

F.No.301-1/2013-QoS
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan,
Jawaharlal Nehru Marg, Next to Zakir Hussain College,
New Delhi – 110 002

No. 301-1/2013-PMR-QoS (pt.)

Dated: 18th October, 2013

DIRECTION

Subject: Direction under section 13 of TRAI Act 1997 to all cellular mobile telephone service providers to provide data to the regional offices of the Authority and to the audit agency appointed by the Authority for conducting audit and assessment of Quality of Service.

F. No.301-1/2013-QOS---- Whereas the Telecom Regulatory Authority of India (hereinafter referred to as the Authority), established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as TRAI Act), has been entrusted with discharge of certain functions, *inter alia*, to regulate the telecommunication services; to ensure compliance of terms and conditions of license; lay-down the standards of quality of service to be provided by the service providers and to ensure the quality of service and conduct periodical survey of such services provided by the service providers so as to protect the interest of the consumers of telecommunication service;

2. And whereas the Authority has appointed three audit agencies viz. M/s CS Datamation Research Services Pvt. Ltd., M/s TUV SUD South Asia/TUV SUD Group and M/s IMRB International to conduct audit and assessment of Quality of Service provided by various service providers in different zones and service areas as mentioned in the Annexure annexed with this Direction;


3. And whereas the Authority had already informed the service providers regarding the appointment of the audit agencies and their scope of work which, *inter alia*, includes generation of Performance Monitoring Report (PMR) for which data relating to quality of service is required by the audit agencies appointed by the Authority;

4. And whereas it has come to the notice of the Authority that some service providers are not providing the requisite data to the audit agency appointed by the Authority for conducting the audit and assessment of Quality of Service;


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5. And whereas the Authority has decided that one of its regional offices in each zone shall be the nodal office for the audit and assessment of Quality of Service for the service area mentioned in Annexure to this Direction;

6. Now, therefore, in exercise of powers conferred upon it under section 13, read with section 11, of the TRAI Act, 1997, the Authority hereby directs all cellular mobile telephone service providers to provide, latest by the 5th day of every succeeding month, the data of previous month relating to Quality of Service, for generating Performance Monitoring Report, to the regional office of the Authority and to the audit agencies mentioned in the Annexure to this Direction and to any audit agency which may be appointed by the Authority, from time to time.


(A. Robert Jerard Ravi)
Advisor (CA & QoS)

To,

All Cellular Mobile Telephone Service Providers

Annexure

A.

S.NO.	Name of the Audit Agency	Service area allocated for audit and assessment of Quality of Service
1.	M/s CS DataMation Research Services Pvt. Ltd.	SOUTH ZONE:- Andhra Pradesh, Kerala, Karnataka, Chennai and Tamilnadu (Excluding Chennai)
2.	M/s IMRB International	EAST ZONE:- NE (including Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura), Assam, Orissa, Kolkata, West Bengal (including Sikkim, Andaman & Nicobar), Bihar(including Jharkhand)
3.	M/s TUV & SUD	NORTH ZONE:- Himachal Pradesh, Delhi, (including Gaziabad, Faridabad, Noida and Gurgaon), Haryana, Rajasthan, J&K, UP(E), UP(W)(including Uttarakhand) and Punjab
4	M/s TUV & SUD	WEST ZONE- Mumbai, Gujarat, MP (including Chattisgarh), Maharashtra (including Goa)

B.

S.No.	Name of the Nodal Regional Office	Name of the service areas falling under its jurisdiction for the purpose of audit and assessment of Quality of Service
1.	Hyderabad	SOUTH ZONE:- Andhra Pradesh, Kerala, Karnataka, Chennai and Tamilnadu (Excluding Chennai)
2.	Chandigarh	NORTH ZONE:- Himachal Pradesh, Delhi, (including Gaziabad, Faridabad, Noida and Gurgaon), Haryana, Rajasthan, J&K, UP(E), UP(W) (including Uttarakhand) and Punjab
3.	Patna	EAST ZONE:- NE (including Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura), Assam, Orissa, Kolkata, West Bengal (including Sikkim, Andaman & Nicobar), Bihar(including Jharkhand)
4.	Mumbai	WEST ZONE- Mumbai, Gujarat, MP (including Chattisgarh), Maharashtra (including Goa)

