

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

**LOK SABHA
UNSTARRED QUESTION NO. 3749
TO BE ANSWERED ON 18TH DECEMBER, 2024**

SURVEY OF SUB-STANDARD SERVICES BY TRAI

3749. Shri Eswarasamy K:

Will the Minister of COMMUNICATION be pleased to state:

- (a) whether it is a fact that according to a recent survey of TRAI, the services of Airtel, Jio, Vodafone-Idea including BSNL and MTNL are sub-standard, if so, the details thereof;
- (b) whether it is also a fact that the major grievance of the consumers has been regarding their network and billing; and
- (c) if so, the action TRAI proposes to take against these operators?

ANSWER

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

- (a) As per the Performance Monitoring Report of Cellular Mobile Telephone Services for quarter ending Sept-2024 published by Telecom Regulatory Authority of India (TRAI), all services providers are meeting the benchmark of all network related Quality of Service (QoS) parameters of Cellular Services except BSNL in Kerala and North East License Service Area.
- (b) & (c) Grievances related to network and billing, on an average are around only 26% of the total grievances received from the consumers. All the complaints received from consumers are forwarded to the concerned service providers for necessary action. Further, wherever the QoS benchmarks set by TRAI are not met by service providers, financial disincentive are imposed for non-complied parameters as per regulation.
