

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS
LOK SABHA
UNSTARRED QUESTION NO. 2490
TO BE ANSWERED ON 21st DECEMBER, 2022
QUALITY OF SERVICE IN TELECOM SECTOR**

2490. SHRI ANNASAHEB SHANKAR JOLLE:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the quality of service in the telecom sector needs to be improved significantly;
- (b) if so, the details thereof including the measures that have been taken/being taken in this regard;
- (c) whether there is a paradigm shift in the telecom sector through Gati Shakti resulting in significant improvement in quality of service standards; and
- (d) if so, the details thereof?

**ANSWER
MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

(a) & (b) Telecom Regulatory Authority of India (TRAI) has been monitoring the performance of Telecom Service providers (TSPs) against the benchmarks for various Quality of Service (QoS) parameters through Quarterly Performance Monitoring Reports (PMRs). These parameters/benchmarks have been laid down by TRAI by way of QoS regulations and have been amended from time to time, as per requirement of telecom sector, emergence of new technologies and compliance.

Wherever the benchmark is not met by service provider, the explanation of TSPs is called for. After considering the explanation submitted by TSPs, TRAI imposes financial disincentives for non-compliance with the benchmark.

Moreover, Department of Telecommunications (DoT) has taken several policy initiatives to facilitate infrastructure growth for delivery of quality services. These include permitting trading/sharing/ liberalisation of spectrum, permitting passive & active infrastructure sharing, notification of Right of Way Rules, 2016 and amendments thereof, making government land/buildings available for installations of towers, etc.

(c) & (d) The GatiShakti Sanchar portal has onboarded/ integrated all 36 States/ Union Territories (UTs) to accept, process and approve Right of Way (RoW) applications for both Optical Fiber Cable (OFC) and towers through single interface. The portal is also integrated with three central ministries, Ministry of Railways, Ministry of Road Transport and Highways and Ministry of Defence. The portal enables applicants like Telecom Service Provider/ Infrastructure Provider (TSP/IP) to apply for RoW approvals to various agencies of State/UT Governments, local bodies and Ministries at one common/ single portal.

Dashboard has been enabled on the portal to view the State/ district wise status of applications, pendency, approvals, etc. Quick approvals will lead to laying of more OFC and thus may accelerate fiberisation and increasing tower density which will enhance connectivity and improve Quality of Service.
