

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

**LOK SABHA
UNSTARRED QUESTION NO. 894
TO BE ANSWERED ON 4TH FEBRUARY, 2026**

PERSISTENT ISSUES OF SLOW MOBILE DATA SPEEDS, FREQUENT CALL DROPS

894. SHRI E T MOHAMMED BASHEER:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has taken note of persistent issues of slow mobile data speeds, frequent call drops and network congestion across several States, particularly in light of the country's continued middling performance in global mobile speed rankings and recurring service outages reported by subscribers; and
- (b) if so, the concrete steps taken or proposed to improve Quality of Service (QoS), including network capacity augmentation, spectrum utilisation and penalties imposed on telecom service providers for non-compliance with prescribed benchmarks?

ANSWER

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

- (a) As per Performance Monitoring Report published by Telecom Regulatory Authority of India (TRAI) for the month of Dec-25, all Telecom Service Providers (TSPs) are meeting Quality of Service (QoS) benchmarks for network related parameters in the country.
- (b) Following steps have been taken by the government to improve quality of service –
- i. TRAI has revised Quality of Service benchmarks on 02.08.2024 applicable from 01.10.2024 for various parameters, and performance of service providers against the benchmark is regularly monitored by TRAI to ensure better quality of services. Wherever the QoS benchmarks set by TRAI are not met by service providers, the explanation of the concerned service provider for non-compliance is called for and after considering the response, financial disincentives are imposed, as per existing regulation.
 - ii. Assignment of sufficient spectrum for mobile services through auction.
 - iii. Spectrum sharing, trading and surrender has been permitted for efficient use of spectrum.
 - iv. Simplification of Procedure for SACFA (Standing Advisory Committee on Radio Frequency Allocations) clearance.
 - v. Notification of Telecommunications Right of Way (RoW) Rules and launch of PM GatiShakti Sanchar portal has resulted in streamlining of RoW permissions and expeditious clearance for installation of telecom infrastructure.

The above steps facilitated TSPs to expand their network and to improve quality of service.
