

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:6488
ANSWERED ON:16.05.2012
MANAGEMENT OF TRAI
Shantha J.

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the annual cost of running, maintaining and servicing of Telecom Regulatory Authority of India (TRAI);
- (b) the number of employees working in TRAI and the locations of the offices of TRAI in the country, State-wise;
- (c) the number of complaints received by TRAI from the public on their grievances originating from private telecom companies in the year 2012 so far, State-wise;
- (d) the number of complaints resolved; and
- (e) the action taken by the TRAI on pending complaints?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI M1LIND DEORA)

- (a) As per Annual Accounts for the year 2010-11, the annual expenditure of TRAI was Rs.41.61 crore.
- (b) The number of employees working in TRAI is 195 and the office of TRAI is located at New Delhi.
- (c)to(e) The Telecom Regulatory Authority of India Act, 1997 does not mandate handling of individual complaints by TRAI. However, during the period from 1st January to 31st March, 2012, 3960 complaints have been received in TRAI against private telecom operators. State-wise details of complaints are not maintained in TRAI. These complaints have been forwarded to the concerned telecom operators for redressal.