

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

**LOK SABHA  
UNSTARRED QUESTION NO. 1870  
TO BE ANSWERED ON 11<sup>TH</sup> FEBRUARY, 2026**

**NON-COMPLIANCE OF SERVICE QUALITY NORMS**

**1870. SHRI ESWARASAMY K:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether it is a fact that the Telecom Regulatory Authority of India had issued orders for fines on pesky calls;
- (b) if so, the details thereof;
- (c) whether it is also a fact that the TRAI had issued orders over non-compliance of service quality norms and delay in submission of compliance report of service quality and if so, the details thereof; and
- (d) whether it is also a fact that the TRAI is yet to receive the fine imposed on these accounts from the service providers and if so, the details thereof?

**ANSWER**

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

- (a) & (b) Telecom Regulatory Authority of India (TRAI) has imposed Financial Disincentives (FDs) of about Rs 153.8 Crores on Telecom Service Providers (TSPs) for non-compliance of Telecom Commercial Communications Customer Preference Regulations (TCCCPR) 2018 which deals with controlling Unsolicited Commercial Communication.
- (c) Since 01.04.2021, TRAI has imposed FDs of Rs. 7.236 crores for non-compliance of service quality norms and for delay in submission of compliance report under 'The Standards of Quality of Service of Access (Wirelines and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024'.
- (d) TRAI has received Rs. 6.577 crores for FDs due to non-compliance of service quality norms. Further, TRAI has received payment of Rs. 1.75 lakhs from 2 TSPs for FD imposed for non-compliance of TCCCPR 2018 and for other TSPs the matter is sub-judice.

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