

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

**RAJYA SABHA  
UNSTARRED QUESTION NO. 4329  
TO BE ANSWERED ON 02<sup>ND</sup> APRIL, 2026**

**QUALITY OF TELECOM SERVICES**

**4329 SMT. RAJANI ASHOKRAO PATIL:**

Will the Minister of Communications be pleased to state:

- (a) whether Government has reviewed the quality of telecommunication services across the country;
- (b) the number and nature of complaints received regarding call drops, network outages and data quality, State-wise;
- (c) the penalties, fines or enforcement actions imposed on telecom service providers for failure to meet prescribed service quality standards;
- (d) the monitoring mechanisms, audits and performance benchmarks employed by the Department of Telecommunications to ensure compliance; and
- (e) the reasons as to why service quality continues to remain inconsistent across regions, particularly in rural and remote areas and the steps proposed to improve network reliability and customer satisfaction nationwide?

**ANSWER**

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT  
(DR. PEMMASANI CHANDRA SEKHAR)**

- (a): Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers against the benchmark of various Quality of Service (QoS) parameters. TRAI has revised QoS Regulations namely "The Standards of Quality of Service of Access (Wirelines and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)' on 02.08.2024 prescribing benchmarks for various QoS parameters effective from 01.10.2024.
- (b): State-wise details of number and nature of complaints received in Centralized Public Grievance Redress and Monitoring System (CPGRAMS) Portal are attached as **Annexure-I**.
- (c): The details of financial disincentives (FD) imposed (in Rs. Lakhs) on Telecom Service Providers (TSPs) for non-compliance of QoS parameters are as follows:

S. N.	Months	Bharti Airtel Limited	Bharat Sanchar Nigam Limited	Mahanagar Telephone Nigam Limited	Reliance Jio Infocomm Limited	Vodafone Idea Limited	Total
1	April-25	8.00	7.00	11.00	3.00	6.00	35.00
2	May-25	4.00	8.00	4.00	6.00	8.00	30.00
3	June-25	6.00	4.00	8.00	8.00	6.00	32.00
4	July-25	3.00	1.00	6.00	0	8.00	18.00
5	Aug-25	2.00	6.00	7.00	0	3.00	18.00

(d): TRAI monitors the performance of TSPs against the benchmark of various QoS parameters, as prescribed in QoS Regulation by collecting License Service Area (LSA) wise Performance Monitoring Report (PMR) from service providers on regular basis. The (PMR) are published on TRAI website. Wherever the QoS benchmarks are not met, the explanation of the concerned TSP is called for and after considering the response, financial disincentive are imposed on service provider for non-complied QoS parameters.

(e): As per PMR for the month of February 2026, all TSPs are meeting the benchmark of all networks related QoS parameters of access service (wireless) in all the LSAs. Further, Government has taken several measures to enhance mobile network infrastructure and improve the quality of communication services in the country:

- i. Uncovered villages are being provided coverage under various Digital Bharat Nidhi schemes.
- ii. Assignment of sufficient spectrum for mobile services through auction.
- iii. Spectrum sharing, trading and surrender has been permitted for efficient use of spectrum.
- iv. Simplification of Procedure for SACFA (Standing Advisory Committee on Radio Frequency Allocations) clearance.
- v. Notification of Telecommunications Right of Way (RoW) Rules and launch of PM GatiShakti Sanchar portal has resulted in streamlining of RoW permissions and expeditious clearance for installation of telecom infrastructure.
- vi. TRAI has revised QoS benchmarks on 02.08.2024 applicable from 01.10.2024 for various parameters, and performance of service providers against the benchmark is regularly monitored by TRAI to ensure better quality of services.

**Annexure-I**

<b>Details of complaints received in CPGRAMS Portal during FY 2025-26</b>					
<b>S.No.</b>	<b>Name of State/Union Territory</b>	<b>Call Drop</b>	<b>Network Coverage</b>	<b>Data Quality</b>	<b>Grand Total</b>
1	Andaman And Nicobar Islands	2	26	4	28
2	Andhra Pradesh	39	356	108	395
3	Arunachal Pradesh	3	36	8	39
4	Assam	28	478	117	506
5	Bihar	122	1,362	595	1,484
6	Chandigarh	3	41	17	44
7	Chhattisgarh	42	397	145	439
8	Dadra and Nagar Haveli and Daman and Diu	0	2	1	2
9	Delhi	32	681	175	713
10	Goa	4	31	9	35
11	Gujarat	103	1,280	406	1,383
12	Haryana	45	553	208	598
13	Himachal Pradesh	15	162	46	177
14	Jammu And Kashmir	20	246	92	266
15	Jharkhand	59	439	140	498
16	Karnataka	1,634	7,810	2,328	9,444
17	Kerala	35	419	117	454
18	Ladakh	0	3	0	3
19	Lakshadweep	0	2	0	2
20	Madhya Pradesh	45	877	350	922
21	Maharashtra	116	1,628	428	1,744
22	Manipur	0	4	7	4
23	Meghalaya	1	35	16	36
24	Mizoram	0	7	1	7
25	Nagaland	0	6	2	6
26	Odisha	93	684	222	777
27	Puducherry	0	21	6	21
28	Punjab	217	823	176	1,040
29	Rajasthan	158	1,090	441	1,248
30	Sikkim	0	1	1	1
31	Tamil Nadu	65	632	158	697
32	Telangana	19	228	67	247
33	Tripura	19	135	70	154
34	Uttar Pradesh	294	3,935	1,412	4,229
35	Uttarakhand	155	363	158	518
36	West Bengal	249	2,007	717	2,256
	<b>Grand Total</b>	<b>3,617</b>	<b>26,800</b>	<b>8,748</b>	<b>30,417</b>

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