

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2105
ANSWERED ON 06th AUGUST, 2026**

QUALITY OF TELECOM SERVICES

2105 SHRI RAJEEV SHUKLA:

Will the Minister of Communications be pleased to state:

- (a) whether Government has taken cognizance of increasing number of complaints regarding call drops, poor voice quality and slow mobile internet services reported by telecom subscribers in various parts of the country during the last two months;
- (b) if so, the details thereof, telecom service provider-wise and State-wise;
- (c) whether Government has sought explanations from concerned telecom service providers for failure to meet the prescribed Quality of Service (QoS) benchmarks;
- (d) if so, the details thereof, including the action taken or penalties imposed; and
- (e) the measures being taken to ensure reliable telecom services, particularly in rural, border and remote areas?

ANSWER

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

- (a) & (b) As per complaints received in Centralized Public Grievance Redress and Monitoring System (CPGRAMS) Portal related to call drop, poor voice quality and slow mobile internet services, there is a marginal decrease in number of complaints during last two months. The State-wise TSP-wise details of complaints are attached as **Annexure-I**.
- (c) As per TRAI QoS regulation, wherever the prescribed QoS benchmarks are not met, the explanation of the concerned service provider for non-compliance is called for and after considering the response TRAI imposes financial disincentives on concerned service provider.
- (d) The details of Financial disincentives imposed by TRAI for non-compliance of provision of QoS Regulations in respect of access service (wireless) is as follows:

S.No.	Name of Service Provider	Financial Year (amount in Rs.)	
		2024-25	2025-26
1	Airtel	₹ 2,00,000	₹ 48,00,000
2	BSNL	₹ 5,00,000	₹ 57,50,000
3	MTNL	0	₹ 37,00,000
4	RJIL	0	₹ 17,00,000
5	VIL	0	₹ 31,00,000
Total		₹ 7,00,000	₹ 1,90,50,000

(e) The following measures are taken to ensure reliable telecom services across the country including rural, border and remote areas:

- i. Government through Digital Bharat Nidhi (DBN) has undertaken several projects for provision of mobile services in identified uncovered villages/locations across the country.
- ii. Quality of Service benchmarks have been made stringent gradually vide TRAI regulation w.e.f. 01.10.2024 for various parameters to ensure better quality of telecom services.

Annexure-I

State-wise and TSP-wise details of complaints related to call drop (including poor voice quality) and slow mobile internet lodged in CPGRAMS Portal										
Name of State/UT	May-26					Jun-26				
	BSNL	MTNL	AIRTEL	RJIL	VIL	BSNL	MTNL	AIRTEL	RJIL	VIL
Andhra Pradesh	1	0	4	6	0	5	0	5	2	0
Arunachal Pradesh	1	0	0	0	0	0	0	0	0	0
Assam	2	0	34	31	0	3	0	21	10	0
Bihar	2	0	20	57	0	6	0	33	48	0
Chandigarh	0	0	0	0	0	0	0	1	0	0
Chhattisgarh	1	0	4	13	1	3	0	2	6	0
Delhi	1	2	1	6	0	0	0	12	7	4
Goa	0	0	1	0	0	0	0	0	0	4
Gujarat	5	0	10	26	1	2	0	8	11	1
Haryana	1	0	5	7	1	4	1	13	5	0
Himachal Pradesh	1	0	3	4	0	1	0	3	2	0
Jammu & Kashmir	0	0	11	6	0	3	0	6	9	0
Jharkhand	0	0	4	14	0	3	0	1	8	0
Karnataka	6	0	12	10	1	6	0	11	10	0
Kerala	7	0	7	7	0	9	0	7	5	0
Madhya Pradesh	1	0	13	18	1	3	0	7	10	0
Maharashtra	3	0	21	17	1	2	0	9	13	0
Meghalaya	2	0	0	1	0		0	2	1	0
Mizoram	0	0	0	0	0	0	0	2	0	0
Nagaland	0	0	0	0	0	0	0	1	0	0
Odisha	7	0	7	12	0	5	0	12	8	0
Punjab	2	0	4	9	1	1	0	6	4	0
Rajasthan	8	0	25	12	2	15	0	18	22	5
Tamil Nadu	2	0	6	8	0	4	0	2	6	0
Telangana	1	0	2	1	0	2	0	6	0	0
Tripura	2	0	0	0	0	3	0	0	5	0
Uttar Pradesh	14	0	49	55	18	26	0	43	76	20
Uttarakhand	1	0	3	2	1	9	0	3	3	0
West Bengal	18	0	25	25	1	12	0	23	35	3
Total	738					728				
