

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

**LOK SABHA
UNSTARRED QUESTION NO. 1303
TO BE ANSWERED ON 25th JULY, 2018**

PENALTIES AGAINST TELECOM SERVICE PROVIDERS

1303. SHRI JYOTIRADITYA M. SCINDIA:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Telecom Regulatory Authority of India (TRAI) has imposed penalties on leading telecom operators for failing to meet various quality of service benchmarks recently;
- (b) if so, the details thereof and the details of deficiencies of these telecom operators that have come to the notice of the TRAI;
- (c) whether the telecom operators are functioning as per set guidelines and procedure laid down by TRAI; and
- (d) if so, the details thereof and if not, the steps taken by TRAI to ensure the compliance of the said guidelines by these telecom operators?

ANSWER

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

(a) to (d) Telecom Regulatory Authority of India (TRAI) monitors the performance of Telecom Service Providers (TSPs) against the benchmarks for various quality of service parameters laid down by TRAI in the Quality of Service (QoS) Regulations issued from time to time through Quarterly Performance Monitoring Reports (PMRs) submitted by TSPs for the service area as a whole.

From the monitoring of performance of TSPs it is observed that the TSPs are generally complying with the benchmarks for various QoS parameters. However, some of the service providers are not complying with the benchmarks for some of the parameters in some of the service areas. The details of non-compliance by the TSPs for the quarter ending March 2018 are given below:

S.No.	Services	No. of instances of Non-Compliance
1.	Cellular	84
2.	Basic	6
3.	Broadband	5

Wherever the benchmarks are not met by the TSPs, TRAI has been imposing financial disincentives. The details of financial disincentives (Rupees in Lakhs) on various services levied during the last three years and current year are as follows:

S.No.	Financial Year	Cellular Services			Basic Services	Broadband Services
		2G	3G	Other Cellular Technologies		
1.	2015-16	257	101.50	Not Applicable	51.50	54
2.	2016-17	387	86	Not Applicable	19.50	35
3.	2017-18	171.50	73.50	Not Applicable	37	16
4.	2018-19	540.50	31.50	198	4	26

Financial disincentives are imposed for non-compliance with the benchmarks for both network related parameters and customer related parameters, such as fault repair, network accessibility, call drop, billing complaints, termination of service, refund of security deposit etc.

For addressing various issues including call drop issues and to ensure compliance with benchmarks, TRAI has taken the following steps:

- i. Close monitoring of performance of TSPs, against the benchmarks for various QoS parameters laid down by TRAI, through periodic reports from service providers.
- ii. Follow up is taken with TSPs for improving quality of service.
- iii. Audit and Assessment of QoS are made through independent agencies. Operator assisted drive tests of mobile networks are also conducted throughout the country to assess coverage and quality.
- iv. Publication of results of Audit and Assessment of QoS, including for Call Drop parameters on TRAI website namely www.trai.gov.in for information of stakeholders, forcing the service providers to improve its service.
- v. Review of performance against the QoS benchmarks and imposition of financial disincentives for non-compliance with the benchmarks for QoS parameters.
- vi. For addressing Call Drop, TRAI regularly undertakes the drive tests of mobile networks in select cities, highways and railway routes to assess the QoS and coverage around the areas covered in the drive test routes. The results of Drive tests are shared with the service providers for improving QoS and coverage in the areas identified in the Drive Tests.
