

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**RAJYA SABHA
UNSTARRED QUESTION NO. 1987
TO BE ANSWERED ON 17TH MARCH, 2023**

LEGAL FRAMEWORK AND POLICY MEASURES TO ENSURE BETTER QUALITY OF SERVICES

1987 Shri Jaggesh:

Will the Minister of Communications be pleased to state:

- (a) whether it is a fact that instances of call drops and deterioration of service quality are on the rise;
- (b) whether Government in consultation with the stakeholders proposes legal framework and policy-level measures to ensure better quality of services;
- (c) if so, the details thereof, and the time-frame for its implementation; and
- (d) whether Government is concerned about the rising instances of call drops and deterioration of service quality?

**ANSWER
MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

(a) to (d) Telecom Regulatory Authority of India (TRAI) has laid down “The Standards of Quality of Service (QoS) for Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009”. These regulations have been amended time to time. TRAI reviews existing benchmark parameters for Quality of Telecom Services and also introduces relevant benchmarks for new technology based services as and when required.

TRAI has been monitoring the performance of Telecom Service Providers (TSPs) for the License Service Area (LSA) as a whole, through Quarterly Performance Monitoring Reports (PMRs) submitted by them against the benchmarks for various QoS parameters laid down by TRAI. TRAI imposes financial disincentives for non-compliance with the benchmark, after considering the explanation submitted by Service Providers in this regard. According to the PMRs released by TRAI for cellular mobile services for the quarters ending June-2022, September-2022 and December-2022, all the TSPs are meeting the benchmarks for call drops.

Department of Telecommunications (DoT) held a meeting on 28.12.2022 with all TSPs to discuss QoS related matters. They were intimated about several policy initiatives taken by DoT for

telecom infrastructure growth in the country. TSPs have been directed to put all out efforts to further improve the QoS in the Telecom Sector.

The Government has taken following policy initiatives:

- i. Additional spectrum has been made available for 5G mobile services.
- ii. Spectrum sharing, trading, leasing and surrender have been permitted as per extant Notice Inviting Application (NIA) terms & conditions and guidelines issued from time to time.
- iii. Procedure for Standing Advisory Committee on Radio Frequency Allocation (SACFA) siting clearance for Low Power BTS/ small cells ,i.e, Micro, Pico and Femto cells on existing street furniture/infrastructure has been simplified.
- iv. To facilitate faster and easier deployment of telecom infrastructure, Government has amended the Indian Telegraph Right of Way Rules (RoW), 2016 on 17th August 2022. These amendments pave the way for deployment of 5G small cells and optical fibre cable on existing street infrastructure and also rationalize the fees and charges paid by the Telecom Licensees for the RoW permissions.
- v. GatiShakti Sanchar portal has been launched to facilitate and expedite RoW permissions, by providing a single interface between all stakeholders including Central and State/UT Government(s), Local bodies and Service Providers.
