

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2096
ANSWERED ON 06th AUGUST, 2026**

QUALITY OF SERVICE STANDARDS FOR INTERNET SERVICE PROVIDERS

2096 DR. AJEET MADHAVRAO GOPCHADE:

Will the Minister of Communications be pleased to state:

- (a) whether Government is aware of persistent consumer grievances regarding low speeds, latency and network congestion, particularly in rural and semi-urban areas;
- (b) whether there is a proposal to transition from TRAI guidelines to a legally enforceable statutory framework ensuring minimum internet speed, mandatory real-time performance disclosures, and automatic consumer compensation for service deficiencies;
- (c) the technical steps being taken to regulate network performance parameters, specifically packet drop rates, automated bandwidth throttling by internet service providers (ISPs); and
- (d) whether Government plans to deploy decentralized, independent automated probes to cross-verify ISP-claimed uptimes and introduce statutory financial penalties for disparities in service quality?

ANSWER

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

- (a) Yes sir, Department of Telecommunications (DoT) has a structured mechanism for monitoring and redressal of the telecom related grievances.

Telecom Regulatory Authority of India (TRAI) has mandated Telecom Consumer Protection Regulation 2012. Accordingly, Telecom Service Providers (TSPs) have set up a two-tier grievance redressal mechanism comprising Complaint Centers and Appellate Authorities.

Additionally, citizens can also lodge telecom related grievances through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), which provides facilities for online registration, tracking, appeal and feedback as per Department of Administrative Reforms and Public Grievances (DARPG) guidelines.

- (b) The Department has mandated Telecom Service Providers (TSPs)/ Internet Service Providers (ISPs) for complying Quality of Service (QoS) parameters in accordance with TRAI QoS Regulations, 2024. The Regulation inter alia provides for compensation to consumers in case of delay in rectification of faults and significant network outage of more than 24 hours. The regulation further provides for proportional rent rebate by the respective TSPs/ ISPs to the wireline customers if the fault persist for three or more working days.

For post-paid wireless customers, compensation in the form of proportionate rent rebate has been provisioned in the event of significant network outage of more than 24 hrs and services are not available in an entire district for more than four hours.

For prepaid wireless customers registered in the district, provision is there for extending validity of subscribed tariff offering by equal number of affected days.

(c)& (d) TRAI has prescribed the Quality of Service (QoS) parameters in 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) dated 2nd August 2024”. In accordance with the Regulation, TRAI collects License Service Area (LSA) wise Performance Monitoring Report (PMR) from service providers on regular basis and publishes on its website (<https://traf.gov.in/release-publication/qos-reports/pmr-reports>).

The QoS Regulations, 2024 further provides that the Authority may conduct audit from time to time, either by its own officers / employees or through an agency appointed by it to verify the performance against the Quality-of-Service parameters and the network performance reports submitted by the service providers to the Authority.

As per the QoS regulation 2024, authority may impose financial disincentives on TSPs/ ISPs for non-complied QoS parameters or erroneous reporting.
