 2005, which empowers citizens of India to seek information from Public Authorities and govt departments.</p> <p>The information sought is wrt Tender invited for Conducting Drive Test of Cellular Mobile Networks with release dates of 13/02/2017 to 21/03/2017 and End date of 21/03/2017 as per tender document available on TRAI portal. Since there is no mention of document number on the tender document, the Cover page and Content Index attached for reference.</p> <p>Pls. provide following information.</p> <ol style="list-style-type: none"> <li>1. Total bidders of the tender.</li> <li>2. Total bidders reaching final finance bidding stage.</li> <li>3. L1, L2 and L3 winners along with their bidding amount.</li> <li>4. List of Agency(ies) along with zonal details awarded the contract as per this Tender.</li> </ol>		

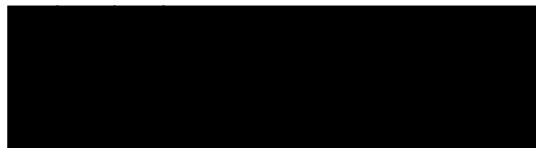


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(514)/2020/RTI

Dated: 23<sup>rd</sup> October, 2020

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 23.09.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00709 for providing information under the provisions of the Right to Information Act, 2005 Tender invited for Conducting Drive Test of Cellular Mobile Networks with release dates of 13/02/2017 to 21/03/2017 related matter. In this context, the following is furnished:

S.No.	Reply
1	Total bidders of the tenders : Six(6)
2	Five(5)
3	Information sought by you vide this point is enclosed herewith.
4	M/s Phimetrics Technologies was L1 bidder in respect of all the four zones. (i) North Zone (L1) is Rs 22,26,320/- (ii) South Zone (L1) is Rs 22,82,142/- (iii) East Zone (L1) is Rs 22,37,349/- (iv) West Zone (L1) is Rs 25,18,691/-

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

**Yours faithfully,**

Encl: As above.

**(I.J. Manoharan)**  
**Central Public Information Officer (LO)**  
**Tele: 011-23664211**

L1, L2 and L3 winners along with their bidding amount.

The price quoted by respective bidder in all four zone are mentioned below:-

<b>S.N o</b>	<b>Bidder</b>	<b>North Zone Quoted Price</b>	<b>South Zone Quoted Price</b>	<b>East Zone Quoted Price</b>	<b>West Zone Quoted Price</b>
1.	M/s IMRB International	85,10,973	74,35,561	68,56,619	73,58,868
2.	M/s Metro Telworks	1,62,49,540	3,63,74,498	2,06,78,012	1,54,28,276
3.	M/s Phimetrics Technologies	22,26,320	22,82,142	22,37,349	25,18,691
4.	M/s Titiksha Tele Technocrats	64,80,089	Not Applied	Not Applied	59,53,109
5.	M/s TUV-SUD South Asia	1,10,46,557	1,00,00,055	85,05,054	98,50,555

## सूचना का अधिकार अधिनियम, 2005

(सूचना का अधिकार अधिनियम, 2005 की धारा 6(1) के अन्तर्गत आवेदन पत्र)

1. आवेदक का नाम सचिन कुमार शर्मा
2. पूरा पता ३० नवंबर २०२०, निकट द्वालात, सियिल कोटि, सहरनपुर
3. दूरभाष नं. ९८३७३१६०८५
4. आवेदन देने की दिनांक १८/०९/२०२०
5. कार्यालय का नाम जिससे सूचना चाहते हैं जनसूचना अधिकारी / CPIO  
मा० ए० पि० प्रा० सहरनपुर दूरसंचार भवन, जपाहर लाल नेहरू जागि  
(फराना भिंडी शेरा) नं० दिल्ली - ११०००२
6. आवेदन के साथ अदा किये जाने वाले प्रोसेस फीस १०/- मोबाइल सर्वेक्षण - ५६८५३२५५५
7. चाही गई जानकारी का विवरण (1) मोबाइल टावर लगाने के लिए (CTRAI) अनुसार  
मानक प्ला है। नियमावली की पुस्ति उपलब्ध कर्त्ता

(2) मोबाइल कम्पनी द्वारा लगायी जाने वाले टॉवर पर मोबाइल ब्रस्टर टावर (CTRAI)  
द्वारा एक दी बोर्ड द्वारा इसका गणा है। या मोबाइल के लिए जल्दी मानक है। यदि  
(3) कीविड-१९ के लिए दोषरम-सेत्र एप्प के लिए द्वारा द्वारा जल्दी समर्पित  
भारत में मोबाइल टावर या मोबाइल लगाये गये हैं। या लगाये जाए हैं। जनकारी  
(4) किस-२ मोबाइल टावर कम्पनी द्वारा डीएम-सेत्र एप्प द्वारा टॉवर पर  
ब्रस्टर लगाने की परिसीढ़ियां द्वारा (CTRAI) द्वारा कम्पनी को  
दी गई है। अपग्रेड करोगे। पर सूक्ते जाएं। (2005 के अनुसार सभी-५

(ओर) बैद्युतों पर अनुच्छेद 6(3) के अनुसार सूचना उपलब्ध करेगी।

SACHIN KUMAR  
 Advocate  
 (अधिकारी नं० १०२०२४/०९)  
 Civil & Session Court, Saharanpur  
 Mob. - 9837316085

पावती

1. आवेदन प्राप्त होने की दिनांक.....
2. आवेदनकर्ता को वांछित जानकारी प्राप्त करने के सम्बन्ध में अग्रिम कार्यवाही हेतु उपस्थित होने की दिनांक.....
3. सम्बन्धित शाखा/अधिकारी जहाँ से जानकारी उपलब्ध होगी.....

(लोक सूचना अधिकारी/सहायक लोक सूचना अधिकारी द्वारा प्राधिकृत)

दिनांक:-

प्राप्तकर्ता के हस्ताक्षर

ASH-CAST

28/09/2020

## To be issued in hindi

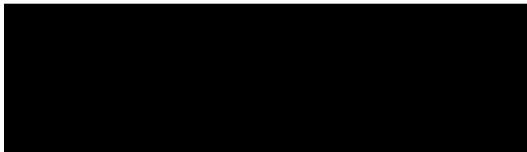


### TELECOM REGULATORY AUTHORITY OF INDIA Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg, (Old Minto Road), New Delhi – 110 002

F. No. 1(516)/2020-RTI

Dated: 6<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 18.09.2020 for seeking information under the provisions of the Right to Information Act, 2005 about rules/regulation for installation of mobile tower and related matter. In this context, the following is furnished:

S.No.	Reply
1 to 4	<p>It is to bring to your kind notice that the installation of mobile tower does not fall under the purview of TRAI and no permission is required by the service provider from TRAI for installation of mobile towers. Accordingly, TRAI has not issued any guidelines, directions or orders in this regard. Hence, the requisite information is not available with TRAI.</p> <p>It is further informed that the matter is dealt by Department of Telecommunications (DoT), therefore, your application is being transferred to DoT in terms of Section 6(3) (ii) under the provisions of the Right to Information Act, 2005 for providing information of the relevant issues.</p>

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

Yours faithfully

(S.K. Dutta)  
Central Public Information Officer

**Copy to:-**

The Dy. Secy. & Nodal Officer (RTI) Deaptt. Of Telecommunications Ministry of Information & Technology Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.	An Application dated 18.09.2020 of Shri Sachin Kumar is enclosed herewith for providing information to the applicant directly, under the provisions of RTI Act, 2005 w.r.t. the relevant issue. In case, the subject matter of the application does not pertain to you, the said application may please be transferred to concerned CPIO in DOT.
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सत्यमेव जयते

## भारतीय दूरसंचार विनियामक प्राधिकरण

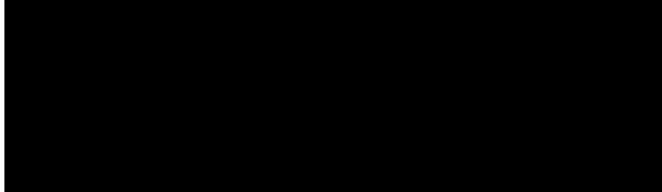
TELECOM REGULATORY AUTHORITY OF INDIA

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

संख्या: 1(516) / 2020— आरटीआई०

दिनांक: 06 अक्टूबर, 2020

सेवा में



विषय: सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत जानकारी प्रदान करने हेतु अनुरोध

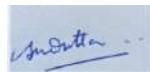
महोदय,

कृपया सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत 'मोबाइल टावर संस्थापित करने के संबंध में नियम/ विनियम तथा संबंधित मामलों' पर जानकारी प्रदान करने के लिए दिनांक 18 सितम्बर, 2020 के आवेदन का संदर्भ ग्रहण करें। इस संदर्भ में, निम्नवत जानकारी उपलब्ध कराई जाती है:

क्रम संख्या	उत्तर
1 से 4	<p>आपके ध्यान में लाया जाता है कि मोबाइल टावर की संस्थापना भारतीय दूरसंचार विनियामक प्राधिकरण के क्षेत्राधिकार में नहीं आता है और सेवा प्रदाता को मोबाइल टावर को संस्थापित करने के लिए भारतीय दूरसंचार विनियामक प्राधिकरण से किसी भी प्रकार की अनुमति प्राप्त करने की आवश्यकता नहीं होती है। तदनुसार, भारतीय दूरसंचार विनियामक प्राधिकरण ने इस संबंध में कोई दिशानिर्देश, निदेश अथवा आदेश जारी नहीं किए हैं। इसलिए, अपेक्षित जानकारी भारतीय दूरसंचार विनियामक प्राधिकरण में उपलब्ध नहीं है।</p> <p>आगे यह भी जानकारी प्रदान की जाती है कि मामले पर दूरसंचार विभाग (डीओटी) द्वारा कार्यवाही की जाती है, इसलिए, आपके आवेदन को सूचना का अधिकार अधिनियम, 2005 की धारा 6(3) (ii) के उपबंधों के तहत आपको संगत मुद्दों पर जानकारी उपलब्ध कराने के लिए दूरसंचार विभाग (डीओटी) को भेजा जा रहा है।</p>

2. भारतीय दूरसंचार विनियामक प्राधिकरण में "सूचना का अधिकार अधिनियम, 2005" की धारा 19(1) के तहत अपीलीय प्राधिकारी "श्री एस0 के0 मिश्रा, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार विनियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, पुराना मिंटो रोड, नई दिल्ली-110002, दूरभाष: 011-23221856, फैक्स: 011-23235249 हैं।"

भवदीय,



(एस0 के0 दत्ता)  
केन्द्रीय लोक सूचना अधिकारी  
दूरभाष: 011-23664503

### प्रतिलिपि :-

उप सचिव तथा नोडल अधिकारी (आरटीआई),  
दूरसंचार विभाग, सूचना और प्रसारण मंत्रालय  
संचार भवन, 20 अशोक रोड,  
नई दिल्ली- 110001

सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत श्री सचिन कुमार से प्राप्त दिनांक 18 सितम्बर, 2020 का आवेदन, संगत मुद्दों पर उन्हें जानकारी उपलब्ध करने के लिए एतदद्वारा संलग्न है। यदि आवेदन की विषयवस्तु आपसे संबंधित नहीं हो तो आवेदन को दूरसंचार विभाग में संबंधित सीपीआईओ को अंतरित किया जाए।

Speed Post 15/9/20

I.I.

ગુજરાતી અધ્યક્ષ.

ମାରଲୀକ ଦୂରସଂଚାର ବିଭାଗମନ୍ତ୍ର ପ୍ରାଚ୍ୟକରଣ (ଇର୍) ମହାମାର୍ଗ ଦୂରସଂଚାର ବଳ, ବିବାହର୍ଵାସ ମେହା ମଧ୍ୟ, ଇର୍ ମେଲାନ୍ତି.

विषय:- गन्धर्वा आद्यर्थ 375 वर्ष 2005. का द्वितीय

1. मैसूरी महानगर के आवासीय होलों में मोबाइल फोन टाकर स्पाइल बर्बते रखने का क्या लिया है?
2. मैसूरी होलों के घरों में दूसरे घर के बाली मोबाइल फोन टाकर की कंपनी 3G आवासीय परीक्षर से उसकी हुई आई मिलनी लिया गया है की क्या है?
3. क्षेत्रीय लोकों में मोबाइल फोन की टाकर लगाना कहने वाला 29 और इसे लगाने के लिए कोना कौन से विधानों के आधिकारियों द्वारा लगाया जाता है (एस) प्राव रहा अस्वीकार है?
4. मोबाइल फोन टाकर स्पाइल होलों में कहाँ आपूर्ति है तो किसे रिकापल की जरूर?
5. भारतीय इर संचार विभिन्न छाड़ियों (ईस) की हालत में मोबाइल टाकर मानव स्वास्थ्य के लिए किसी चुनिर है?
6. मैसूरु आधिकारी जायिनियन 2005 का लियारिल बुल्ड रुप 10/- का भारतीय पोस्टल ऑर्डर संख्या 471074739 संलग्न किए गए हैं

28/9/2020

28/01  
Asstt. CATTI

→ 2014/15

# TO BE ISSUED IN HINDI



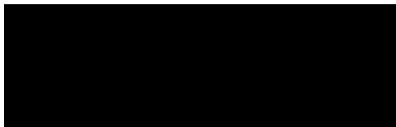
## TELECOM REGULATORY AUTHORITY OF INDIA

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

F.No. 1(517)/2020-RTI

Dated: 5<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 15.09.2020 for providing information under the provisions of the Right to Information Act, 2005 regarding rules for installation of mobile tower related matter. In this context, the following is furnished:

S.No.	Reply
1 to 5	<p>It is to bring to your kind notice that the installation of mobile tower does not fall under the purview of TRAI and no permission is required by the service provider from TRAI for installation of mobile towers. Accordingly, TRAI has not issued any guidelines, directions or orders in this regard. Hence, the requisite information is not available with TRAI. It is further informed that the matter is dealt by DoT, therefore, your application, is being transferred to Department of Telecommunications (DOT), in terms of Section 6 (3) (ii) of the RTI Act, 2005 for providing information directly to you.</p>

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503

### Copy to:-

The Dy. Secy. & Nodal Officer (RTI) Dept. Of Telecommunications Ministry of Information & Technology Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.	An Application dated 15.09.2020 of Shri Bhagwan Singh Holkar is enclosed herewith for providing information to the applicant directly, under the provisions of RTI Act, 2005 w.r.t. the relevant issue. In case, the subject matter of the application does not pertain to you, the said application may please be transferred to concerned CPIO in DOT.
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सत्यमेव जयते

## भारतीय दूरसंचार विनियामक प्राधिकरण

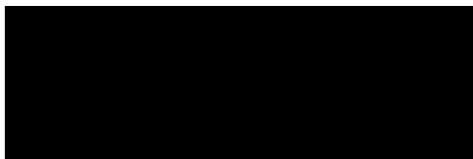
TELECOM REGULATORY AUTHORITY OF INDIA

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

संख्या: 1(517) / 2020— आर0टी0आई०

दिनांक: 05 अक्टूबर, 2020

सेवा में,,



**विषय: सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत जानकारी प्रदान करने  
हेतु अनुरोध**

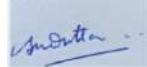
महोदय,

कृपया सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत 'मोबाइल टावर संस्थापित करने के संबंध में नियम तथा संबंधित मामलों' पर जानकारी प्रदान करने के लिए दिनांक 15 सितम्बर, 2020 को दायर आवेदन का संदर्भ ग्रहण करें। इस संदर्भ में, निम्नवत जानकारी उपलब्ध कराई जाती है:

क्रम संख्या	उत्तर
1 से 5	आपके ध्यान में लाया जाता है कि मोबाइल टावर की संस्थापना भारतीय दूरसंचार विनियामक प्राधिकरण के क्षेत्राधिकार में नहीं आता है और सेवा प्रदाता को मोबाइल टावर को संस्थापित करने के लिए भारतीय दूरसंचार विनियामक प्राधिकरण से किसी भी प्रकार की अनुमति प्राप्त करने की आवश्यकता नहीं होती है। तदनुसार, भारतीय दूरसंचार विनियामक प्राधिकरण ने इस संबंध में कोई दिशानिर्देश, निदेश अथवा आदेश जारी नहीं किए हैं। इसलिए, अपेक्षित जानकारी भारतीय दूरसंचार विनियामक प्राधिकरण में उपलब्ध नहीं है। आगे यह भी जानकारी प्रदान की जाती है कि मामले पर दूरसंचार विभाग द्वारा कार्यवाही की जाती है, इसलिए, आपके आवेदन को सूचना का अधिकार अधिनियम, 2005 की धारा 6(3) (ii) के उपबंधों के तहत आपको सीधे जानकारी उपलब्ध कराने के लिए दूरसंचार विभाग (डीआरटी) को भेजा जा रहा है।

2. भारतीय दूरसंचार विनियामक प्राधिकरण में “सूचना का अधिकार अधिनियम, 2005” की धारा 19(1) के तहत अपीलीय प्राधिकारी “श्री एस0 के0 मिश्रा, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार विनियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, पुराना मिंटो रोड, नई दिल्ली-110002, दूरभाष: 011-23221856, फैक्स: 011-23235249 हैं।”

भवदीय,



(एस0 के0 दत्ता)  
केन्द्रीय लोक सूचना अधिकारी  
दूरभाष: 011-23664503

### प्रतिलिपि :-

उप सचिव तथा नोडल अधिकारी (आरटीआई),  
दूरसंचार विभाग, सूचना और प्रसारण मंत्रालय  
संचार भवन, 20 अशोक रोड,  
नई दिल्ली- 110001

सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत श्री भगवान सिंह होल्कर से प्राप्त दिनांक 15 सितम्बर, 2020 का आवेदन, संगत बिंदुओं पर उन्हे सीधे ही जानकारी उपलब्ध करने के लिए एतद्वारा संलग्न है। यदि आवेदन की विषयवस्तु आपसे संबंधित नहीं हो तो आवेदन को दूरसंचार विभाग में संबंधित सीपीआईओ को अंतरित किया जाए।

भारत सरकार / GOVERNMENT OF INDIA  
संचारमंत्रालय/ MINISTRY OF COMMUNICATIONS  
दूरसंचारविभाग/ DEPARTMENT OF TELECOMMUNICATIONS  
20- अशोकारोड, संचारभवन/20, ASHOKA ROAD, SANCHAR BHAWAN  
नईदिल्ली-110001 / NEW DELHI-110001

No. 2-10/TA-II/RTI/2019/ 2584 to 2623

Dated 28/08/2020

To,

1. The CPIO,  
All Pr.'CCAs/CCAs/ BSNL, MTNL, C-DOT, TCIL, ITI, TDSAT, TEC, BBNL, NICF, TRAI.
2. Director (A/c-II) & CPIO,  
Sanchar Bhawan, New Delhi – 01.

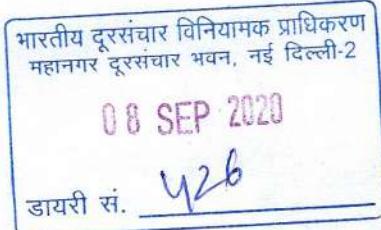
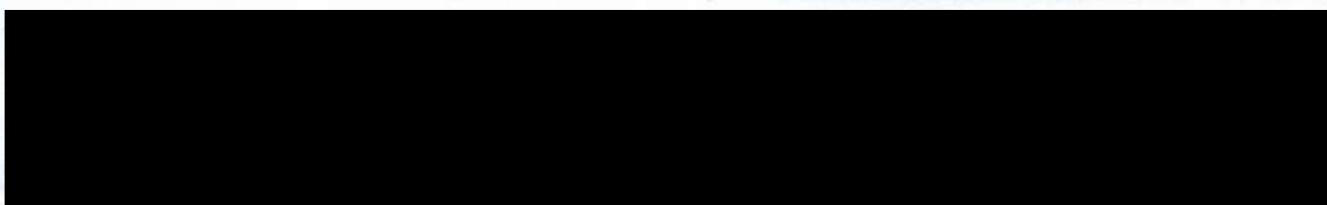
Sub:- Transfer of RTI application No. DOTEL/R/T/20/00778 dated 24.08.2020 & RTI application No. DOTEL/R/E/20/00812 dated 24.08.2020 of Sh. Shyamal Yadav, B-1/B, Sector – 10, Noida, Gautam Budh Nagar, Pin-201301, seeking information under Right to Information Act, 2005.

Kindly find enclosed herewith the RTI applications No. DOTEL/R/T/20/00778 dated 24.08.2020 & DOTEL/R/E/20/00812 dated 24.08.2020 of Sh. Shyamal Yadav. Since this information sought in above mentioned RTI applications is not available/maintained in Accounts-I Section, therefore, the RTI application is being transferred under section 6(3) of RTI Act 2005 for supplying the requisite information directly to the applicant.

Encl. : RTI Applications.

*S. N. Mishra*  
(Shankara Nand Mishra)

28/8/2020  
Director (Account-I)  
DOT HQ, New Delhi,  
Mob: 8750033159  
E-mail: [div.dfu-dot@gov.in](mailto:div.dfu-dot@gov.in)



## RTI REQUEST DETAILS (आरटीआई अनुरोध विवरण)

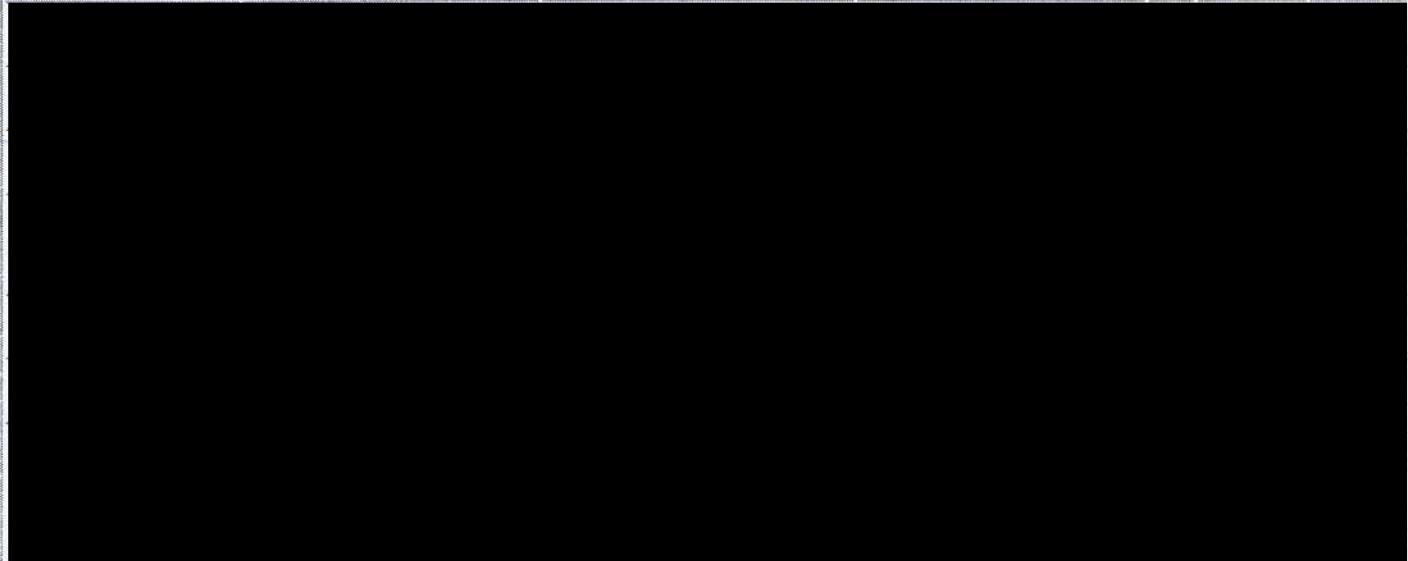
Registration Number (पंजीकरण संख्या) : DOTEI/R/E/20/00812

Date of Receipt (प्राप्ति की तारीख) : 21/08/2020

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? No(Normal)

Request Pertains to (अनुरोध निम्नलिखित संबंधित है) : SHANKARA NAND MISHRA, DIR(ACCTS-I)

(क्या यह किसी व्यक्ति के जीवन अथवा स्वतंत्रता से संबंधित है?) :

Dear CPIO sir

You are aware country is facing COVID-19 epidemic which seems unending for now. Will be obliged if you provide following information about the contribution made to fight COVID-19 ---

1. Details of contribution made to PM CARES FUND since March 28, 2020 by your department and various other departments, institutions, PSUs and organisations under your department as per Date of amount/ Total amount contributed. I need this information separately for the contribution made through contribution of employees and contribution made from other heads.

If any part of my application is beyond your ambit, that can be forwarded to concerned public authority under section 6(3) of the RTI Act.

With warm regards  
Shyamla Yadav

If any part of my application is beyond your ambit, that can be forwarded to concerned public authority under section 6(3) of the RTI Act.

With warm regards  
Shyamlal Yadav

Dear CPIO sir

You are aware country is facing COVID-19 epidemic which seems unending for now. Will be obliged if you provide following information about the contribution made to fight COVID-19 ---

1. Details of contribution made to PM CARES FUND since March 28, 2020 by your department and various other departments, institutions, PSUs and organisations under your department as per Date of amount/ Total amount contributed. I need this information separately for the contribution made through contribution of employees and contribution made from other heads.

If any part of my application is beyond your ambit, that can be forwarded to concerned public authority under section 6(3) of the RTI Act.

With warm regards  
Shyamlal Yadav

**Original RTI Text (मूल आरटीआई पाठ):**



सत्यमेव जयते



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

F.No. 1(519)/2020-RTI

Dated: 6<sup>th</sup> October, 2020

To

[REDACTED]

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

Sir,

Please refer to letter No. 2-10/TA-II/RTI/2019/2584 to 2623 dated 28.08.2020 of the Director (Account-I), Deptt. of Telecommunications (DoT), wherein, a copy of your application filed online in RTI portal of DoT vide registration no. DOTEI/R/E/20/00812 dated 21.08.2018 has been transferred for providing information under the provisions of the Right to Information Act, 2005 about details of contributions made to PM Cares Fund related matter. In this context, the following is furnished:

S.No.	Reply
1	In this regard, it is mentioned that TRAI has donated 7,76,519/- to PM Cares Fund on 08.05.2020, collected from the contributions made by the officers/officials of this Authority.

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

Yours faithfully

*S. Dutta*

(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503

**Copy to:**

Shri ShankaraNand Mishra  
Director (Account-I)  
Dept. of Telecommunications  
Ministry of Communications  
Sanchar Bhawan, 20 Ashoka Road  
New Delhi-110001  
**Email: div.dfu-dot@gov.in**

For information w.r.t. your above  
referred letter dated 28.08.2020.

Rs.10) = Rs.10/-  
with this application.

DOT, MHA

520/2020

प्रारूप-2

सूचना का अधिकार अधिनियम, 2005

सूचना का अधिकार—अधिनियम—2005 की धारा 6(1) के अधीन सूचना  
अभिप्राप्त करने के लिए अनुरोध

सेवा में,

राज्य लोक सूचना अधिकारी का पदनाम और कार्यालय का पता

महानगर दुर्दृश्य चूर्चा अवन जवाहरलाल नेहरू मार्ग आर्थ जाकेंड टुसेन  
ब्लॉक बालेज बड़ी दिल्ली 110002

1.

2.

3.

4.

5.

6. माँगी गयी सूचना का ब्यौरा (यदि आवश्यक हो तो पृष्ठ भी संलग्न करें) अंका मात्रा-  
नम्पनी जियो टेलीकोम दिनांक 01-01-2020 से 16-09-2020

तब बेसबंडरा निलंबनी बार फ्रैंचिझ एपिंग, या स्कॉलास पर लिया  
गया अम पता सहित प्रभागी जारी करे।

7. क्या वांछित सूचना व्यक्ति के जीवन या उसकी स्वतंत्रता से सम्बन्धित है: हाँ/ नहीं यदि 'हाँ' तो  
उसका कारण

8. जमा की गयी फीस का ब्यौरा दस्तावेज नं. 55F...500634

9. क्या आवेदक गरीबी रेखा के नीचे (बी.पी.एल.) की श्रेणी का है? हाँ/ नहीं (यदि 'हाँ' तो बी.पी.एल.  
प्रमाण पत्र संलग्न करें)

10. संलग्नकों का सूची

पावती

श्री ..... निवासी ..... से  
दिनांक ..... को सूचना का अधिकार अधिनियम, 2005 की धारा 6(1) के अधीन सूचना  
की माँग हेतु आवेदन पत्र जो दिनांक ..... पर पंजीकृत है, प्राप्त किया।

दिनांक

राज्य लोक सूचना अधिकारी का  
हस्ताक्षर और पूरा नाम

6/4/2020  
ASH (R.M.)

प्रधिकारिक मुद्रा



सत्यमेव जयते



**URGENT MATTER  
UNDER RTI ACT**

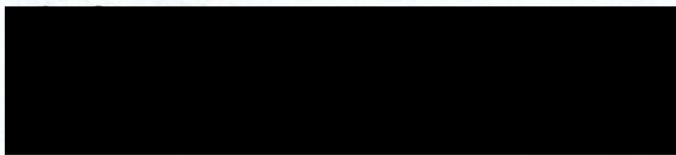
**भारतीय दूरसंचार विनियामक प्राधिकरण  
TELECOM REGULATORY AUTHORITY OF INDIA**

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

संख्या : 1( 520) / 2020—आरटीआई

दिनांक: 05 / 09 / 2020.

सेवा में,



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

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत आपके पत्र दिनांक 16.09.2020 का संदर्भ ग्रहण करें जिसमें आपने जियो मोबाइल फोन की टैपिंग एवं सर्विलेंस रिकार्ड के सम्बन्ध में जानकारी मांगी है।

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

भवदीय,

(एस. के. दत्ता)  
केन्द्रीय लोकसूचना अधिकारी  
दूरभाष : 011-23664503

जारीपृष्ठ 2/-पर

521 | 2020

स्वेच्छा

स्त्रीमान लोक सुचनाधिकारी / महापुरुषक / पुरुषक / सुचना महोदय  
महानगर द्वारा संचार अवन, लवारुलाल जैदुक मार्ग, जाकिर हुसैन  
कालेल से आगे टिल्ली, नवी टिल्ली - 110002

महोदय,

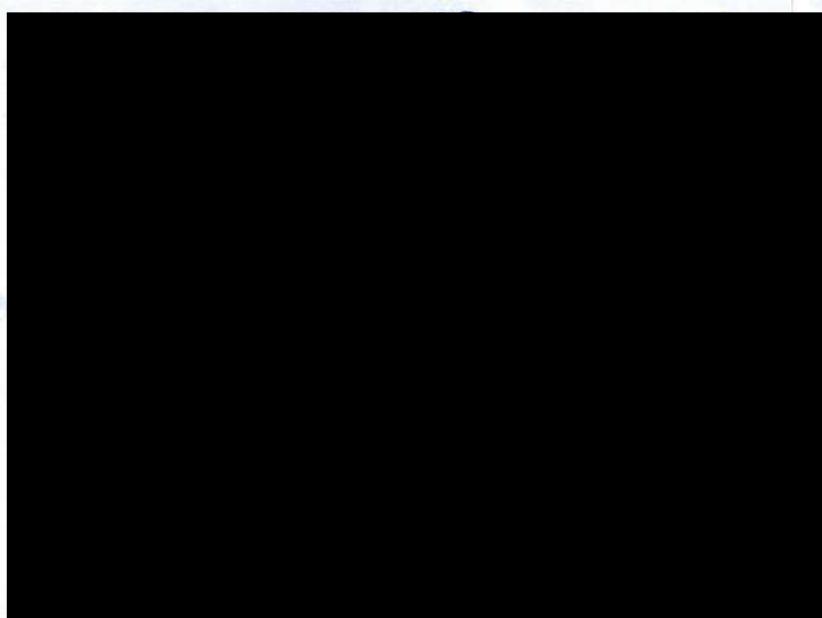
विषय सुचनाधिकार इडी० २००५ की धारा ८१ के तहत प्रत्येकी की विभिन्न  
सुचनाओं की आवश्यकता है।

(१) यह कि दिनांक ०१/०१/२०२० से १७/०९/२०२० तक मेरे घोबाइल नं. वोडाफोन  
- नं - ८००६७०३७९५ व आइडिया नं. ७०५५९५७९७० किस व्यक्ति के हारा  
फोन ट्रैकिंग, ट्रैपिंग या सर्विलास किया जाया है यदि किया जाया है तो कब  
और किसकी अनुमति से और किसके द्वारा किया जा जाया गया है की  
प्रमाणित उत्तराधिकारी बारी करें।

(२) यह कि यदि माँगी गयी सुचना आपके विभाग / कार्यालय से सम्बन्धित  
नहीं है तो माँगी गयी सुचना को सम्बन्धित / अधिकारी / कार्यालय की अधिकारी के प्रावधानों के अन्तर्गत मेरा पार्थीना पर सम्बन्धित को याचि टिल्ले  
के अन्तर्गत दर्शान्वित करें एवं साथ ही प्रत्येक उपायीलीय अधिकारी  
का नाम व पता अवश्य बताएं।

अन्तरी शुल्क १०/- रु० पोस्टल आडियर नं. ४६ F ३७५९२४ है।  
टिल्ले - १७/०९/२०२०

DPI, MHA



69  
२८/९/२०२०

Asst. (CPT)



**URGENT MATTER  
UNDER RTI ACT**

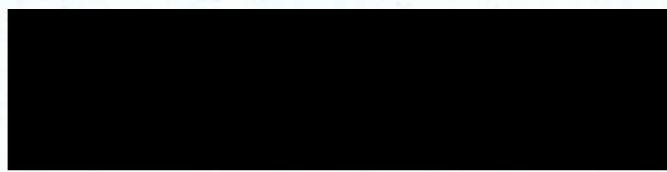
**भारतीय दूरसंचार विनियामक प्राधिकरण**  
**TELECOM REGULATORY AUTHORITY OF INDIA**

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

संख्या : 1(521)/2020-आरटीआई

दिनांक: 05/10/2020.

सेवा में,



**विषय:-सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अधीन सूचना प्रदान करने के लिए<sup>17.</sup>  
अनुरोध।**

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत आपके पत्र दिनांक 09.2020 का संदर्भ ग्रहण करें जिसमें आपने मोबाइल फोन की टैपिंग एवं सर्विलेंस रिकार्ड के सम्बन्ध में जानकारी मांगी है।

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

भवदीय,

(एस. के. दत्ता)  
केन्द्रीय लोकसूचनाअधिकारी  
दूरभाष : 011-23664503  
जारीपृष्ठ 2/-पर



भारतीय दूरसंचार विनियामक प्राधिकरण  
TELECOM REGULATORY AUTHORITY OF INDIA

DOT, MHA  
522/2020/TRAI

संभागीय कार्यालय, कोलकाता  
Regional Office, Kolkata

भारत भवन, पहली मंजिल, 3 - सी० आर० एवेन्यू, कोलकाता - 700 072  
Bharat Bhawan, 1<sup>st</sup> Floor, 3- C. R. Avenue, Kolkata - 700 072

Phone : (033) 2236-1405 / 2237-1404, Fax : (033) 2237-1402, E-mail : adv.kolkata@trai.gov.in

No: 13-1/2013/ TRAI/ Kol

Dated at Kolkata-700072 the 16<sup>th</sup> September 2020

To

The Senior Research Officer (MR & RTI)  
Telecom Regulatory Authority of India  
New Delhi-110002

Subject: Seeking information under the R.T.I Act, 2005 regarding call details records and certified copy of tracking report of Phone No. 9434359748 and 9593676199

Sir/ Madam,

The undersigned is hereby directed to forward one application (as enclosed herewith) under the Right of Information Act, 2005 regarding call details records and certified copy of tracking report of Phone No. 9434359748 and 9593676199

You are requested to take necessary action in this regards please.

Yours faithfully,

Debjit Saha

Senior Research officer  
TRAI, Regional Office, Kolkata  
Phone: 033 22371404/ 9433000419

28/9/2020

ASST-CR-II

Head Office : Telecom Regulatory Authority of India

Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg (Old Minto Road), New Delhi: 110 002

Website : [www.trai.gov.in](http://www.trai.gov.in), E-mail : [ap@trai.gov.in](mailto:ap@trai.gov.in)

e PIO  
RTI

JA(2) 81  
SRO(2)

Dot, MHA

15/09/2020,

Sharat Bhawan (1st floor),  
3, C.R. Avenue,  
Kolkata - 700072  
West Bengal.

Shri  
X HQ  
81  
15/09/2020

Sub- Information under the  
Right to Information Act 2005.

In terms of RTI Act 2005 please  
communicate the following information.

Information sought for:

Kindly provide me:-

1. Certified copy of the call records of 9434359748 and 9593676199 (used by Rahul Kr. Singh, my husband) for the period of 15.07.2020 to 15.08.2020
2. Certified copy of the tracking report of 9434359748 and 9593676199 (used by Rahul Kr. Singh, my husband) for the period of 15.07.2020 to 19.07.2020

Details of the fee paid: IPO No.- 23F 069062  
dated 08.07.2020 value  
₹ 10

By Speed Post



## TELECOM REGULATORY AUTHORITY OF INDIA

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

F. No. 1 (522)/2020-RTI

Dated: 05 Oct., 2020.

To



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

Sir,

Please refer to your RTI application dated 02.09.2020 received from TRAI, Regional Office, Kolkata on 28.09.2020 in this office for providing information under the provision of the RTI Act, 2005 regarding Call details records and certified copy of tracking report of your mobile phone related matter.

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

Yours faithfully

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

### Copy to:-

1) The Dy. Secretary (Coord.) & Nodal Officer (RTI), Deptt. of Telecommunications, Ministry of Communications & IT, Sanchar Bawan, No. 20, Ashoka Road, New Delhi – 110001.	Along with the above RTI Application, in original, for providing information to the applicant directly, under the provisions of RTI Act, 2005. In case, the subject matter of the application does not pertain to you, the said application may please be transferred to concerned CPIO in your Department.
2) The Nodal Officer (RTI)/CPIO, Ministry of Home Affairs, North Block, New Delhi-110001.	w.r.t. your letter No. 13-1/2013/TRA/1/Kol, dated 16.09.2020 for information.
3) The Sr. Research Officer, TRAI-Regional Office, Bharat Bhawan, 1 <sup>st</sup> Floor, 3-C. R. Avenue, Kolkata-700072,	

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00716	<b>Date of Receipt :</b>	26/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ?</b> :	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	Dear Sir, Please find the attached RTI application.		

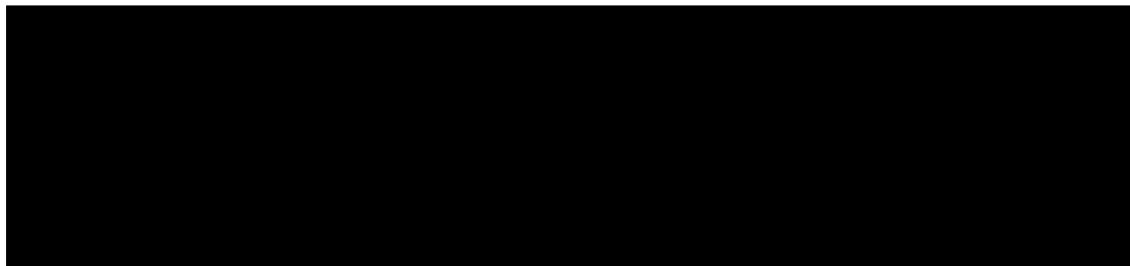
To,

**The Public Information officer,  
Telecom Regulatory Authority of India,  
Mahanagar Doorsanchar Bhawan (next to Zakir Hussain College),  
Jawaharlal Nehru Marg (Old Minto Road),  
New Delhi: 110 002**

**Sub:** Information sought under The Right to information Act, 2005

Sir,

- 1) Name of applicant: Mayank Gubani
- 2) Address of applicant: A-14/1, Flat No. 4, Kamla Nagar near post office, Agra UP -282005
- 3) Information sought: - This is to inform you that my Telemarketer deducted my transactional/promotional SMS without giving me any prior information about the same, when I enquired them about the deduction the told me that the TRAI has issued us a circular in which they have increased the price of the SMS by 2.5 paise per SMS, so we have adjusted the same by deducting the certain number of SMS. Following information is needed as under:
  - I. Please provide the copy of the said circular and clarify the date from which it came into effect.
  - II. Please clarify that the said circular affects the existing user of the said service or not, if yes then how.
  - III. Please clarify that us that the effect of the said circular is retrospective or prospective in nature.
  - IV. If the said circular is retrospective in nature then please clarify how it's fair for the existing transactional SMS users as they particularly chosen and purchased these transactional SMS service from Telemarketer as it providing the certain number of SMS at certain price otherwise it will adversely affect our business.
  - V. As per your regulation, please clarify the actual price of Transactional/ promotional SMS before and after such circular.
- 4) To the best of my knowledge the information sought does not fall within the restrictions contained in section 8 and 9 of the Act and it pertains to your office.



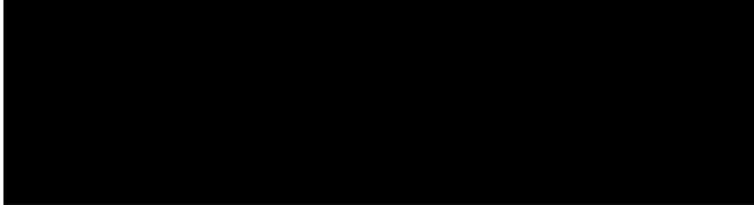


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(525)/2020-RTI

Dated: 29<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 26.09.2020 filed online in the RTI portal of TRAI vide Registration No.TRAOI/R/E/20/00716 for providing information under the provisions of the Right to Information Act, 2005 about circular regarding SMS charges and its deduction related matter. In this context, the following is furnished:

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

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

Yours faithfully

(I.J. Manoharan)  
Central Public Information Officer (LO)  
Tele: 011-23664211

RTI REQUEST DETAILS			
<b>Registration No. :</b>	TRAOI/R/E/20/00713	<b>Date of Receipt :</b>	24/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	Everything is opened everywhere in the country. Then why whenever we call to anyone from any network, the corona information tune appears first instead of connecting direct call to the concerned person. This happens during urgent calls also.....people are suffering with this. The corona tune is unnecessarily imposed upon the people. Why it is not removed ?		

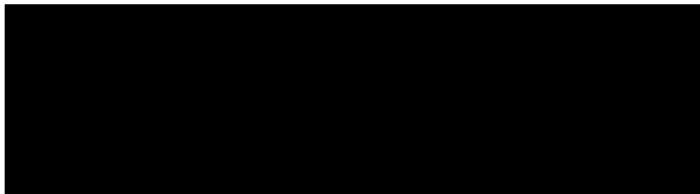


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(526)/2020-RTI

Dated: 26<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 24.09.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00713 for providing information under the provisions of the Right to Information Act, 2005 about corona tune related matter. In this context, the following is furnished:

S.No.	Reply
1	TRAI has not issued any instructions to the Telecom Service Providers in this regard. Further, all the Telecom Service Providers are governed by the Licence Agreement entered into with the Department of Telecommunications (DoT). Therefore, your application has already been transferred to DoT online on 07.10.2020 in terms of Section 6 (3) (ii) under the provisions of Right to Information Act, 2005 for providing the information.

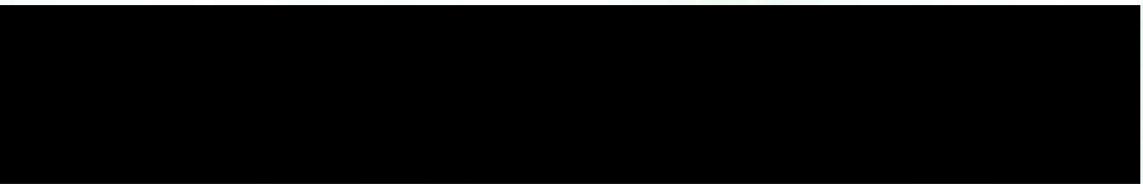
2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

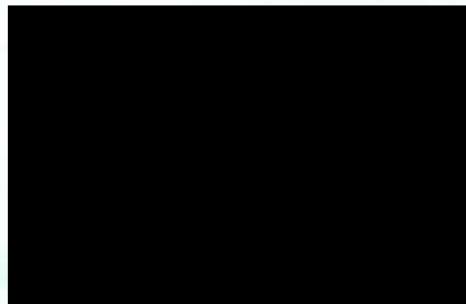
(I.J. Manoharan)  
Central Public Information Officer (LO)  
Tele: 011-23664211

Application for obtaining Information under the  
Right to Information Act,2005.

To,  
Central Public Information Officer,  
Telecom Regulatory Authority of India,  
J N Marg, Old Minto Road,  
New Delhi 02.



Subject matter of Information : Details of Interception/Surveillance, CDR, SDR or any other information related to the following numbers (belonging to me and my family) provided by telecom operators to commissioner of Police, Pune, Crime Investigation Department, Pune, Intelligence Bureau or any other authority.



Particulars of Information : 1) Detail information of all above Mobile numbers which were placed under Interception/Surveillance its CDR and SDR sought by CP, Pune, CID, IB or any other authority.  
2) The details of Noting File submitted by the above mentioned authorities to telecom operators for placing the above numbers under interception and asking for its CDRs and SDRs.  
3) Total time period during which the above Mobile numbers were under interception.  
4) The reasons mentioned in the Noting File and Circumstances under which the interception

was required.

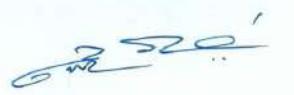
Period of Information : From 1/11/2019 till date.

Whether information is required by post/person : By Post.

Whether applicant is BPL : No.

Important Note : The above information is related to my freedom of Life and liberty and must be provided within 48hrs as per sec 7(1) RTI Act,2005.

Place- Pune  
Date- 27/09/2020



Signature of Applicant



## भारतीय दूरसंचार विनियामक प्राधिकरण

TELECOM REGULATORY AUTHORITY OF INDIA

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

No. 527 /2020-RTI

Dated the 8<sup>th</sup> October, 2020

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

An application dated 27.09.2020, in your name, with Court Fee Stamp of Rs.10/- affixed on it toward RTI Fee has been received for providing information under the provisions of the Right to Information Act, 2005 regarding CDRs and SDRs of various mobile numbers related matter.

2. In this regard, it is stated that Court Fee Stamp is not one of the acceptable modes of paying RTI fee as stipulated in the Right to Information (Regulation of Fee and Cost) Rules 2005. Therefore, TRAI is not in a position to process your application as per RTI provisions.

3. Notwithstanding above, it is intimated that the information sought by you is not available in TRAI and it relates to Deptt. of Telecommunications (DoT), which is a separate Public Authority, you are therefore, advised to file a separate application with appropriate RTI fee to the concerned Central Public Information Officer, DoT. The particulars of CPIOs in DoT are available in their website [www.dot.gov.in](http://www.dot.gov.in).

Yours faithfully,

(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503

RTI REQUEST DETAILS			
<b>Registration No. :</b>	TRAOI/R/E/20/00712	<b>Date of Receipt :</b>	25/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Telecom Regulatory Authority of India proposes to recruit freshers as Research Associates on short-term contract basis in Legal Discipline for a period of two years which can be extended up to a maximum period of three years. It has also come to our notice that certain Institutions like National Law Universities have been identified by you to recruit fresh talents vide letter and email dated 3 September 2020. Further your internship guidelines named as TRAI Internship Guidelines, 2017. Dated 20 December 2017 specifies in eligibility criteria for Law students that he or she have completed 2nd year in the law degree course from National Law Universities.</p> <p>In the above context kindly provide information for the following.</p> <ol style="list-style-type: none"> <li>1. Whether TRAI discriminates between Law students of National Law University and students of other universities for the purposes of appointments and internships? If YES, is there any statutory basis for the same?</li> <li>2. How many universities have been identified for hiring fresh talents as Research Associates on short-term contract basis in Legal Discipline for a period of two years? Please provide the list for same.</li> <li>3. What is the basis for identifying certain Institutions like NLSIU NALSAR NLIU for hiring fresh talents as Research Associates on short-term contract basis in Legal Discipline for a period of two years?</li> <li>4. Whether any public notice or notification or advertisement was made calling for applications for the post of Research Associates on short-term contract basis in Legal Discipline for a period of two years? If YES, please provide a copy for the same.</li> <li>5. What is the ground for leaving out Law students of traditional Universities like DU, AMU, JMI and BHU from internship and appointments at TRAI?</li> </ol>		

Respected Sir,

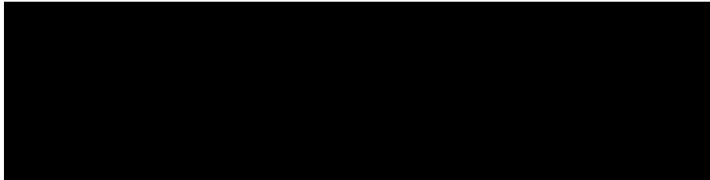


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(527)/2020-RTI

Dated: 26<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 25.09.2020 filed online in the RTI portal of TRAI vide Registration No.TRAOI/R/E/20/00712 for providing information under the provisions of the Right to Information Act, 2005 about appointment of Research Associates on short-term contract basis in Legal Discipline and related matter. In this context, the following is furnished:

S.No.	Reply
1 to 5	Under Section 2(f) of the RTI Act, the Public Authority is required to supply information as available and existing. It does not cast any obligation on the Public Authority to furnish information which requires drawing inferences and /or making assumptions. It is also not required to provide advice or opinion to an applicant or reply to hypothetical questions. The applicant has asked information in the form of questions. Answering to these questions of the applicant tantamount to giving opinion on the same.

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

Yours faithfully

(I.J. Manoharan)  
Central Public Information Officer (LO)  
Tele: 011-23664211

APPLICATION FOR OBTAINING INFORMATION UNDER RTI ACT 2005

To,

Date: 28/09/2020

Telecom Regulatory Authority of India,  
Mahanagar Doorsanchar Bhawan,  
Jawahar Lal Nehru Marg  
(Old Minto Road),  
New Delhi-110 002

0.1.0.

[REDACTED]

connections holders data retention policy related to CDR preserved by the Telecom Company with complete details of duration whether the CDR data of the Postpaid mobile connections holders are kept for 3 years or more.

- (ii). I need the proper copy of the notification issued by the TRAI for keeping the CDR of the Postpaid mobile subscribers by the Telecom companies.
- (iii). I need all the above information by post to the above mentioned address asap.
- (v). In case by post  
(Registered/Speed)

4) Whether the applicant is below poverty line: No

Place: Delhi

Dated: 28/09/2020

Enclosure:- Rs 10 IPO (52F 997004)



[REDACTED]



## भारतीय दूरसंचार विनियामक प्राधिकरण

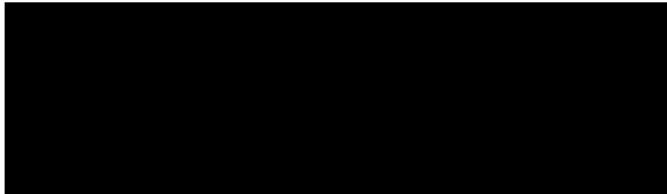
TELECOM REGULATORY AUTHORITY OF INDIA

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

No. 528 /2020-RTI

Dated the 8<sup>th</sup> October, 2020

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 28.09.2020 for providing information under the provisions of the Right to Information Act, 2005 regarding data retention policy for CDR related matter.

2. In the above context, it is intimated that information sought by you vide the above referred application is not available in TRAI. However, the subject matter of your application pertains to DoT, therefore, copy of your application is being transferred to DoT, in terms of section 6 (3) (ii) of the RTI Act, 2005 for furnishing information.

3. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

Yours faithfully,

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

### Copy to:

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

-An application dated 28.09.2020 received from Shri Piyush Priye seeking information under the provisions of the RTI Act, 2005 is enclosed herewith, for providing information of the application directly to him. In case, the subject matter of the application does not pertain to you, the application may be transferred to concerned CPIO in DoT.

529/2020

सेवा में,

श्रीमान् जनसूचना अधिकारी महोदय  
भारतीय दूरसंचार विनियामक प्राधिकरण  
दूर संचार भवन (नई दिल्ली) 110002

विषय :- जन सूचना अधिकार अधिनियम 2005 के अन्तर्गत सूचना उपलब्ध कराने के सन्दर्भ में ।

महोदय,

निवेदन है कि निम्नलिखित बिन्दुओं की सूचना बिन्दुवार उपलब्ध कराने की कृपा करें :—

- 1— VI के उपभोक्ता सेवा अधिकारियों के द्वारा गैर जिम्मेदाराना बात की जाती है (9125020853 की कॉल सूचना 24.09.2020 और 25.09.2020 के मध्य की बातों को सुन सकते हैं) और लम्बे समय तक कॉल पर प्रतिक्रिया नहीं दी जाती है इसका जिम्मेदार कौन है ?
- 2— VI कम्पनी के खराब सर्वर और नेटवर्क के चलते उपभोक्ता अपने वैध DATA Plan का उपयोग कम या नहीं करपाता है तो इसका जिम्मेदार कौन है और इसकी भरपायी कम्पनी कैसे करेंगी ?
- 3— VI कम्पनी के खराब नेटवर्क/सर्वर की जिम्मेदारी किसकी है ?
- 4— VI के नेटवर्क/सर्वर समस्या के कारण उपभोक्ता का जो बिना उपयोग किये DATA Plan व्यर्थ हो जाता है उसको नेटवर्क सही होने पर, उपभोक्ता को उसका DATA Plan आपकी कम्पनी द्वारा क्यों वापस नहीं किया जाता है ?
- 5— मैं एक विद्यार्थी हूँ VI कम्पनी का DATA Plan कराने के बाद भी मैं 5-6 दिनों से online Class नहीं कर पा रहा हूँ और मेरा DATA Plan भी व्यर्थ हो गया है इसका जिम्मेदार कौन है तथा इसकी भरपायी कम्पनी कैसे करेंगी ?
- 6— पिछले 5-6 दिनों से जिस तरह मैं मानसिक रूप से परेशान हूँ इसका जिम्मेदार कौन है और आप उसके विरुद्ध क्या कार्यवाही करेंगे ?
- 7— उपभोक्ता को परेशान भी किया गया और पत्राचार में जो खर्च हुआ है उसकी प्रतिपूर्ति कौन करेगा और किस माध्यम से ?

अतः विनम्र अनुरोध है कि सूचना समयन्तराल उपलब्ध कराने की कृपा करें सूचना समय पर न प्राप्त होने पर उपभोक्ता राज्य सूचना आयोग के पास जाने के लिए पूर्णतः स्वतन्त्र होगा ।

धन्यवाद !



सत्यमेव जयते

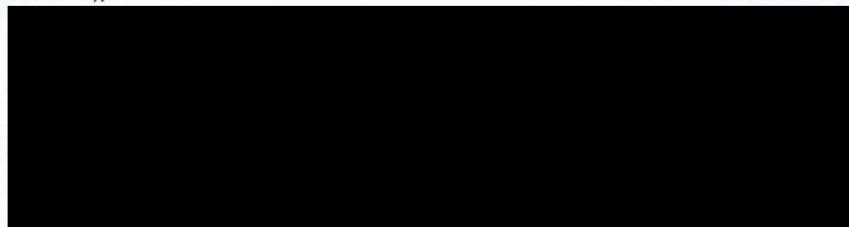


**भारतीय दूरसंचार विनियामक प्राधिकरण**  
**TELECOM REGULATORY AUTHORITY OF INDIA**

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

संख्या: 1(529) / 2020 – आरटी0आई0  
सेवा में,

दिनांक: 14 अक्टूबर, 2020



**विषय: सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत जानकारी प्रदान करने हेतु  
अनुरोध**

महोदय,

कृपया सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत 'मैसर्स वीआई कंपनी के खराब नेटवर्क/सर्वर से संबंधित मामलों' पर जानकारी प्रदान करने के लिए दिनांक 26 सितम्बर, 2020 के अपने आवेदन का संदर्भ ग्रहण करें। इस संदर्भ में, निम्नवत जानकारी उपलब्ध कराई जाती है:

क्रम संख्या	उत्तर
1 से 7	इस संदर्भ में यह सूचित किया जाता है कि उक्त विषय पर भारतीय दूरसंचार विनियामक प्राधिकरण में जानकारी उपलब्ध नहीं है। तथापि इसविषय पर जानकारी दूरसंचार विभाग में उपलब्ध हो सकती है, इसलिए, आपके आवेदन को सूचना का अधिकार अधिनियम, 2005 की धारा 6(3) (ii) के उपबंधों के तहत आपको सीधे जानकारी उपलब्ध कराने के लिए दूरसंचार विभाग (डीओटी) को भेजा जा रहा है।

2. भारतीय दूरसंचार विनियामक प्राधिकरण में "सूचना का अधिकार अधिनियम, 2005" की धारा 19(1) के तहत अपीलीय प्राधिकारी "श्री एस० कौ० मिश्रा, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार विनियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, पुराना मिंटो रोड, नई दिल्ली-110002, दूरभाष: 011-23221856, फैक्स: 011-23235249 हैं।"

भवदीय,

(एस० कौ० दत्ता)  
केन्द्रीय लोक सूचना अधिकारी  
दूरभाष: 011-23664503

### प्रतिलिपि :-

उप सचिव तथा नोडल अधिकारी (आरटीआई),  
दूरसंचार विभाग, सूचना और प्रसारण मंत्रालय  
संचार भवन, 20 अशोक रोड,  
नई दिल्ली— 110001

सूचना का अधिकार अधिनियम, 2005 के उपबंधों  
के तहत श्री चन्दन त्रिपाठी से प्राप्त दिनांक 26  
सितम्बर, 2020 का आवेदन, संगत बिंदुओं पर  
उन्हे सीधे ही जानकारी उपलब्ध करने के लिए  
एतद्वारा संलग्न है। यदि आवेदन की विषयवस्तु  
आपसे संबंधित नहीं हो तो आवेदन को दूरसंचार  
विभाग में संबंधित सीपीआईओ को अंतरित किया  
जाए।

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

सेवा में,

लोक सूचना अधिकारी का पदनाम और कार्यालय का पता .....  
 जन संवादी अधिकारी भारतीय दूरसंचार  
 नियमित प्रबंधन वापर की विभागीय

1. आवेदक का पूरा नाम :- परवेज आलम
2. पित/पति का नाम :- श्री शौकत अली
3. पता :- सिविल कोर्ट कुए के पास कानपुर नगर
4. ई-मेल पता, यदि कोई हो :- parvezcena@gmail.com
5. दूरभाष संख्या/मोबाइल संख्या :- 9389103445
6. मागी गयी सूचना का ब्यौरा (यदि आवश्यक हो तो प्रथक पृष्ठ भी संलग्न करे)

① अपा. दिनांक 11.1.2020 से 12.1.2020 की तारीख के बारे में  
 9358195794, 9358400936 की लोकेशन वाली  
 -प्रभानग प्रानपुर कारो ले आस पास वी १ तथा ३५५०८०  
 तीर्थी पर ३५५०८० १०९८ से १०११ -१०११ पर कानपुर नदी गढ़ी

② दिनांक 11.1.2020 से 12.1.2020 की तारीख के बारे में 9358195794  
 9358400936 की अपा लोकेशन वी तथा अपा दिनांक १०.१०.२०२०

क्या वांछित सूचना व्यक्ति के जीवन या उसकी स्वतंत्रता से सम्बंधित है हाँ/नहीं

यदि हाँ तो उसका कारण

उपरोक्त अनुदान के अधिकारी द्वारा दिया गया है

7. जमा की गयी फीस का ब्यौरा 10 रु. ०० टैक्स २५०/- 350 825213

8. संलग्नकों की सूची 10 रु. ०० टैक्स

स्थान लाया गया

दिनांक 30.9.2020

आवेदक के पार्श्वांकिता





सत्यमेव जयते



सूचना  
का अधिकार

अति—आवश्यक मामला  
आरटीआई अधिनियम के तहत

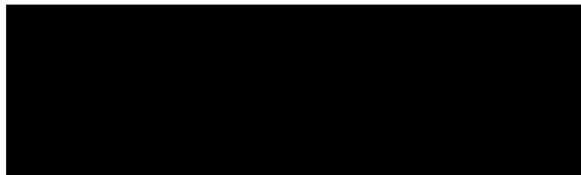
भारतीय दूरसंचार विनियामक प्राधिकरण  
म्हानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग  
पुराना मिंटो रोड, नई दिल्ली—110002.  
फैक्स : + 91 11 23230204

संख्या : 530 / 2020—आरटीआई

दिनांक

08 / 10 / 2020

सेवा में



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

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत सूचना प्राप्त करने के लिए आपके दिनांकित 30.09.2020 के आवेदन पत्र का संदर्भ ग्रहण करें जिसमें आपने एयरटैल मोबाइल नंबर 9358195794 एवं 9358400936 की दिनांक 11.01.2020 व 12.01.2020 की लोकेशन डिटेल्स से संबंधित जानकारी मांगी है।

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

भवदीय,

(एस. के. दत्ता)  
केन्द्रीय लोक सूचना अधिकारी  
दूरभाष : 011—23664503

प्रतिलिपि :—

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

सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अंतर्गत श्री परवेज आलम से प्राप्त दिनांकित 30.09.2020 के आवेदन पत्र की प्रतिलिपि पत्र के साथ सूचना प्रदान करने के लिए संलग्न है। यदि आवेदन पत्र की विषय—वस्तु आपसे संबंधित न हो, तो इसे डीओटी के संबंधित केन्द्रीय लोक सूचना अधिकारी को अंतरित कर दिया जाए।

RTI REQUEST DETAILS			
<b>Registration No. :</b>	TRAOI/R/E/20/00732	<b>Date of Receipt :</b>	03/10/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>I have been informed by Airtel that in Goa circle, Airtel will not accept driving license issued by Maharashtra state as proof of identity, before issuing replacement sim card.</p> <p>With reference to the above, please provide me with the following information.</p> <p>a. Whether TRAI has mandated that cellular operators verify identity proof before issuing replacement sim card.</p> <p>b. If yes, please provide me with copy of circular/order.</p> <p>c. Whether TRAI has allowed cellular operators to reject driving license or any other identity document issued by any state government.</p> <p>d. If yes, please provide me with copy of circular/order.</p> <p>e. Whether TRAI has allowed cellular operators to frame their own rules about acceptable proof of identity documents.</p> <p>f. If yes, please provide me with copy of circular/order.</p> <p>Information may be provided in soft copy via email.</p>		



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

F. No. 533 /2020/RTI

Dated: 15<sup>th</sup> October, 2020

To

[REDACTED]

**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

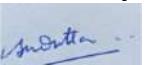
Sir,

Please refer to your application dated 03.10.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00732 for providing information under the provisions of the Right to Information Act, 2005 about subscriber verification related matter. In this context, the following is furnished:

S.No.	Reply
A to f	Information sought by you vide these points pertain to subscriber verification. Subscriber verification guidelines are issued by Department of Telecommunications (DoT), therefore, your application has already been transferred to DoT online on 12.10.2020 in terms of Section 6 (3) (ii) under the provisions of Right to Information Act, 2005 for providing the information of the relevant issues.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

Yours faithfully,

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

RTI REQUEST DETAILS			
<b>Registration No. :</b>	TRAOI/R/X/20/00034	<b>Date of Receipt :</b>	01/10/2020
<b>Transferred From :</b>	Department of Telecommunications on 01/10/2020 With Reference Number : DOTEI/R/E/20/00931		
<b>Type of Receipt :</b>	Electronically Transferred from Other Public Authority	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	For providing information, if any.		
<b>Original RTI Text :</b>	<p>Seeking information under RTI 2005</p> <p>1 How many villages in India has no Internet access</p> <p>2 Why internet access is too costly</p> <p>3 Why information technology (IT) policy to provide incentives of up to Rs 40 lakh to facilitate private telecom companies instead of state telecom company to install towers in dark villages of Uttrakhand</p>		

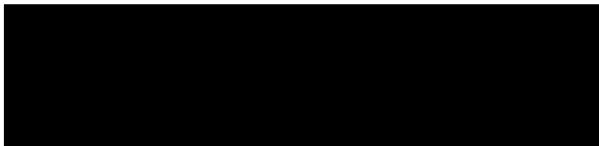


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(534)/2020/RTI

Dated: 26<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 01.10.2020 filed online in the RTI portal of DoT vide registration No: **DOTEL/R/E/20/00931** which is received through transferred on the RTI Portal of TRAI vide registration No.TRAOI/R/X/20/00034 for providing information under the provisions of the Right to Information Act, 2005 regarding internet and mobile tower related matter. In this context, the following is furnished:

S.No.	Reply
1 & 3	Information sought by you vide these points is not available in TRAI. However, it is to bring to your kind notice that the installation of mobile tower does not fall under the purview of TRAI and no permission is required by the service provider from TRAI for installation of mobile towers. Accordingly, TRAI has not issued any guidelines, directions or orders in this regard. It is further informed that the matter is dealt by DoT.
2	Reply/information to hypothetical queries is not permissible under the RTI Act 2005.

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

Yours faithfully

(I.J. Manoharan)

Central Public Information Officer (LO)  
Tele: 011-23664211

Copy to:

The Dy. Secy. & Nodal Officer (RTI)  
Dept. Of Telecommunications  
Ministry of Information & Technology  
Sanchar Bhawan , 20 Ashoka Road  
New Delhi -110001.

For information w.r.t. the above mentioned online  
RTI application vide registration  
no.[DOTEL/R/E/20/00931](#) dated 01.10.2020.

**RTI REQUEST DETAILS**

<b>Registration No. :</b>	TRAOI/R/E/20/00727	<b>Date of Receipt :</b>	01/10/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	

Application Form under Right to Information Act 2005  
To  
Public Information Officer  
Subject Supply of information under Section 6 under Right to Information Act 2005  
Full Name of Application Kshitij Dutta  
Fathers Name Late Shri Ajit Dutta  
Address of Applicant Address B 33 Mahesh Nagar Ambala Cantt Haryana 133001  
Mobile Number 9467228866

Particulars of Information Required  
Subject Matter of Information:

As per Rule 5 of the Cable Television Network Rule 1994 as amended the registration authority in relation to a cable operator is the Head Post master of a Head Post office of the area within whose territorial jurisdiction the office of cable operator is situated however Telecom Regulatory Authority of India (TRAI) have send notifications to all the Chief Post Master General Circle wise regarding

1. Format for maintaining the data of LCO registration.
2. Head Postmaster as Authority for LCO registration and renewal.
3. Responsibility of the Head Postmaster for maintaining the LCO renewal from time to time (every year).
4. Any other notification send to Chief Post Master General or any other department related to LCO registration and renewal.
5. The data is requested State wise and Union Territory wise for the entire country (28 states, 9 Union Territories).
6. Copy of the notification to Department and Authority assigned for the verification of the interconnect agreement between the MSO and LCO from time to time statewise.
7. Notifications sent to the State Government and Union Territories for maintaining the check and balances or for smooth functioning of the MSO and LCO.
8. Any other notification sent in regards to the LCO registration, renewal, for maintaining LCO registration data, Interconnect agreement.
9. Copy of notification sent to the State Nodal Officers.
10. Copy of the notifications for the Authorized officer and Nodal Officer for district.

Please share a copy of the above notifications and reminders send since the beginning of Cable Television Network Rule 1994 as amended.

H  
I  
S

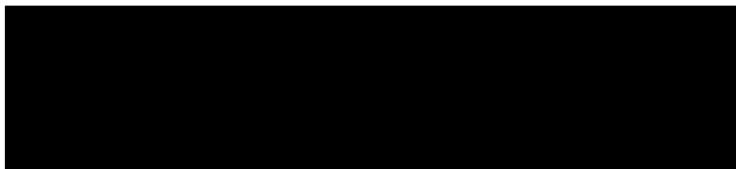


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(535)/2020/RTI

Dated: 23<sup>rd</sup> October, 2020

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 01.10.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00727 for providing information under the provisions of the Right to Information Act, 2005 about LCO registration and related matter. In this context, the following is furnished:

S. No.	Reply
1 to 10	Copy of the letter No. 20-1/2012/RO/JP/72 dated 06/02/2015 addressed to the CPMG, Department of Post Haryana is attached herewith.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

**Yours faithfully,**

Encl: As above.

**(I.J. Manoharan)**  
**Central Public Information Officer (LO)**  
**Tele: 011-23664211**



TELECOM REGULATORY AUTHORITY OF INDIA  
(REGIONAL OFFICE)  
1<sup>ST</sup> FLOOR, SOUTH BLOCK, SANCHAR BHAWAN  
INSTITUTIONAL AREA, JHALANA-DOONGRI  
JAIPUR - 302004



To,  
The CPMG  
Department of Post  
Haryana

File No.: 20-1/2012/RO/JP/72

Dated: 6 February 2015

**Subject:** Compilation of latest list of registered cable operators throughout Haryana service area.

It is to inform that the TRAI Regional Office, Jaipur is responsible for TRAI activities in Rajasthan, Haryana, Punjab, Himachal Pradesh, Jammu & Kashmir & Gujarat

TRAI had earlier collected the information regarding cable operators from the Head post offices across the country. This list needs updation.

It is therefore requested to kindly arrange to give the information regarding registered LCO (Local cable operator) in following format (In soft copy)

Sr NO	Name of Company/persons	Postal Address	Telephone no /mobile no	Registration No	Date of Registration	Registration valid up to	Area of operation (city/town)

In case of any interaction, undersigned may be contacted, please.

(Sanatan Ojha)  
Sr. Research Officer  
TRAI Regional Office, Jaipur  
Mobile No: 9414001755  
Email: sro.jaipur@trai.gov.in

cpmg\_hry@indiapost.gov.in

आरतीय दूरसंचार विनियामक प्राधिकरण(क्षेत्रीय कार्यालय)प्रथम तल दक्षिणी ब्लॉक, संचार भवन, संस्थानिक क्षेत्र झालाना-डूंगरी, जयपुर-302004

[www.trai.gov.in](http://www.trai.gov.in)

[adv.jaipur@trai.gov.in](mailto:adv.jaipur@trai.gov.in)

0141-2701919

0141- 2707979

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00737	<b>Date of Receipt :</b>	03/10/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Kindly provide me copies of orders through which all telecom providers or/and DTH service providers count the month as 28 days. (As all the telecom/DTH service providers offer any recharge value for 28 days equal to 1month or 56 days equal to 2 months or 84 days equal to 3 months and like this thereon.)</p>		

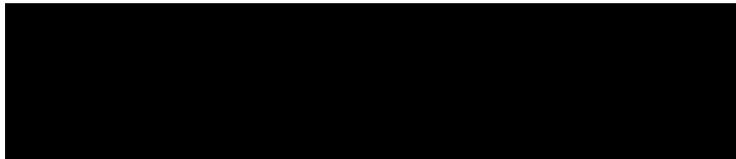


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(537)/2020/RTI

Dated: 23<sup>rd</sup> October, 2020

To



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

Sir,

Please refer to your application dated 03.10.2020 filed online in the RTI portal of TRAI vide Registration No.TRAOI/R/E/20/00737 for providing information under the provisions of the Right to Information Act, 2005 about validity related matter. In this context, the following is furnished:

S.No.	Reply
1	<p>In this regard, it is informed that no such provision exists in the regulatory framework of broadcasting and cable services with respect to count the month as 28 days as far as DTH services are concerned.</p> <p>However, 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. In prepaid mobile services, validity period of the vouchers is expressed in terms of 'days' and not 'months'. In this connection, the relevant provision of Telecom Consumers Protection (Tenth Amendment) Regulations, 2016 dated 19.08.2016 is also available in public domain on TRAI website at Link <a href="https://www.trai.gov.in/sites/default/files/TCPR_10th_amendment%20_19_8_16%20.pdf">https://www.trai.gov.in/sites/default/files/TCPR_10th_amendment%20_19_8_16%20.pdf</a></p>

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

Yours faithfully

(I.J. Manoharan)

Central Public Information Officer (LO)

Tele: 011-23664211

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00729	<b>Date of Receipt :</b>	02/10/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>1. What are the rules and regulations that prevent telecom companies from unnecessary balance deductions from prepaid customers accounts? 2. If a telecom operator continuously charging or deducting balance without using any services from a users account, what can a user do? 3. Where can I file a complaint if the telecom operator is not listening to the users concerns regarding balance deductions? 4. How can I get a copy of all service requests raised by a user for different services to a telecom operator?</p>		

**RTI Application questions:**

1. What are the rules and regulations that prevent telecom companies from unnecessary balance deductions from prepaid customer's accounts?
2. If a telecom operator continuously charging or deducting balance without using any services from a user's account, what can a user do?
3. Where can I file a complaint if the telecom operator is not listening to the user's concerns regarding balance deductions?
4. How can I get a copy of all service requests raised by a user for different services to a telecom operator?

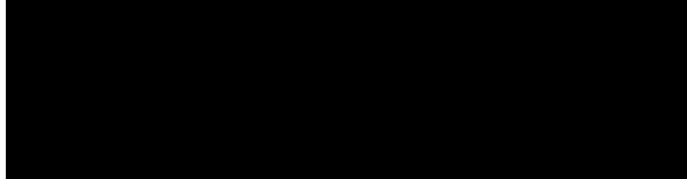


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(538)/2020/RTI

Dated: 23<sup>rd</sup> October, 2020

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 02.10.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00729 for providing information under the provisions of the Right to Information Act, 2005 about balance deductions related matter. In this context, the following is furnished:

S.No.	Reply
1,2 & 4	As per the Telecom Consumer Protection Regulations, 2012, the telecom service providers have <i>inter-alia</i> , been mandated to inform through SMSs or USSD on making any deduction from the account of a prepaid consumers, after every call – (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. The referred mandated provisions are available in public domain on TRAI website at Link <a href="https://www.trai.gov.in/sites/default/files/Consumer_Protection_Regulations%202012.pdf">https://www.trai.gov.in/sites/default/files/Consumer_Protection_Regulations%202012.pdf</a>
3	<b>TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI.</b> However, complaints received in TRAI are forwarded to concerned service provider for appropriate action. It is also for information that TRAI has mandated all Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Service Providers. In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the service provider. A subscriber may also obtain details of appellate authority of his service provider on its website. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

**Yours faithfully,**



**(I.J. Manoharan)**

**Central Public Information Officer (LO)**

**Tele: 011-23664211**

रजिस्टरेट

प्रारूप 2 – सूचना का अधिकार अधिनियम –2005 की धारा 6(1) के आधीन सूचना अभिप्राप्त करने के  
लिये अनुरोध

सेवा मे

श्रीमान् जन सूचना अधिकारी महोदय

कार्यालय का नाम – टैलीकाम रेगुलेटरी आथरटी आफ इन्डिया

डाक का पता – महानगर दूरसंचार भवन नई दिल्ली –110002



5— माँगी गई सूचना का व्यौरा – श्रीमान जी देश की समस्त मोबाइल कम्पनीयां आपके आधीन कार्य करती हैं इसीलिये आवेदक जिसका आधार कार्ड नं 397149712599 है अपने मोबाइल की लोकेशन जानने हेतु यह प्रार्थना प्रस्तुत कर सूचना प्रदान करने का अनुरोध करता है। आपसे अनुरोध है कि यदि मार्गी गई सूचना आपके पास उपलब्ध नहीं है तो सूचना जहाँ से उपलब्ध हो पत्र को अधिनियम की धारा 6(3) के तहत आन्तरित कर सूचना प्रदान करने हेतु आदेशित करने की कृपा करे।

1—कृप्या सूचना प्रदान करे कि मोबाइल नं 9336114518 जिसमे ऐब्रर टेल कम्पनी का सिम लगा है और जिसे आवेदक इस्तेमाल करता है दिनांक 01.10.2018 को रात्री 10.00 बजे से दिनांक 02.10.2018 की प्रातः 8.00 बजे तक की लोकेशन की (मोबाइल कानपुर नगर उम्प्रो में किस जगह एकिटव था ) सुपाद्य सत्यापित प्रति प्रदान करने की कृपा करे।

2—कृप्या सूचना प्रदान करे कि मोबाइल नं 9140339590 जिसमे जी.ओ कम्पनी का सिम लगा है और जिसे आवेदक इस्तेमाल करता है दिनांक 01.10.2018 को रात्री 10.00 बजे से दिनांक 02.10.2018 की प्रातः 8.00 बजे तक की लोकेशन की (मोबाइल कानपुर नगर उम्प्रो में किस जगह एकिटव था ) की सत्यापित प्रति प्रदान करने की कृपा करे।

3— टैलीकाम रेगुलेटरी आथरटी आफ इन्डिया द्वारा मोबाइल यूजरस के लिये उसके मोबाइल नम्बर की जानकारी प्राप्त करने के लिये जारी गाइडलाइन /दिशानिर्देश /नियमों की सुपाद्य सत्यापित प्रति प्रदान करने की कृपा करे।

6—क्या वांछित सूचना किसी व्यक्ति के जीवन या उसकी स्वतंत्रता से सम्बन्धित है ? नहीं

7—जमा किये गये शुल्क का व्यौरा – पोस्टल आर्डर नं 51F 764201

8— क्या आवेदक गरीबी रेखा से नीचे जीवन यापन करता है ? नहीं

9— संलग्नकों की सूची – पोस्टल आर्डर नं 51F 764201





भारतीय दूरसंचार विनियामक प्राधिकरण  
म्हानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग  
पुराना मिंटो रोड, नई दिल्ली-110002.

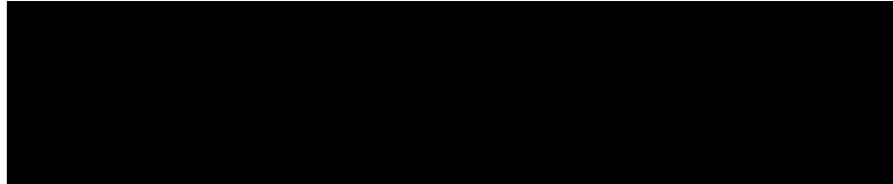
फैक्स : + 91 11 23230204

संख्या : 540 / 2020—आरटीआई

दिनांक

08 / 10 / 2020

सेवा में



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

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत सूचना प्राप्त करने के लिए आपके दिनांकित 21.09.2020 के आवेदन पत्र का संदर्भ ग्रहण करें जिसमें आपने एयरटैल मोबाइल नंबर 9336114518 की दिनांक 01.10.2018 से 02.10.2018 तक की लोकेशन डिटेल्स से संबंधित जानकारी मांगी है।

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

भवदीय,

(एस. के. दत्ता)

केन्द्रीय लोक सूचना अधिकारी

दूरभाष : 011-23664503

प्रतिलिपि :-

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

सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अंतर्गत श्री देवेन्द्र कुमार मिश्रा से प्राप्त दिनांकित 21.09.2020 के आवेदन पत्र की प्रतिलिपि पत्र के साथ सूचना प्रदान करने के लिए संलग्न है। यदि आवेदन पत्र की विषय-वस्तु आपसे संबंधित न हो, तो इसे डीओटी के संबंधित केन्द्रीय लोक सूचना अधिकारी को अंतरित कर दिया जाए।

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00748	<b>Date of Receipt :</b>	07/10/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English

<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>			<p>मैंने 9805693756 अपने नम्बर को एयरटेल से जियो में पोर्ट करवाया था अगस्त महीने में, पोर्ट होने के बाद मुझे जियो की तरफ से एक संदेश मिला जिसमें लिखा था कि आपने अपने पुरानी टेलीकॉम कंपनी का बिल नहीं चुकाया है, मैंने उसके बाद अपना बिल जो 485 रुपए था उसको ऑनलाइन माध्यम के द्वारा भर दिया, और साथ ही जियो को एक मेल भी भेजा कि मैंने अपना पुराना बिल भर दिया है,</p> <p>25 सितम्बर को मुझे फिर से संदेश प्राप्त होता है कि आप अपना एयरटेल का बिल भरे, मैंने एयरटेल के कस्टमर केयर में बात की और मुझे पता चला कि मैंने जो ऑनलाइन बिल पेमेंट किया था वह किसी कारण वश फैल हो गया है, मैंने फिर से 28 सितम्बर 2020 को आउटलेट पर जाकर अपना बिल जमा कर दिया, जियो ने मेरी सिम बंद कर दी जब मैंने कस्टमर केयर से बात की तो उन्होंने मुझे बताया कि आप jio outlet पर जाए वहां पर आपको अपने नंबर की डुप्लीकेट सिम मिल जाएगी जब मैं वहां गया तो वहां मुझे पता चला कि मेरा नंबर तो बंद कर दिया है, उसके बाद मैं कई बार कॉन्टैक्ट कर चुका हूं, मेल कर चुका हूं लेकिन कोई कार्यवाही नहीं हो रही है, मेरा यह नम्बर बहुत जरूरी है कूपया मेरी मदद करे, मेरी सिम बन्द करने से पहले जियो की तरफ से मुझे कोई फोन या संदेश नहीं मिला मैंने कई बार जियो केयर से बात की और मेल भी किया लेकिन जियो की तरफ से मेरी कोई सुनवाई नहीं हो रही है, मेरा सिम बंद करने से पहले जियो की तरफ से मुझे कोई जानकारी नहीं दी गई, और ना की कोई काल की गई, मैंने अपना बिल 2 बार पे कर दिया फिर भी मेरा सिम क्यूं बंद किया गया,</p>

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00750	<b>Date of Receipt :</b>	06/10/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English

<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>I had 9805693756 ported my number from Airtel to Jio. In the month of August, after getting ported I got a message from Jio saying that you have not paid the bill of your old telecom company, I then sent my bill which was 485 The money was filled by him through online medium, and also sent a mail to Jio that I have filled my old bill,</p> <p>On 25th September, I get a message again that you pay your Airtel bill, I talked to Airtel's customer care and I came to know that the online bill I had paid has failed due to some reason, I again On September 28, 2020, I went to the outlet and submitted my bill, Jio stopped my SIM. When I talked to customer care, they told me that you go to the jio outlet and you will get a duplicate SIM of your number when I am there. When I went there, I came to know that my number has been closed, after that I have been contacted several times, I have been mailed but no action is being taken, my number is very important, please help me, my sim I did not get any phone or message from Jio before shutting down.</p>		

**TO BE ISSUED IN HINDI**

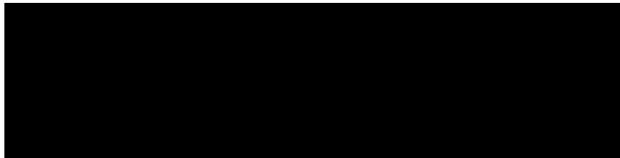


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(541)/2020-RTI

Dated: 15<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your two applications dated 07.10.2020 & 06.10.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00748 & no. TRAOI/R/E/20/00750 for providing information under the provisions of the Right to Information Act, 2005 regarding MNP related matter. In this context, the following is furnished:

S.No.	Reply
1	<p>Though necessary regulatory framework for Mobile Number Portability (MNP) is prescribed by TRAI, as per these Regulations, TRAI is not directly involved in the porting process. Hence the information sought by you is not available in TRAI.</p> <p>Further, it is, however, mentioned that the information sought 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. In terms of Para 10 of the Guide on Right to Information Act, 2005 issued by Department of Personnel &amp; Training, Ministry of Personnel, Public Grievances &amp; Pension vide OM No.1/32/2013-IR dated 28<sup>th</sup> 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 <u>to solve the problems raised by the applicants</u>; or to furnish replies to hypothetical questions.</p>

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503



## भारतीय दूरसंचार विनियामक प्राधिकरण

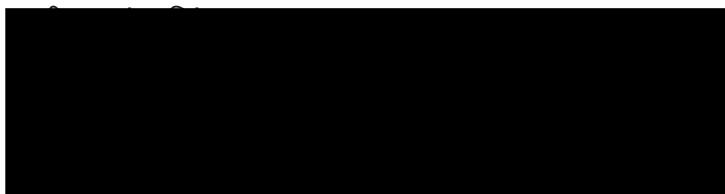
TELECOM REGULATORY AUTHORITY OF INDIA

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

संख्या: 1(541) / 2020— आरटीआई

दिनांक: 15 अक्टूबर, 2020

सेवा में,



विषय: सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत जानकारी प्रदान करने हेतु अनुरोध

महोदय,

कृपया सूचना का अधिकार अधिनियम, 2005 के उपबंधों के तहत 'मोबाइल नम्बर पोर्टेबिलिटी से संबंधित मामलों के बारे में' जानकारी प्रदान करने के लिए आपके द्वारा भारतीय दूरसंचार विनियामक प्राधिकरण के आरटीआई पोर्टल पर दिनांक 07 अक्टूबर, 2020 और 06 अक्टूबर, 2020 को पंजीकरण संख्या टीआरएओआई/ आर/ ई/ 20/ 00748 और टीआरएओआई/ आर/ ई/ 20/ 00750 के माध्यम से ऑनलाइन पद्धति से दायर किए गए दो आवेदनों का संदर्भ ग्रहण करें। इस संदर्भ में निम्नवत जानकारी उपलब्ध कराई जाती है:

क्रम संख्या	उत्तर
1	<p>जबकि, भारतीय दूरसंचार विनियामक प्राधिकरण द्वारा मोबाइल नम्बर पोर्टेबिलिटी (एमएनपी) के लिए अनिवार्य विनियामक ढांचे को इन विनियमों के माध्यम से विहित किया गया है, इन विनियमों के अनुसार, भारतीय दूरसंचार विनियामक प्राधिकरण सीधे तौर पर पोर्टिंग की प्रक्रिया में शामिल नहीं है। इसलिए, आपके द्वारा मांगी गई जानकारी भारतीय दूरसंचार विनियामक प्राधिकरण में उपलब्ध नहीं है।</p> <p>इसके अलावा, तथापि, यह उल्लेख किया जाता है कि सूचना का अधिकार अधिनियम, 2005 के तहत मांगी गई जानकारी, निष्कर्ष निकाल कर जानकारी का सृजन करने और/ अथवा परिकल्पित प्रश्नों के उत्तर उपलब्ध कराने के लिए अनुमान लगाना अथवा जानकारी का विश्लेषण करने से संबंधित है।</p>

कार्मिक लोक शिकायत और पेशन मंत्रालय के कार्मिक और प्रशिक्षण विभाग द्वारा दिनांक 28 नवम्बर, 2013 को जारी का० ज्ञा० संख्या 1/32/2013—आईआर के माध्यम से सूचना का अधिकार अधिनियम, 2005 संबंधी दिशानिर्देशों के पैरा 10 के अनुसार, केन्द्रीय जन सूचना अधिकारी से ऐसी किसी जानकारी का सृजन करने की आशा नहीं की जाती है जो किसी जन प्राधिकरण के अभिलेख का भाग हो न ही उन्हें ऐसी जानकारी उपलब्ध करानी होती है जिसमें निष्कर्ष निकालना और/ अथवा परिकल्पना करना; अथवा जानकारी का विश्लेषण करना; अथवा आवेदक द्वारा उठाई गई समस्याओं का समाधान करना; अथवा परिकल्पित प्रश्नों का उत्तर उपलब्ध कराना अपेक्षित हो।

2. भारतीय दूरसंचार विनियामक प्राधिकरण में “सूचना का अधिकार अधिनियम, 2005” की धारा 19(1) के तहत अपीलीय प्राधिकारी “श्री एस० के० मिश्रा, प्रधान सलाहकार (एफएंडईए), भारतीय दूरसंचार विनियामक प्राधिकरण, महानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग, पुराना मिंटो रोड, नई दिल्ली-110002, दूरभाष: 011-23221856, फैक्स: 011-23235249 है।”

भवदीय,



(एस० के० दत्ता)  
केन्द्रीय लोक सूचना अधिकारी  
दूरभाष: 011-23664503

**RTI REQUEST DETAILS**

<b>Registration No. :</b>	TRAOI/R/E/20/00710	<b>Date of Receipt :</b>	24/09/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	Kindly provide the information so requested in the 3 page attached file bearing the file name RTI-TRAI-24-09-2020.pdf		

10

The Central Public Information Officer,  
Telecom Regulatory Authority of India.

Ref:[1] ] Show cause notice Dated.09-07-2019 served on The Chairperson, Telecom Regulatory Authority of India – Proof of dispatch of the same by email is provided as a single page enclosure with this application.

Kindly provide PARAWISE REPLIES as well as the CERTIFIED COPIES of the records so requested herein this application within the time specified u/s 7(1) of the Right to Information Act, 2005.

1. **Information on the official action so taken u/s 5(4) of the RTI Act, 2005, by the public information officer, seeking assistance from The Chair Person, Telecom Regulatory Authority of India, and other public servant(s) of the said organization for providing information on paragraphs. 3,4,5,6,7,8,9,10,11,12,13,14 listed below in this application.**
2. **Information on the name(s) and designation(s) of those public servant(s) of the Telecom Regulatory Authority of India, qualifying as deemed public information officer(s) u/s 5(5) of the RTI Act, 2005 for failing to assist the public information officer, for providing information on paragraphs.3,4,5,6,7,8,9,10,11,12,13,14 listed in this application.**
3. **Certified copy of the record containing the information on the name(s) and designation(s) of those records officer(s) appointed u/s 5 of The Public Records Act, 1993 and having jurisdiction over the Telecom Regulatory Authority of India, for discharging the duties specified under the said Public records act, and the public records rules, 1997.**
4. **Consequent to the non-availability / inaccessibility of the record vide Ref.[1], provide the certified photo copy of the record containing the information on the official actions taken by the records officer appointed u/s 5(1) of the Public Records Act, 1993, taken to trace the said records so referred to in this paragraph, as mandated u/s 7(1) of the said public records act .**
5. **Consequent to the inaccessibility of the record vide Ref.[1], provide the certified photo copy of the record containing the information on the report submitted u/s 7(2) of the Public records act, 1993, by the records officer, with respect to the unlawful destruction of the said record and the said report being duly cataloged and indexed u/s 4(1)(a) read with Section 22 of the RTI Act, 2005.**
6. **Consequent to the inaccessibility of the record vide Ref.[1], then provide the certified photo copy of the record, duly cataloged and indexed u/s 4(1)(a) read with Section 22 of the RTI Act, 2005, and containing the information on the assistance that has been sought under section 7(3) of the Public Records Act, 1993, with the corresponding government officers, by the records officer appointed u/s 5(1) of the public records act, with respect to the recovery or restoration of the records so referred to in this paragraph.**

7. **Consequent to the inaccessibility of the record vide Ref.[1], then, provide the certified copy of the record, duly cataloged and indexed u/s 4(1)(a) read with Section 22 of the RTI Act, 2005, and containing the information on the correspondence between the government officer(s) and other persons having the lawful responsibility for providing assistance that was sought u/s 7(3) of the Public records Act, 1993, by the records officer appointed u/s 5(1) of the public records act, with respect to the recovery or restoration of the record so referred to in this paragraph.**
8. **Consequent to the inaccessibility of the record vide Ref.[1], then provide the certified copy of the record duly cataloged and indexed u/s 4(1)(a) read with Section 22 of the RTI Act, 2005, and containing the information on the official actions taken on the concerned public servants u/s 9 of The public records Act, 1993, for violation of Section 8(1) of the Public records act, related to the unlawful destruction of the record so referred to in this paragraph.**
9. **Consequent to the non-availability of information for paragraph.8, then provide the certified copy of the record containing the information / administrative reasons recorded u/s 4(1)(d) of the RTI Act, 2005, for the same.**
10. **Consequent to the inaccessibility of the record vide Ref.[1], then provide the certified copy of the record containing the name(s), designation(s) and office address of those public servants, officially possessing the last lawful custody of the said record so referred to in this paragraph.**
11. **Consequent to the inaccessibility of the record vide Ref.[1], then provide the certified copy of the record containing the information on the date(s) related to the records officer / the concerned authority having received the report with respect to the inaccessibility/unlawful / unauthorized destruction of the record so referred to in this paragraph.**
12. **Consequent to the inaccessibility of the record vide Ref.[1], then provide the certified copy of the record containing the report made by the concerned officer of the department with respect to the inaccessibility / non-traceability of the record so referred to in this paragraph.**
13. **Certified copy of the record containing the information on the retention period and the departmental guidelines for preservation and safe custody of records of various categories, generated due to the official acts of the public servants under law.**
14. **Consequent to the non-availability of information for paragraphs.3,4,5,6,7,8,9,10,11,12,13 then the certified copies of the records containing the information / administrative reason(s) recorded u/s 4(1)(d) of the RTI Act, 2005 for the non-availability of information for such paragraphs be provided.**

Application fee paid: Rs.10/-

Enclosure: A single page – As mentioned in the reference.



Signature of the applicant

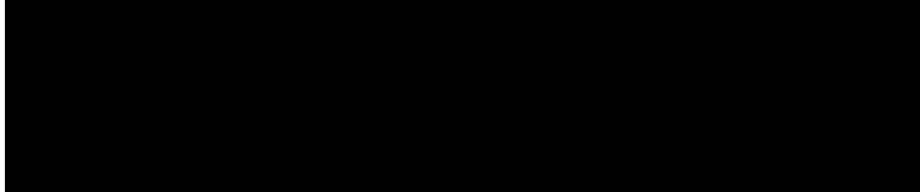


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(549)/2020/RTI

Dated: 14<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 24.09.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00710 for providing information under the provisions of the Right to Information Act, 2005 about show cause notice dated 09.07.2019 related matter. In this context, the following is furnished:

S.No.	Reply
1 to 14	As per the available records, no such information is available in TRAI.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer  
Tele: 011-23664503

RTI REQUEST DETAILS			
<b>Registration No. :</b>	TRAOI/R/E/20/00760	<b>Date of Receipt :</b>	09/10/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	What is the mechanism for a consumer to raise a complaint against his cable service provider for non-implementation of tariff order as the nodal officer is not responding to the complaint and the cable TV operator is refusing to implement the tariff order? My cable TV operator has not implemented the tariff order. Multiple complaints are unheeded. There is no appellate authority for filing the complaint.		

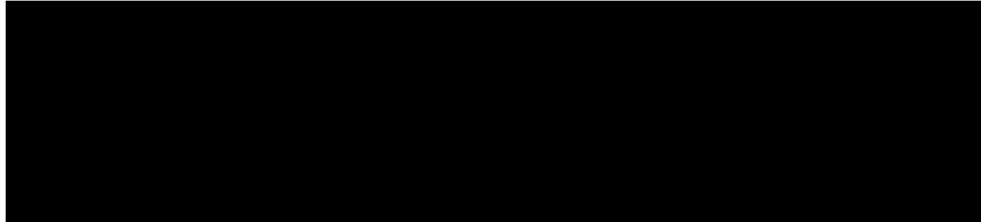


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(550) /2020/RTI

Dated: 29<sup>th</sup> October, 2020

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 09.10.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00760 for providing information under the provisions of the Right to Information Act, 2005 about mechanism for a consumer to raise a complaint against cable service provider related matter. In this context, the following is furnished:

S.No.	Reply
1	<p>TRAI has notified The Telecommunication (Broadcasting and cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 (No. 2 of 2017) on 3<sup>rd</sup> March 2017 which is available on TRAI website.</p> <p>The service providers/distributors are required to resolve the complaint through customer care center and designate one or more nodal officers for every state so that in case a subscriber is not satisfied with the redressal of complaint by the customer care centre, such subscriber may approach the nodal officer for redressal of his complaint.</p> <p>Further, it is informed that TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. Consumers are advised to take up their complaints with their respective service providers (i.e. MSO/DTH). However, complaints, if any, received in TRAI are forwarded to the concerned MSO/DTH/HITS for an early resolution through TRAI's internal portal. In this regard, TRAI has opened a consumer grievance service through an email via <a href="mailto:das@trai.gov.in">das@trai.gov.in</a>. It is advised to send your complaint to the said email address mentioning your details like name, registered mobile no./VC No., distributor's name etc.</p>

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011- 23235249.

**Yours faithfully,**



**(I.J. Manoharan)**

**Central Public Information Officer (LO)**

**Tele: 011-23664211**

### RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/E/20/00758	<b>Date of Receipt :</b>	12/10/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Dear sir.,,  Whenever I call someone from my mobile number.  There is callertune i heard in the voice of shri amitabh bacchan.  So I wanted to know that there is any fee/emolument paid to shri amitabh bacchan ji to do so.  If yes then how much money is paid to them.  Thanking you..</p>		



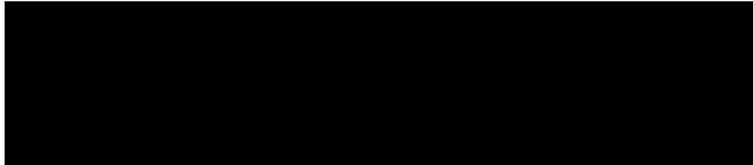
**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

सत्यमेव जयते

F. No. 1(553)/2020/RTI

Dated: 26<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 12.10.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00758 for providing information under the provisions of the Right to Information Act, 2005 about fee paid to Shri Amitabh Bachchan for the message in caller tune related matter. In this context, the following is furnished:

S.No.	Reply
1	Information sought by you vide the above referred application is not available in TRAI.

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

Yours faithfully

(I.J. Manoharan)  
Central Public Information Officer (LO)  
Tele: 011-23664211

<b>RTI REQUEST DETAILS</b>			
<b>Registration No. :</b>	TRAOI/R/E/20/00762	<b>Date of Receipt :</b>	13/10/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ?</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Dear Sirs,            Please submit why the Idea Company charging me any amount since it was not used for the period they are demanding money. They are basically in the business of extortion. My telephone No. is 990091025. Let the number be closed once and for all.</p> <p>Also send to me the detail of bill at my address under RTI Act 2005 under section Section 2(j) (ii)[1].</p> <p>N K Sharma            RTI Activist</p>		

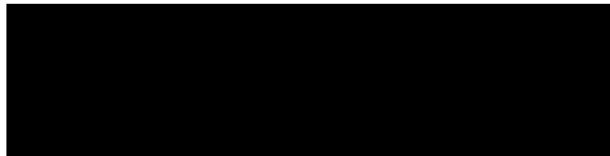


TELECOM REGULATORY AUTHORITY OF INDIA  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(555) /2020/RTI

Dated: 26<sup>th</sup> October, 2020

To



**SUBJECT: REQUEST FOR SUPPLY OF INFORMATION UNDER THE PROVISIONS OF THE RIGHT TO INFORMATION ACT, 2005.**

Sir,

Please refer to your application dated 13.10.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00762 for providing information under the provisions of the Right to Information Act, 2005 about complaint on charging during non-used period against M/s. Idea Company related matter. In this context, the following is furnished:

S.No.	Reply
1 to 2	<p>The information sought by you is not maintained in TRAI.</p> <p><b>It is for information that TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI.</b> However, complaints received in TRAI are forwarded to concerned service provider for appropriate action. It is also for information that TRAI has mandated all Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Service Providers. In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the service provider. A subscriber may also obtain details of appellate authority of his service provider on its website. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.</p> <p>However, the information sought by you may be available with Department of Telecommunications (DoT) , therefore, your application has already been transferred to DoT online on 16.10.2020 in terms of Section 6 (3) (ii) under the provisions of Right to Information Act, 2005 for providing the information.</p>

2. The Appellate Authority in TRAI under section 19 (1) of the "Right to Information Act, 2005" is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110 002, Tele: 011- 23221856, Fax : 011-23235249.

Yours faithfully,

(I.J. Manoharan)  
Central Public Information Officer (LO)  
Tele: 011-23664211

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**RTI REQUEST DETAILS**

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<b>Registration No. :</b>	TRAOI/R/E/20/00575	<b>Date of Receipt :</b>	17/08/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	Please issue myself a certified copy of the pre-paid bill bearing number 6632757 pertaining to my own Vodafone pre-paid number 8007991529.		



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

F. No. 1(556)/2020-RTI

Dated: 23<sup>rd</sup> October, 2020

To



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

Sir,

Please refer to your application dated 17.08.2020 filed online in the RTI portal of TRAI vide registration no. TRAOI/R/E/20/00575 for providing information under the provisions of the Right to Information Act, 2005 regarding pre-paid bill related matter. In this context, the following is furnished:

2. In the above context, it is intimated that the information sought by you vide the above referred application is not available in TRAI.
3. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully

(I.J. Manoharan)  
Central Public Information Officer (LO)  
Tele: 011-23664211

**RTI REPLY**

F. No. 8-2/2020-DGT/53  
Government of India  
Ministry of Communications  
Department Of Communications  
**O/o Director General (Telecom)**  
909, Sanchar Bhawan, 20-Ashoka Road, New Delhi-110001.

Dated: 16.10.2020

Subject: - RTI application seeking information under RTI Act-2005 – Regarding

The RTI application no.DGTHQ/R/T/20/00546 dt.13.10.2020 received in this office on 14.10.2020.

2. With respect to point no. 1:- the information available in this section against your RTI application is attached herewith as Annexure-I.

3. With respect to point no.2:- “No such information is maintained/ available with this CPIO”, however your application is being transferred to Shri S.K. Duta,CPIO, Telecom regulatory Authority of India, Mahanagar Door Sanchar Bhawan, Old Minto Road, New Delhi in term of 6(3) of RTI Act-2005 to furnish information, if available, directly to you.

4. However, appeal if any, may be preferred to 1<sup>st</sup> Appellate Authority i.e. DDG( Admn & West), DGT HQ, DoT, Room no.-252, Telecom Engineering Centre, Janpath, New Delhi-110001 as per RTI Act-2005 within 30 days from the date of this letter.

Encl.: - As above

  
[M.A. Rahman]  
Director [Admn& West]  
CPIO & Nodal RTI DGT-HO

**Copy to:**

Shri S.K. Duta,CPIO, Telecom regulatory Authority of India, Mahanagar Door Sanchar Bhawan, Old Minto Road, New Delhi- 110002, for providing the desired information, available, directly to the applicant (copy of application enclosed). In case the matter doesn't pertain to you, the application may be transferred to concerned CPIO.

ANNEX-I

<b>LSA-wise tower type Breakup as on 14-Oct-2020</b>		
<b>SN</b>	<b>LSA</b>	<b>Grand Total</b>
1	AP	46917
2	Assam	14405
3	Bihar	46690
5	Delhi	28907
6	Gujarat	37466
7	HP	7229
8	Haryana	13999
9	J&K	10145
10	Karnataka	40542
11	Kolkata	14914
12	Kerala	18373
13	Mumbai	16520
14	Maharasthra	48931
15	MP	45775
16	NE	9726
17	Odisha	20447
18	Punjab	21787
19	Rajasthan	33715
20	Tamilnadu	46872
21	UP(E)	40024
22	UP(W)	32057
23	WB	25697
<b>Grand Total</b>		<b>621138</b>

## RTI REQUEST DETAILS

Registration No. : DGTHQ/R/T/20/00546

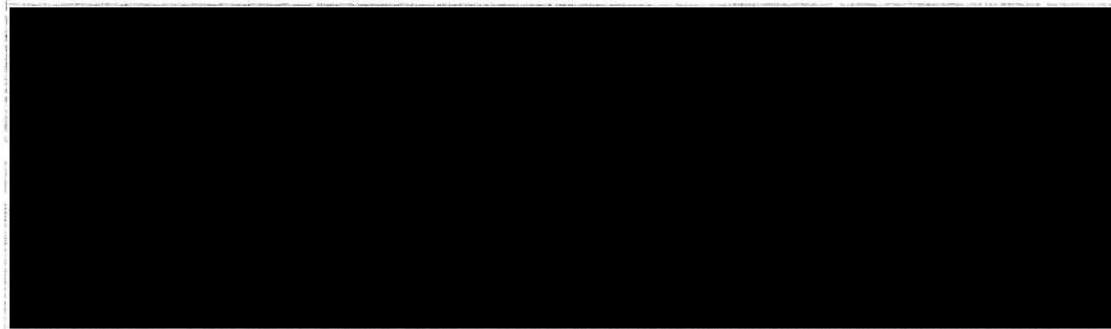
Date of Receipt : 13/10/2020

Transferred From : Department of Telecommunications on 13/10/2020 With Reference Number : DOTEL/R/T/20/00957

Remarks : Transfer u/s 6 (3) of RTI Act, 2005

Type of Receipt : Electronically Transferred from Other Public Authority

Language of Request : English



Letter No. : Details not provided

Letter Date : Details not provided

Is Requester Below Poverty Line ? : No

Citizenship Status : Indian

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

Mode of Payment : Payment Gateway

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

Request Pertains to :

Information Sought : Please provide me all information regarding how many mobile towers in india with all states details and how many mobile connection in india and how much towers needed for all mobile users with complete details thanks

Original RTI Text : Please provide me all information regarding how many mobile towers in india with all states details and how many mobile connection in india and how much towers needed for all mobile users with complete details thanks

We may send the RTI application to P&N versus  
DST HQ for providing inputs/information &  
copy 14/10/2020

Director (ADW)

Director (P&N)

Acting  
15/10/2020

<https://rtionline.gov.in/RTIMIS/NODAL/RTIDetails.php?reg=MENad0NveHNEY1JpWTBKMWNmWEFCeFViTFg4Q09ZMTNuSUpzcjVxeU1Wcz06Ou3j...> 1/1

LSA-wise tower details as on 14/10/2020 is attached  
herewith as Annex-1.

ADG (ADW)



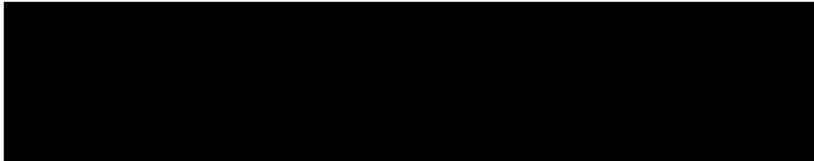
**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(557)/2020-RTI

Dated:

23<sup>rd</sup> October, 2020

To



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

Sir,

Please refer to your application dated 13.10.2020 filed online in the RTI portal of DoT vide registration No: **DGTHQ/R/T/20/00546** which is received through transferred via mail by Shri M.A. Rahman, Director (Admn& West), CPIO & Nodal RTI, DGT-HQ vide their letter No.8-2/2020-DGT/53 dated 16.10.2020 for providing information under the provisions of the Right to Information Act, 2005 regarding number of mobile connections related matter. In this context, the following is furnished:

S.No.	Reply
1	b) The number of wireless subscribers (Licensed Service Area-wise) as on 31 <sup>st</sup> July 2020 is available in the URL: <a href="https://trai.gov.in/sites/default/files/PR_No.84of2020.pdf">https://trai.gov.in/sites/default/files/PR_No.84of2020.pdf</a> (page 14 refers)  How much towers needed for all mobile users is not available in TRAI.

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

Yours faithfully

(I.J. Manoharan)  
Central Public Information Officer (LO)  
Tele: 011-23664211

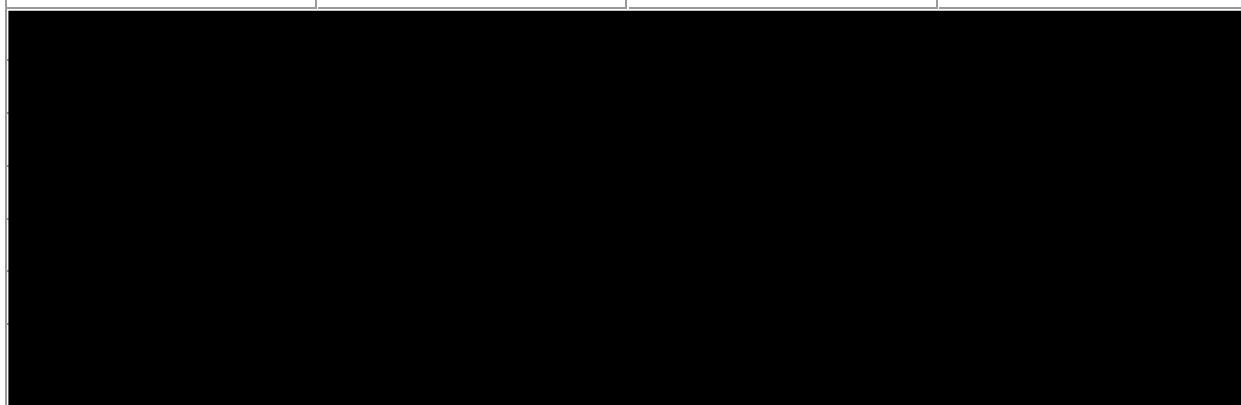
Copy to:

<p>Shri M.A. Rahman, Director (Admn&amp; West), CPIO &amp; Nodal RTI, DGT-HQ Ministry of Communications Dept. Of Communications O/o Director General (Telecom) 909, Sanchar Bhawan , 20 Ashoka Road New Delhi -110001.</p>	<p>For information w.r.t. the above mentioned letter dated 16.10.2020.</p>
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RTI REQUEST DETAILS			
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Registration No. :	TRAOI/R/E/20/00770	Date of Receipt :	16/10/2020
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Type of Receipt :	Online Receipt	Language of Request :	English
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<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>PLEASE PROVIDE A. COPY OF THE EMAIL DULY MARKED AS READ OR FORWARDED B. COPY OF THE ACTION, IF ANY, TAKEN BY TRAI ON THE COMPLAINT.</p> <p>THE EMAILS SENT TO TRAI CHAIRPERSON ARE ENCLOSED IN THE FILE.</p>		

From: Anand Arya anandarya@anandarya.com

Subject: Re: Slow Down Load Speed - BB on 1204166120 Date: 16 October 2020 at 7:38 AM

To: CHAIR PERSON - TRAI TRAI cp@trai.gov.in, SECY-DOT secy-dot@nic.in, ddgpg-dot@nic.in Cc: 121 [121@airtel.com](mailto:121@airtel.com)

Chairperson

TRAI

Secretary

DOT

Would appreciate if you would kindly discharge your Legal and Statutory duty by acting on the Complaint made in the trail e-mails.

Just so you know how Airtel is breeching the QOS I am quoting below the SMS received

"Hi, Network related service request no. 122010434 registered for your Airtel Xstream Fiber ID 012023137111\_dsl has been resolved. We would love to have your feedback on the resolution. If you are happy with the resolution, please reply with 1 else reply with 2"

WHERE AND WHAT IS THE RESOLUTION. THE FILES RECEIVED BY ME AND DOWNLOADED FROM SAY GOOGLE DRIVE OR iCLOUD ARE STILL GETTING DOWNLOADED AT ABOMINABLE SPEED WAY LOWER THAT 40mbps CONTRACTED. Will TRAI-DOT action or the matter be escalated to Minister Telecom or Social Media ?

AIRTEL is just not: 1. Explaining why the download speed from say Google Drive is lower than what is being tested on say Ookla ? 2. Not sharing the link of the file downloaded and the screen shots of the download speed at the junction from where my connection is given.

SERIOUS DEFICIENCY OF SERVICE ON PART OF AIRTEL AS WELL AS MISDEMEANOR IN TERMS OF CLOSURE OF COMPLAINT WITHOUT RESOLVING IT. Anand Arya 353, Sector 15A NOIDA 201301 INDIA + 91 98182 61909 [www.anandarya.com](http://www.anandarya.com) AIRTEL: WOULD YOU CARE TO ANSWER ?????????????????????? On 06-Oct-2020, at 6:28 PM, Anand Arya wrote: Sir/Madam Once again I have received from Airtel a template reply stating everything is right upto the junction point without any details as requested by me several time. Nor does it explain why the speed, when tested on many a site like Ookla, is okay but then why is the 'download speed' is way too slow when a file is downloaded from a cloud source or any other place. This central question is not being addressed. There cannot be any other reason for not explaining other than the fact that Airtel is intact not providing the contracted speed - a fraud pn public ? I would wait to hear till the end of this week and thereafter I would be left with no option but to escalate the matter. Please Act Sincerely, Anand Arya Anand Arya 353, Sector 15A NOIDA 201301 INDIA + 91 98182 61909 [www.anandarya.com](http://www.anandarya.com) CC AIRTEL Want to really resolve ? Then, please do a thorough job. Anand Arya On 06-Oct-2020, at 10:51 AM, Anand Arya wrote: Sir/Madam Do hope the earlier e-mails have been read, analysed and action initiated. Wish to add that another Idiot called from Airtel just now. J

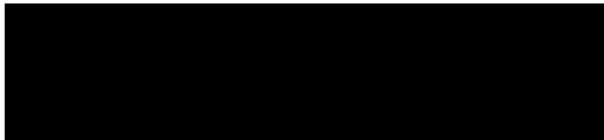


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(558)/2020/RTI

Dated: 27<sup>TH</sup> October, 2020

To



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

Sir,

Please refer to your application dated 16.10.2020 filed online in the RTI portal of TRAI vide Registration No.TRAOI/R/E/20/00770 for providing information under the provisions of the Right to Information Act, 2005 about action taken on complaint against M/s Airtel for speed related matter. In this context, the following is furnished:

S.No.	Reply
1	<p>TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. However, the complaints are received are forwarded to concerned service providers for taking appropriate action. Accordingly, your complaint has been forwarded to the concerned service provider. The copy of action taken report as uploaded by the service provider is attached herewith.</p> <p>It is also for information that TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. A subscriber may also obtain details of appellate authority of his service provider on its website. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.</p>

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

Yours faithfully

Encl: As above.

(I.J. Manoharan)  
Central Public Information Officer (LO)

## Telecom Consumer Complaints Monitoring System (TCCMS)

## Written Complaints

Registration No	Complaint Date	Service Provider	Service Area	Complaint Category	Complainants Name	Email	Type of Service	Phone No	Landline No
PB-10-20-0176	19/10/2020	Bharti Airtel Ltd. (Airtel)	UP-East	Individual Complaints	Anand Arya	anandarya@anandarya.com	Internet & Broadband Service	N.A	N.A

## Action Taken

Action Date	Action	Remarks	FileName	View Details
19/10/2020	TAKEN UP FOR EXAMINATION BY SERVICE PROVIDER	No Remarks	No Document	<a href="#">View</a>
19/10/2020	LODGED THE COMPLAINTS	No Remarks	PB-10-20-0176.pdf	<a href="#">View</a>

RTI REQUEST DETAILS			
Registration No. :	TRAOI/R/E/20/00772	Date of Receipt :	14/10/2020
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 :	Jammu & Kashmir is Integral part of India. Now J&K is Union territory of the Nation, under Indian constitution. Can i used kolkata's circle prepaid sim card in kashmir now???		

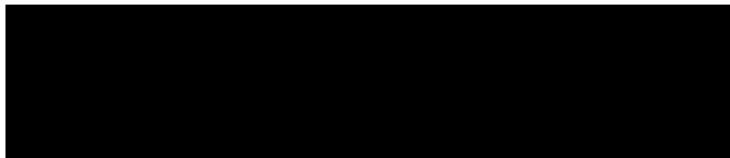


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(560)/2020/RTI

Dated: 22<sup>nd</sup> October, 2020

To



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

Sir,

Please refer to your application dated 14.10.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00772 for providing information under the provisions of the Right to Information Act, 2005 about use of Kolkata's circle prepaid sim card in Kashmir related matter. In this context, the following is furnished:

S. No.	Reply
1	All Telecom Service Providers are governed by the License Agreement entered into with Department of Telecommunications (DoT). Therefore, your application has already been transferred to DoT online on 14.10.2020 in terms of Section 6(3) (ii) under the provisions of the Right to Information Act, 2005 for providing information.

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

Yours faithfully

(I.J. Manoharan)

Central Public Information Officer (LO)  
Tele: 011-23664211

<b>RTI REQUEST DETAILS</b>			
<b>Registration No. :</b>	TRAOI/R/E/20/00775	<b>Date of Receipt :</b>	15/10/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Sir/Mam ,</p> <p>Good day to you.</p> <p>This is Ishpreet Singh from ELCOMTRONICS India.</p> <p>We are based in New Delhi, dealing in CATV products , IC's Components and Fiber Optic products for more than 3 Decades.</p> <p>We wish to procure the list of all the Cable Tv operators and broadcasters in India with their complete contact details.</p> <p>Kindly help us with the same.</p> <p>Your assistance in the same will be highly appreciated.</p> <p>Best Regards</p>		

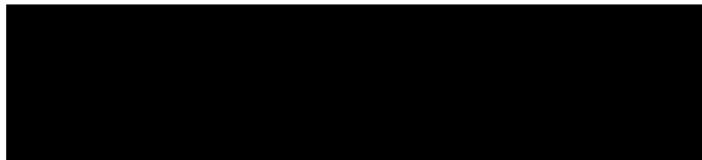


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1(561)/2020/RTI

Dated: 21<sup>st</sup> October, 2020

To



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

Sir,

Please refer to your application dated 15.10.2020 filed online in the RTI portal of TRAI vide Registration No. TRAOI/R/E/20/00775 for providing information under the provisions of the Right to Information Act, 2005 about list of all the Cable TV operators and broadcasters in India related matter. In this context, the following is furnished:

S. No.	Reply
1	Permission for broadcasters and cable operators is granted by Ministry of Information and Broadcasting (MIB), therefore, your application has already been transferred to MIB online on 21.10.2020 in terms of Section 6(3) (1) under the provisions of the Right to Information Act, 2005 for providing information of the relevant issues.

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

Yours faithfully

(I.J. Manoharan)  
Central Public Information Officer (LO)  
Tele: 011-23664211

RTI REQUEST DETAILS			
<b>Registration No. :</b>	TRAOI/R/E/20/00765	<b>Date of Receipt :</b>	13/10/2020
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Amount Paid :</b>	10 )	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>Hi All,</p> <p>I gave a JioFiber connection on 17th Sep, But the connection didn't work so as per Technician suggestion I raised a Cancellation request on 23rd SEP.</p> <p>But the cancellation was done on 2nd OCT, But till now the device is not collected back and the refund is not initiated</p> <p>I have been calling jio customer care every single day, but all they are saying is, it will be done in 48 hrs, but no one is turning up.</p> <p>PFA the screenshots the tickets are still in open state even after the expected time is expired.</p> <p>PFB the mail to Jio Appellate - Didnt receive any response from them till now.</p> <p>I request your kind intervention to get me the details of my cancellation request with the reason for the delay.</p> <p>Below are my details</p> <p>Name: Mahendran Mobile - 9600062726 Connection Date - 17th Sep Cancellation Date -23rd Sep Order Number - NO0000F3WCPS WO - 7003855660</p> <p>Thank you M.Mahendran 9600062726</p>		

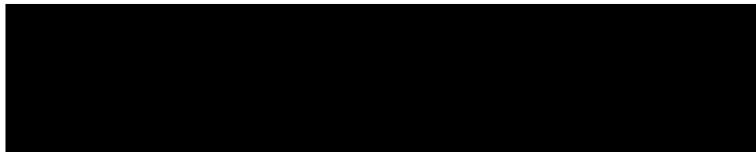


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(562)/2020/RTI

Dated: 26<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 13.10.2020 filed online in the RTI portal of TRAI vide Registration No.TRAOI/R/E/20/00765 for providing information under the provisions of the Right to Information Act, 2005 about complaint against M/s. JIO Fiber for refund of moneyrelated matter. In this context, the following is furnished:

S.No.	Reply
1	<p>Vide the above application you have not sought any specific information under RTI Act, 2005 rather your application is a nature of a complaint.</p> <p>Further, it is for information that TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. It is also for information that TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs. A subscriber may also obtain details of appellate authority of his service provider on its website. If the consumer is still not satisfied with the resolution, he is free to take legal recourse.</p>

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

Yours faithfully

(I.J. Manoharan)

Central Public Information Officer (LO)

Tele: 011-23664211

RTI REQUEST DETAILS			
<b>Registration No. :</b>	TRAOI/R/T/20/00090	<b>Date of Receipt :</b>	13/10/2020
<b>Transferred From :</b>	Ministry of Information & Broadcasting on 13/10/2020 With Reference Number : DITEC/R/T/20/00541		
<b>Remarks :</b>	transferred u/s 6(3) of RTI Act, 2005.		
<b>Type of Receipt :</b>	Electronically Transferred from Other Public Authority	<b>Language of Request :</b>	English
<b>Amount Paid :</b>	0 (Received by Ministry of Information & Broadcasting)	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ?</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	<p>1. There are more than 90 OTT platforms like Nuefliks (formerly known as Fliz Movies), Chikooflix, Hootzy Channel, Ek Night Show, Bedflix, Hot Volt App, Hot Masti, Rabbit Moviez, Banana Prime, M Prime, 11Up Movies, EightShots, Bamboo Flix, The Cinema Dosti, Pulse Prime, World Prime App, Hotshot Digital etc in the market, which is openly promoting full-frontal male/female nudity, penetration etc. Does the Govt of India or concerned authorities are aware of this?</p> <p>2. If No, then why they are 'sleeping' or closed their eyes on this matter?</p> <p>3. OTT platforms can easily access by any age group of people. And there are hundreds of websites or platforms like Rediff from where they can easily download these episodes. Then why there are no 'regulations' for these platforms?</p> <p>4. Don't the Govt thinks that there should a limit for this? I have attached some of the scenes from OTT platforms, which are actually 'Hardcore Porn' or 'Softcore Porn' in the name of Art.</p> <p>5. Why Govt is not regulating them in the category of Porn/Adult/age-restricted etc?</p> <p>6. There should a proper guideline for these OTT platforms to run. Don't the Govt think that? What is the future plan and what is the time-frame for that?</p>		
<b>Original RTI Text :</b>	<p>1. There are more than 90 OTT platforms like Nuefliks (formerly known as Fliz Movies), Chikooflix, Hootzy Channel, Ek Night Show, Bedflix, Hot Volt App, Hot Masti, Rabbit Moviez, Banana Prime, M Prime, 11Up Movies, EightShots, Bamboo Flix, The Cinema Dosti, Pulse Prime, World Prime App, Hotshot Digital etc in the market, which is openly promoting full-frontal male/female nudity, penetration etc.</p>		

Does the Govt of India or concerned authorities are aware of this?

2. If No, then why they are 'sleeping' or closed their eyes on this matter?

3. OTT platforms can easily access by any age group of people. And there are hundreds of websites or platforms like Rediff from where they can easily download these episodes. Then why there are no 'regulations' for these platforms?

4. Don't the Govt thinks that there should a limit for this? I have attached some of the scenes from OTT platforms, which are actually 'Hardcore Porn' or 'Softcore Porn' in the name of Art.

5. Why Govt is not regulating them in the category of Porn/Adult/age-restricted etc?

6. There should a proper guideline for these OTT platforms to run. Don't the Govt think that? What is the future plan and what is the time-frame for that?



## TELECOM REGULATORY AUTHORITY OF INDIA

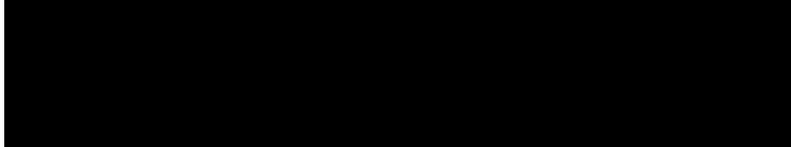
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

सत्यमेव जयते

F.No. 1(565)/2020/RTI

Dated: 26<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 13.10.2020 filed online in the RTI portal of MIB vide registration No. **DITEC/R/T/20/00541** which is received through transferred on the RTI Portal of TRAI vide registration No. **TRAOI/R/T/20/00090** for providing information under the provisions of the Right to Information Act, 2005 about OTT platform related matter. In this context, the following is furnished:

S.No.	Reply
1 to 6	Information sought by you vide these points does not fall under the definition of 'information' as per section 2(f) of the RTI Act, 2005

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

Yours faithfully

(I.J. Manoharan)

Central Public Information Officer (LO)  
Tele: 011-23664211

Copy to:

The Under Secretary & CPIO, Ministry of Information & Broadcasting, A Wing, Shastri Bhawan New Delhi.	For information w.r.t. the above mentioned online RTI application vide Registration No. <b>DITEC/R/T/20/00541</b> dated 13.10.2020.
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RTI MATTER

No.800-01/2020/AS-II/207  
Government of India  
Ministry of Communications & IT  
Department of Telecommunications  
Access Services-II  
Sanchar Bhawan, 20, Ashoka Road, New Delhi-110 001

Dated: 09.10.2020



Subject: Information under the RTI Act, 2005.

Please refer to your RTI application dated 01.10.2020 received in this office on 09.10.2020.

2. In this regard, it is intimated that no such information in respect of the the querries raised in your RTI application is available with this CPIO. Hence, the information may be treated as NIL.

Further, your RTI application is being transferred under Section 6(3) of RTI Act, 2005 to Shri S.K. Dutta, CPIO, TRAI, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, New Delhi-110002 for providing information, if any, directly to you/ transferring to the concerned CPIO.

3. Appeal, if any, may be preferred, within thirty days of the receipt of this letter to Shri S.B Singh, DDG(AS) & Appellate Authority, Department of Telecom, Room No.1008, Sanchar Bhavan, 20, Ashoka Road, New Delhi-110001, E-mail ID: [ddgas1-dot@nic.in](mailto:ddgas1-dot@nic.in) and Tele.No.011-23717050(O).

  
(Robin Adaval)  
Director(AS-II) & CPIO  
Tele No.011-23718054(O)  
E-mail ID: [diras2-dot@nic.in](mailto:diras2-dot@nic.in)

Copy to

Shri S.K.Dutta, CPIO, TRAI, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, New Delhi-110002 for furnishing information, if any, directly to the applicant.

F.No. 13027/5/2019-K-III  
Government of India  
Ministry of Home Affairs  
Department of Jammu, Kashmir & Ladakh Affairs  
\*\*\*

North Block, New Delhi  
Dated: 01.10.2020

Subject:-Seeking information under Right to Information Act, 2005 – Reg.

Sir,

Please refer to your online RTI application bearing Registration No.MHOME/R/E/20/04826 dated 22.09.20 received by the undersigned CPIO for providing information under the Right to Information Act, 2005.

2. As far as the undersigned CPIO is concerned, the reply is as under:-

Information sought	Reply
(a). Which are the websites and applications which are misused by terrorists or anti-national elements and become a threat to national security due to which 4G(Mobile Data Services) is banned in Jammu and Kashmir?	(a) It is informed that the desired information is not available with the undersigned CPIO therefore, may be treated as Nil. It is also stated that under the provisions of the RTI Act, 2005, a CPIO/ Public Authority is under obligation to provide an applicant only that information which exists in the records and that which is held by or under the control of that authority. However, the sought information might be available with the UT of Jammu & Kashmir. Hence, as per para 3(iv) of DoPT's O.M. No. 10/02/2008-IR dated 12.06.2008, you may seek the requisite information from the UT of Jammu & Kashmir directly.
(b). Is Govt. aware that people of J&K are charged for 4G plans but in return getting 2G speed(Mobile data) from more than a year.	(b) & (c) It is informed that the desired information is not available with the undersigned CPIO therefore, may be treated as Nil. It is also stated that under the provisions of the RTI Act, 2005, a CPIO/ Public Authority is under obligation to provide an applicant only that information which exists in the records and that which is held by or under the control of that authority. However, the sought information might be available with the Deptt. of Telecom, Ministry of Communication. Hence, your RTI application is being transferred to Director (AS-II) & CPIO, Deptt. of Telecom, Ministry of Communication under Section 6(3) of the RTI Act for providing information to you directly
(c) If they are aware then What are plans of Govt. to save people from this loot of telecom operators mentioned in point b?	

20/10/2020  
S/AS-II  
20/10/2020

PS

Ad  
9/10

Information sought	Reply
What Home Ministry thinks about having separate 2G plans for people of J&K. People will pay for the service that they will be getting?	(d) At the outset, it is to mention that the information sought by you 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. "Which.....", "What....Thinks." 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 Hence, the desired information may be treated as Nil. It is also stated that under the provisions of the RTI Act, 2005, a CPIO/ Public Authority is under obligation to provide an applicant only that information which exists in the records and that which is held by or under the control of that authority.

3. If the applicant wants to appeal against the decision/reply of the undersigned CPIO, he may appeal to the Appellate Authority (Shri Manish Tiwari, Joint Secretary (JKL) MHA, Room No. 110-A, 1st Floor, North Block, New Delhi – 110001, Tel: 011-23093124, Email:- jsk@nic.in within 30 days of receipt of this letter.

Yours faithfully,

(Smt. Sulekha)  
Director (S) & CPIO  
Telefax: 011-2309-2696  
Email: [ds\\_k1@nic.in](mailto:ds_k1@nic.in)

Copy to:

1. Shri Vivek Srivastava, Director (AS-II) & CPIO, Deptt. of Telecom, Ministry of Communication, R.No.1202, Sanchar Bhawan, New Delhi for providing the available information in r/o points no. (b) & (c) of the RTI application, if any, to the applicant directly

2. SO (IT), MHA for updation on MHA's website.

3. SO (RTI) Cell, MHA

4. PS to Dir (S-JK), MHA, North Block, New Delhi

RTI REQUEST DETAILS (आरटीआई अनुरोध विवरण)

Registration Number (पंजीकरण संख्या) : MHOME/R/E/20/04826 Date of Receipt (प्राप्ति की तारीख) : 22/09/2020

Type of Receipt (रसीद का प्रकार) : Online Receipt Language of Request (अनुरोध की भाषा) : English  
Hindi

Is

प्रकार

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

Request Pertains to (अनुरोध विवरण की विवरण) : SULEKHA, DIRECTOR  
नियमित संबंधित है) :

Information Sought (जानकारी मांगी):

- a. Which are the websites and applications which are misused by terrorists or anti-national elements and become a threat to national security due to which 4G(Mobile Data Services) is banned in Jammu and Kashmir?
- b. Is Govt. aware that people of J&K are charged for 4G plans but in return getting 2G speed(Mobile data) from more than a year.
- c. If they are aware then What are plans of Govt. to save people from this loot of telecom operators mentioned in point b?
- d. What Home Ministry thinks about having separate 2G plans for people of J&K. People will pay for the service that they will be getting.

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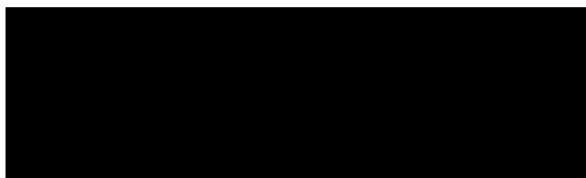


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(567)/2020-RTI

Dated: 29<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 22.09.2020 which is received through transferred by Shri Robin Adaval, Director (AS-II) & CPIO, DoT vide their letter No.800-01/2020/AS-II/207 dated 09.10.2020 for providing information w.r.t. point no. b & c under the provisions of the Right to Information Act, 2005 regarding data speed in J&k related matter. In this context, the following is furnished:

S. No.	Reply
b & c	Information sought by you vide these points is not available in TRAI.

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

Yours faithfully

(I.J. Manoharan)  
Central Public Information Officer (LO)  
Tele: 011-23664211

Copy to:

Shri Robin Adaval  
Director (AS-II) & CPIO  
Ministry of Communications  
Dept. Of Telecommunications  
Access Services-II  
Sanchar Bhawan , 20 Ashoka Road  
New Delhi -110001.

For information w.r.t. the above mentioned  
letter dated 09.10.2020.

DOT, MHA

Application under RTI Act 2005

By speed post  
Date 6 sept 2020

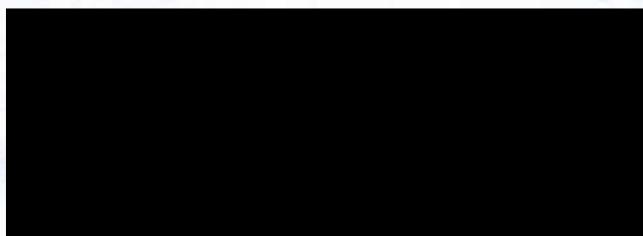
To,  
The Public information officer  
Joint Advisor (co-ordinator)  
Telecom Regulatory Authority of India  
JLN Marg ,old Minto Road  
NEW DHELI 110002

Sir,

Please provide me the following information under the RTI Act 2005:

- 1.Whether my BSNL sim Mobile no 9414109911 was placed under the surveillance or tracking or tapping by any agencies during the year 2015.
- 2.If Yes then ,under whose direction and by which agency my above mentioned mobile no has been /was placed under surveillance or tracking or tapping.
- 3.Please provide duration/period of surveillance or tracking or tapping my above mentioned mobile no.

I am sending herewith postal order no 52F 20207391 Rs10 as application fees under the act ,pl inform me also to send the other charges which I will send you by any suitable means.



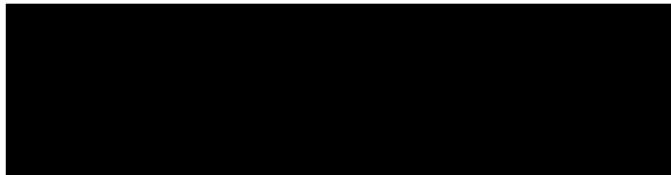


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F. No. 1 (568)/2020-RTI

Dated: 20<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your RTI application dated 06.09.2020 received in this office for providing information under the provision of the RTI Act, 2005 regarding surveillance/tapping or tracing of your BSNL mobile number 9414109911 related matter.

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

Yours faithfully

(S.K. Dutta)

Central Public Information Officer

Tele: 011-23664503

**Copy to:-**

<p><b>1)</b> The Dy. Secretary (Coord.) &amp; Nodal Officer (RTI), Deptt. of Telecommunications, Ministry of Communications &amp; IT, Sanchar Bawan, No. 20, Ashoka Road, New Delhi – 110001.</p>	<p>Along with copy of above RTI Application, for providing information to the applicant directly, under the provisions of RTI Act, 2005. In case, the subject matter of the application does not pertain to you, the said application may please be transferred to concerned CPIO in your Department.</p>
<p><b>2)</b> The Nodal Officer (RTI)/CPIO, Ministry of Home Affairs, North Block, New Delhi-110001.</p>	

Dot

सेवा मे,

श्रीमान् जनसूचनाधिकारी महोदय/प्रबन्धक भारत दूरसंचार नियामक प्राधिकरण,  
कार्यालय – महानगर दूरसंचार भवन,  
जवाहर लाल नेहरू मार्ग पुरानी (मिन्टो रोड),  
नई दिल्ली – 110002

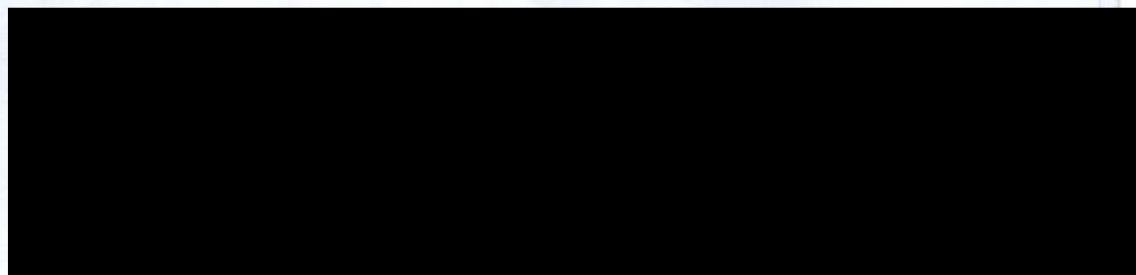
विषय— सूचनाधिकार अधिनियम 2005 की धारा 6(1) के अन्तर्गत सूचना दिये जाने के सम्बन्ध में।

महोदय,

निवेदन है कि प्रार्थी शमशुद्दीन खँ फारुकी एडवोकेट पुत्र श्री शहाबुद्दीन खँ निवासी मोहल्ला जिन्दवाबाड़ी कस्बा पुरवा जिला उन्नाव का है, तथा माननीय उच्च न्यायालय खण्डपीठ लखनऊ मे वकालत करता है, प्रार्थी की बहन आसिफा पुत्री श्री शहाबुद्दीन खँ निवासी मोहल्ला जिन्दवाबाड़ी कस्बा पुरवा जिला उन्नाव जिसका मोबाइल नम्बर 9648664286 है, के विरुद्ध कॉल रिकार्डिंग के आधार पर दिनांक 07. 03.2020 को थाना पुरवा मे मु0अ0स0 0082/2020 पंजीकृत कराया गया है ऐसी दशा मे प्रार्थी का विनम्र निवेदन है कि निम्न प्रश्न का उत्तर सूचनाधिकार अधिनियम 2005 के अन्तर्गत दिया जाना न्यायहित मे अति आवश्यक है।

प्रश्न — मोबाइल नम्बर 9648664286 पर माह नवम्बर 2019 व दिसम्बर 2019 व जनवरी 2020 की **Out going and incoming calls (CDR)** की डिटेल मय प्रमाणित प्रति उपलब्ध कराने की कृपा करें।

अतः श्रीमान् जी से प्रार्थना है कि प्रार्थी को उक्त प्रश्न का उत्तर 30 दिनों के भीतर दिये जाने की कृपा करें। इस हेतु निर्धारित शुल्क मुबलिग 10/- रुपये को पोस्टल आर्डर क्रम संख्या 52F972999 है, अदा किया जाता है।





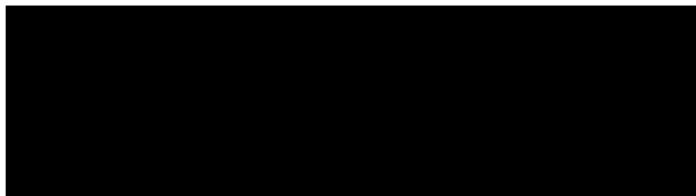
भारतीय दूरसंचार विनियामक प्राधिकरण  
म्हानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग  
पुराना मिंटो रोड, नई दिल्ली—110002.  
फैक्स : + 91 11 23230204

संख्या : 1 (569) / 2020—आरटीआई

दिनांक

20 / 10 / 2020

सेवा में



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

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत सूचना प्राप्त करने के लिए आपके दिनांकित 12.10.2020 के आवेदन पत्र का संदर्भ ग्रहण करें जिसमें आपने मोबाइल नंबर 9648664286 की माह नवंबर 2019 व जनवरी 2020 की कॉल डिटेल्स (सीडीआर) से संबंधित जानकारी मांगी है।

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

भवदीय,

(एस. के. दत्ता)  
केन्द्रीय लोक सूचना अधिकारी  
दूरभाष : 011—23664503

प्रतिलिपि :—

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

सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अंतर्गत श्री शमशुद्दीन खाँ फारूकी से प्राप्त दिनांकित 12.10.2020 के आवेदन पत्र की प्रतिलिपि पत्र के साथ सूचना प्रदान करने के लिए संलग्न है। यदि आवेदन पत्र की विषय—वस्तु आपसे संबंधित न हो, तो इसे डीओटी के संबंधित केन्द्रीय लोक सूचना अधिकारी को अंतरित कर दिया जाए।

(सूचना का अधिकार अधिनियम 2005 की धारा (6)(1) के अन्तर्गत) *Slow Poet 10/- Rejected*

5- कार्यालय का नाम : लोक सूचना अधिकारी, भारतीय दूरसंचार नियामक प्राधिकरण [ Public Information Officer, TRAI, Telecom Regulatory Authority of India] Address Mahanagar Doorsanchar Bhawan (Next to Zakir Hussain College, Jawaharlal Nehru Marg (Old Minto Road, New Delhi 110 002

6. चाही गई जानकारी का विवरण: (1) मैं, मंयक रजक, मेरा मोबाईल न. 8770017997. 9111777723 दिनांक 14 जुलाई 2019 से 7 अक्टूबर 2020 के मध्य मेरी बातचीत को टेस/टेप कितनी बार किया गया उसके सम्बंध में सम्पूर्ण जानकारी दिये जाने बाबत् (2) मैं, मंयक रजक, यदि मेरा मोबाईल न. 8770017997. 9111777723 टेस/टेप किया जा रहा है/था तो उसके सम्बंध में सम्पूर्ण जानकारी दी जावे।

7. क्या चाहते हैं नकल/निरीक्षण/रिकार्ड का निरीक्षण/ रिकार्ड की प्रमाणित प्रति/ प्रमाणित नमूना । .....

8- आवेदन किये जाने वाले प्रोसेस फी-रुपये 10/- नगद/स्टाम्प ( बी.पी.एल.सूची के सदस्य को देय नहीं/ रसीद क्रमांक एवं दिनांक ---72 AA ००९६४० ---

9- क्या आवेदक गरीबी के नीचे है अथवा नहीं हाँ/ नहीं

यदि हाँ तो बी.पी.एल.सूची का अनुक्रमाक .....

हस्ताक्षर  
(आवेदन कर्ता )

टीप - यदि आवेदक द्वारा डाक से आवेदन प्रेषित किया जाता है तो आवेदन पत्र पर रुपये 5/- का स्टाम्प चस्पा करते हुए रजिस्टर्ड/यूपीसी/डाक व्यव सहित स्वयं का पता लिखा हुआ लिफाफें साथ में संलग्न करे ( बी.पी.एल.सूची के सदस्य को डाक देय नहीं )

#### पावती

1. आवेदन प्राप्त होने का दिनांक
2. आवेदन कर्ता को वांछित जानकारी प्राप्त करने के सम्बंध के अग्रिम कार्यवाही हेतु उपस्थित होने का दिनांक .....
3. संबंधित शास्वा/ अधिकारी जहांसे जानकारी उपलब्ध होगी .....



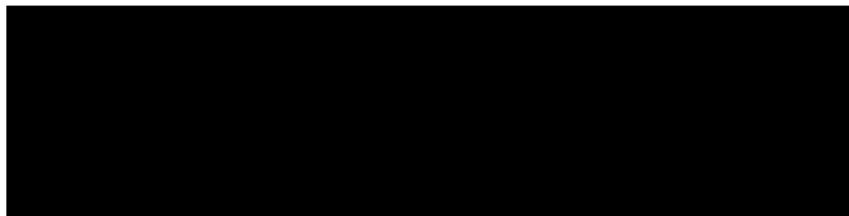
भारतीय दूरसंचार विनियामक प्राधिकरण  
म्हानगर दूरसंचार भवन, जवाहरलाल नेहरू मार्ग  
पुराना मिंटो रोड, नई दिल्ली—110002.  
फैक्स : + 91 11 23230204

संख्या : 1 (570) / 2020—आरटीआई

दिनांक

20 / 10 / 2020

सेवा में



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

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत सूचना प्राप्त करने के लिए आपके दिनांकित 08.10.2020 के आवेदन पत्र का संदर्भ ग्रहण करें जिसमें आपने अपने मोबाइल नंबर 8770017997 एवं 9111777723 की दिनांक 14.07.2019 से 07.10.2020 के मध्य बातचीत को ट्रैस / ट्रैप किए जाने से संबंधित जानकारी मांगी है।

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

भवदीय,

(एस. के. दत्ता)  
केन्द्रीय लोक सूचना अधिकारी  
दूरभाष : 011—23664503

प्रतिलिपि :—

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

सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अंतर्गत श्री मयंक सिंह रजक से प्राप्त दिनांकित 08.10.2020 के आवेदन पत्र की प्रतिलिपि पत्र के साथ सूचना प्रदान करने के लिए संलग्न है। यदि आवेदन पत्र की विषय— वस्तु आपसे संबंधित न हो, तो इसे डीओटी के संबंधित केन्द्रीय लोक सूचना अधिकारी को अंतरित कर दिया जाए।

2. नोडल अधिकारी(आरटीआई) / सीपीआईओ  
गृह मंत्रालय, नॉर्थ ब्लॉक,  
नई दिल्ली – 110001.

सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अंतर्गत **श्री मयंक सिंह** रजक से प्राप्त दिनांकित 08.10.2020 के आवेदन पत्र की प्रतिलिपि पत्र के साथ सूचना प्रदान करने के लिए संलग्न है। यदि आवेदन पत्र की विषय- वस्तु आपसे संबंधित न हो, तो इसे एमएचए के संबंधित केन्द्रीय लोक सूचना अधिकारी को अंतरित कर दिया जाए।

## RTI REQUEST DETAILS

<b>Registration No. :</b>	TRAOI/R/T/20/00086	<b>Date of Receipt :</b>	12/10/2020
<b>Transferred From :</b>	Telecom Regulatory Authority of India on 12/10/2020 With Reference Number : MOIAB/R/T/20/00181		
<b>Remarks :</b>	<p style="color: blue;"><b>In so far as DAS Section of this Ministry is concerned, it is stated that the information sought by you comes under the preview of Telecom Regulatory Authority of India (TRAI). Hence, your RTI application is being transferred to CPIO, TRAI, in terms of section 6(3)(ii) of the RTI Act, 2005 for furnishing the information directly to you.</b></p>		
<b>Type of Receipt :</b>	Electronically Transferred from Other Public Authority	<b>Language of Request :</b>	English
<b>Letter No. :</b>	Details not provided	<b>Letter Date :</b>	Details not provided
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status</b>	Indian
<b>Amount Paid :</b>	0 (Received by Telecom Regulatory Authority of India)	<b>Mode of Payment</b>	Payment Gateway
<b>Does it concern the life or Liberty of a Person ? :</b>	No(Normal)	<b>Request Pertains to :</b>	
<b>Information Sought :</b>	Please find attached my RTI		
<b>Original RTI Text :</b>	Please find attached my RTI		

September 22, 2020

The Chief Public Information Officer  
Telecom Regulatory Authority of India  
Mahanagar Doorsanchar Bhawan,  
Jawahar Lal Nehru Marg  
Old Minto Road, New Delhi-110 002

Dear Sir,

In March 2017, TRAI came out with the Telecommunication (Broadcasting and Cable) services (eighth) (Addressable Systems) Tariff Order which contains an Explanatory Memorandum as well. [https://trai.gov.in/sites/default/files/Tariff\\_Order\\_English\\_3%20March\\_2017.pdf](https://trai.gov.in/sites/default/files/Tariff_Order_English_3%20March_2017.pdf)

Point 2 of Explanatory memorandum of the aforesaid document, amongst other things states, the following

*The distribution models were heavily skewed in favour of advertisement driven revenues due to difficulties in maintaining transparency in the flow of subscription revenues across the analog value chain...*

Sir, given this one would assume that digitalization process was supposed to correct the above anomaly by creating transparency about number of consumers. However, it is well known that the market is fraught with sub-standard technology and unscrupulous practices – a fact extensively noted by TRAI as well in several consultations.

This means exact number of consumers is still not known. In this regard, please provide the following question:

- How does TRAI regulate tariff and carriage fee without knowing the actual number of consumers?
- What attempt has TRAI made to know the extent of piracy of TV signal?
- Why does TRAI insist that DAS is complete as of March 2017 when it is not the truth. Even TRAI's own consultation papers and processes have revealed that?
- Why does this definition under section 2(O) distributor of TV channels does not explicitly include cable operators? It states "*distributor of television channels*" or "*distributor*" means any *DTH operator, multisystem operator, HITS operator or IPTV operator*.

Thanking you



Abhishek Kumar



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

F. No. 1(574)/2020/RTI

Dated: 27<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 12.10.2020 filed online in the RTI portal of MIB vide registration No. **MOIAB/R/T/20/00181** which is received through transferred on the RTI Portal of TRAI vide registration No. **TRAOI/R/T/20/00086** for providing information under the provisions of the Right to Information Act, 2005 about legal notice regarding tariff and carriage fee related matter. In this context, the following is furnished:

S.No.	Reply
I,iii & iv	The information sought by you vide these points is a query, it does not fall under section 2(f) of the RTI Act 2005
ii	TRAI does not regulate the matter of Piracy of TV signals.

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

Yours faithfully

(I.J. Manoharan)

Central Public Information Officer (LO)  
Tele: 011-23664211

The Under Secretary & CPIO, Ministry of Information & Broadcasting, A Wing, Shastri Bhawan New Delhi.	For information w.r.t. the above mentioned online RTI application vide Registration No. <b>MOIAB/R/T/20/00181</b> dated 12.10.2020.
--	---

Dated: 15.10.2020

To,

**Central Public Information Officer,  
Telecom Regulatory Authority of India,  
MahanagarDoorsanchar Bhawan,  
Jawaharlal Nehru Marg, old Minto Road,  
New Delhi-110002.**

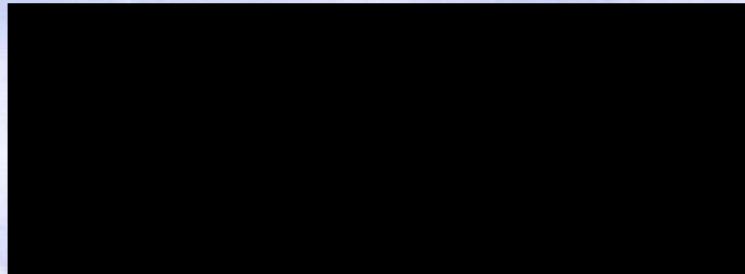
**Subject:- Information under Section 6 of the Right To Information Act, 2005 For  
Supply of the Requested Information.**

Sir,

Over this RTI, I request you to kindly provide the following information/documents under the Right to Information Act, 2005:-

1. Complete list of MSOs across India as on date.
2. MSOs subscriber base along with active and inactive subscriber base as on date.
3. Complete list of MSOs who are regularly providing you the monthly and quarterly PMR Report.
4. Complete list of MSOs who has integrated their SMS with channel selector App and are currently complying to the same.

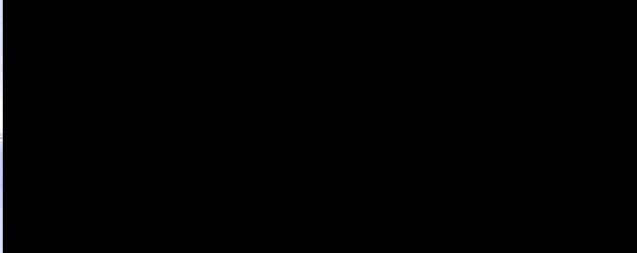
You are requested to send the aforementioned information/documents in the below mentioned address:



Needless to say, that as per RTI Act, 2005 we are expecting the aforementioned expeditiously.

The requisite fee of Rs. 10 in the shape of Postal Order is attached herewith this application.

Yours truly,

 [Redacted signature]

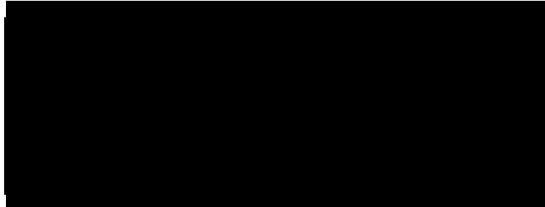


**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi – 110 002

F.No. 1(575)/2020-RTI

Dated: 27<sup>th</sup> October, 2020

To



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

Sir,

Please refer to your application dated 15.10.2020 for providing information under the provisions of the Right to Information Act, 2005 regarding MSOs related matter. In this context, the following is furnished:

S.No.	Reply																		
1	<p>It is informed that Multi-system operators are governed by the registration issued to them by the Ministry of Information and Broadcasting (MIB), therefore, a copy of your application, is being transferred to Ministry of Information &amp; Broadcasting (MIB), in terms of Section 6 (3) (ii) of the RTI Act, 2005 for providing information.</p>																		
2 to 3	<p>TRAI publishes “The Indian Telecom Services Performance Indicator Report” on quarterly basis based on the data reported to TRAI by the service providers. The report is available on TRAI website at the following link:</p> <p><a href="https://trai.gov.in/release-publication/reports/performance-indicators-reports">https://trai.gov.in/release-publication/reports/performance-indicators-reports</a></p> <p>The information sought may be accessed from the above link. The latest report for the Quarter Ending March 2020 has been published on 17<sup>th</sup> September 2020.</p>																		
4	<p>As on date, the MSOs who have integrated their APIs with TRAI Channel Selector App and are presently on-board, is as under:</p> <table border="1"><thead><tr><th>S.No.</th><th>Name of MSO</th></tr></thead><tbody><tr><td>1.</td><td>Siti Networks Ltd</td></tr><tr><td>2.</td><td>GTPL Hathway Ltd</td></tr><tr><td>3.</td><td>Hathway Digital Pvt Ltd</td></tr><tr><td>4.</td><td>DEN Networks Ltd</td></tr><tr><td>5.</td><td>Kerala Communicators Cable Ltd (KCCL)</td></tr><tr><td>6.</td><td>Thamizhaga Cable TV Communication Pvt Ltd (TCCL)</td></tr><tr><td>7.</td><td>NXT Digital Ltd (CATV)</td></tr><tr><td>8.</td><td>Asianet Digital Network Pvt Ltd</td></tr></tbody></table>	S.No.	Name of MSO	1.	Siti Networks Ltd	2.	GTPL Hathway Ltd	3.	Hathway Digital Pvt Ltd	4.	DEN Networks Ltd	5.	Kerala Communicators Cable Ltd (KCCL)	6.	Thamizhaga Cable TV Communication Pvt Ltd (TCCL)	7.	NXT Digital Ltd (CATV)	8.	Asianet Digital Network Pvt Ltd
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2. The Appellate Authority in TRAI under Section 19 (1) of the Right to Information Act, 2005 is Shri S.K. Mishra, Pr. Advisor (F&EA), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, Old Minto Road, New Delhi-110002, Tele: 011-2323-21856, Fax: 011-23235249.

Yours faithfully



(I.J. Manoharan)

Central Public Information Officer (LO)

Tele: 011-23664211

**Copy to:-**

The Under Secretary & CPIO, Ministry of Information & Broadcasting, A Wing, Shastri Bhawan New Delhi.	A copy of Application dated 15.10.2020 of Shri Rajdeep Singh is enclosed herewith for providing information to the applicant directly, under the provisions of RTI Act, 2005 w.r.t. the relevant issue. In case, the subject matter of the application does not pertain to you, the said application may please be transferred to concerned CPIO in MIB.
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सूचना का आधिकार आधिनियम, 2005 की धारा 6(1)  
और धारा 6(3) के अंतर्गत आवेदन

सेवा में,

जन सूचना आधिकारी

भारतीय दूरसंचार विनियोगक प्राधिकरण (मुख्यालय)

महानगर दूरसंचार भवन

जवाहर लाल नेहरू मार्ग (पुराना मिंटो रोड)

नई दिल्ली - 110002

विषय - सूचना का आधिकार आधिनियम, 2005 के अंतर्गत सूचना प्राप्ति  
के लिए आवेदन,

महोदय,

सूचना का आधिकार आधिनियम, 2005 के अंतर्गत मुझे निम्न सूचनाएँ  
विवरण/सामग्री उपलब्ध करवाए जाने की कृपा करें।

- (1) सिम नं. 9627899032 (वोडाफोन) से सिम नं. 9410566693 (बी.एस.एन.एल.)  
के साथ की गई कॉल की संपूर्ण कॉल डिटेल्स डिस्क या फ्लोपी या अन्य  
किसी माध्यम सहित,
- (2) सिम नं. 9627899032 से सिम नं. 9410566693 के साथ की गई व्हाट्सएप  
चैटिंग की संपूर्ण डिटेल्स प्रिंटआउट या अन्य किसी माध्यम सहित,
- (3) सिम नं. 9627899032 से सिम नं. 9410566693 के साथ मैसेजिंग एप के  
जरिए किस गर्म मैसेज/चैटिंग की संपूर्ण डिटेल्स प्रिंटआउट या अन्य  
किसी माध्यम सहित,

उपरोक्त सिम नं. 9627899032 (वोडाफोन) मेरा व्यक्तिगत  
(विजी) नं. है, जिसके साथ हेतु आधार कार्ड की स्वप्रभावेत दायाप्रति  
संलग्न है,

मेरे द्वारा माँगी गई जानकारी के लिए शुल्क के रूप में  
पोस्टल ऑफिस नं. 42F 482377 जारी करने की तारीख 08-10-2020  
राशि ₹ 20=00 संलग्न है।

उपरोक्त सूचनाएँ/विवरण/सामग्री उपलब्ध करवाए जाने  
में जो भी व्यय धनराशि आएगी, उसका संपूर्ण भुगतान मेरे द्वारा किया  
जाएगा, मुझे व्यय धनराशि तथा धनराशि भेजे जाने वाले माध्यम  
से स्पष्ट रूप से अकगत कराएँ।

मुझे सूचना का आधिकार आधिनियम, 2005 में वर्णित  
समयावधि अंतर्गत उपरोक्त सूचनाएँ/विवरण/सामग्री उपलब्ध करवाएँ।

यदि माँगी गई सूचना आपके विभाग या कार्यालय से संबोधित नहीं हो तो कृपया सूचना का आधिकार अधिनियम, 2005 की धारा 6(3) का संसान लैते हुए मेरा आवेदन संबोधित जन सूचना आधिकारी को नियमानुसार हस्तांतरित करें। साथ ही अधिनियम के प्रावधानों के तहत सूचना उपलब्ध कराते समय प्रथम अपीलीय आधिकारी का नाम व पता अंकशय बताने की कृपा करें।

स्थान - पिथौरागढ़

दि. - 13-10-2020

आवेदन के साथ सलग्नक

(1) ₹ 20=00 का पोस्टल अर्डर  
(मूलप्रति)

(2) आधार कार्ड की द्वायाप्रति

भवदीय -

8/04/20  
13/10/2020

भगवान सिंह बोहरा

पुत्र श्री हयात सिंह बोहरा

स्थायी पता → ग्राम - गल्लांव पो. - गल्लांव  
(लोहाघाट) जनपद - चंपावत

पिन - 262524



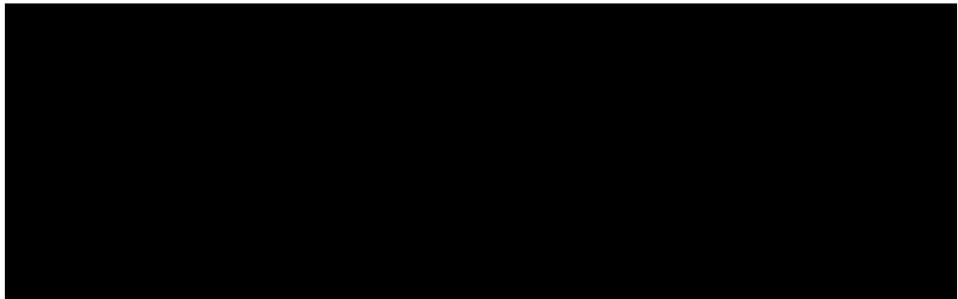
**भारतीय दूरसंचार विनियामक प्राधिकरण**  
**TELECOM REGULATORY AUTHORITY OF INDIA**

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

संख्या : 1(576) / 2020—आरटीआई

दिनांक: 27 / 10 / 2020.

सेवा में,



**विषय:—सूचना का अधिकार अधिनियम, 2005 के उपबंधों के अधीन सूचना प्रदान करने के लिए<sup>अनुरोध।</sup>**

महोदय,

कृपया सूचना का अधिकार अधिनियम 2005 के उपबंधों के अंतर्गत आपके पत्र दिनांक 13.10.2020 का संदर्भ ग्रहण करें जिसमें आपने मोबाइल नंबर 9627899032 की कॉल डिटेल्स से सम्बंधित जानकारी मांगी है।

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

भवदीय,

(आई. जे. मनोहरन)  
केन्द्रीय लोक सूचना अधिकारी (लिक अधिकारी)  
दूरभाष : 011—23664211

प्रतिलिपि :-

1) उप सचिव एवं नोडल अधिकारी(आरटीआई)  
दूरसंचार विभाग, संचार और आई.टी. मंत्रालय,  
संचार भवन, 20 अशोका रोड,  
नई दिल्ली- 110001.

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

RTI Application Form  
FORM 'A'  
See Rule 3(1)

579/2020

I. D. No. ....

(For Office Use Only)

To

The Public Information Officer/

Assistant Public Information Officer, *Telecom Regulatory Authority, Panjab Circle*

[REDACTED]

4. Correspondence Address : do -  
: \_\_\_\_\_  
: \_\_\_\_\_

5. Particulars of The Information Sought

a) Subject Matter of Information (\*)

Tower locations

b) The period to which information relates (\*\*): From 4.00 AM - 14-05-2020

<sup>14.52</sup>  
to 8.PM  
2020

c) Specific Details of Information required (\*\*): Phone Number 9872803367,

8054545870, 9316160068, 9855885780

From 4.00 AM to 8 PM on 14-05-2020

<sup>14.50</sup>  
<sup>retd</sup>  
<sup>Val Ro</sup>  
d) Whether information is required by Post : Yes

or in person (the actual postal fees shall be : \_\_\_\_\_)

included in additional fee in providing the information)

e) In case by Post (ordinary/registered

: Registered

or speed post)

मारतीय दूरसंचार सिनियामक प्राधिकरण  
महानगर दूरसंचार भवन, नई दिल्ली-2

25 OCT 2020

डायरी सं. 1057

6. Is this information not made available by

public authority under voluntary disclosure? : \_\_\_\_\_

7. Do you agree to pay the required fee? : Yes

8. Have you deposited application fee?

(If Yes, Details of such deposit)

PO-51F 396128 - 10Rs /22-10-2020

9. Whether belongs to below Poverty Line category? : \_\_\_\_\_

(If yes, you furnished the proof of the same with application?)

Place: Chandigarh

Signature of Applicant

Date: 22-10-2020

By Post



सत्यम् व जयते



## TELECOM REGULATORY AUTHORITY OF INDIA

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

F. No. 1(579)/2020-RTI

Dated: 27 Oct., 2020.

To



**Sub: Transfer of your RTI application U/s 6 (3) of the RTI Act, 2005.**

Sir,

Please refer to your RTI application dated 22.10.2020 received in this office on 25.10.2020 for providing information under the provision of RTI Act, 2005 regarding call details of mobile number 8054545810, 9316160068 and 9855885780 related matter.

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

Yours faithfully

(I.J. Manoharan)

Central Public Information Officer (LO)  
Tele: 011-23664211

**Copy to:-**

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

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

Cen

प्रैकरण  
संख्या-2

- 2