

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

**LOK SABHA
UNSTARRED QUESTION NO. 2690
TO BE ANSWERED ON 3RD JANUARY, 2018**

QUALITY OF SERVICE NORMS

2690. SHRI PINAKI MISRA:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Telecom Industries has urged the TRAI to consider a six month extension for implementation of new 'Quality of Service' norms;
- (b) if so, the details thereof and the reaction of the Government thereto; and
- (c) the steps taken by the Government to ensure the quality of telecom service in view of non-compliance, if any, of 'Quality of Service' norms?

ANSWER

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)**

- (a) Yes, Madam. The telecom industry had urged Telecom Regulatory Authority of India (TRAI) to consider a six-month extension for implementation of the amended Quality of Service (QoS) norms on 7th September 2017.
- (b) TRAI notified new Quality of Services regulation namely "Standards of Quality of Service of Basic Telephone Service (wireline) and Cellular Mobile Telephone Service (Fifth Amendment) Regulations, 2017 (4 of 2017)" dated 18.08.2017. The regulations have since come into force from 1st October, 2017.

In response to COAI letter dated 7.9.2017, TRAI vide letter dated 29.09.2017 informed COAI that since, first compliance report under the new regulations needs to be reported to TRAI only in January, 2018, the time period given in the regulations is adequate.

Further, vide letter dated 01.11.2017 COAI raised few issues and requested TRAI to withdraw this new regulation or keep it in abeyance. A meeting of COAI and other industry representative was also held with Secretary, TRAI on 10.11.2017, in which all the doubts of COAI and Service Providers about new regulation were clarified and directed them to abide by the provisions of new regulation. Thereafter, TRAI sent a letter to COAI on 21.12.2017 clarifying issues raised by them in detail.

Contd....2/-

(c) In order to improve customer- experience, TRAI has notified the amended QoS benchmarks with effect from 1st October, 2017 for Second Generation (2G) & Third Generation(3G) services and have also included Fourth Generation (4G) mobile services in its scope. The service providers are required to submit quarterly performance report, three weeks after the end of quarter. Accordingly, first quarterly report as per the new regulation will only be available by 21st January, 2017.

The Call drop rate will now be measured on Per-Cell basis instead of earlier methodology of average of all Base Transceiver Stations (BTS) in a given Licensed Service Area (LSA). It will remove the anomaly due to averaging of bad cells with good or excellent performing cells and make these QoS norms more stringent.

Financial disincentives have also been revised by TRAI to deal with cases of persistent non-compliance. While the ceiling for first time violation against a given benchmark has been enhanced from Rupees One lakh at present to a maximum of Rupees Five lakh per quarter. In case of repeated non-compliance, it has been raised from Rupees Two lakh at present to a maximum of Rupees Ten lakh per quarter.
