



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार / Government of India



No. AU-4/2/6(3)/2023-QoS

Dated: 07 July 2025

1. Telecom Regulatory Authority of India released bid on Government e-Marketplace (GeM) inviting bids for '**Engagement of TRAI Empaneled Agencies for Conducting Performance Monitoring Report (PMR) Audit of Access (Wireline and Wireless) Service and Broadband (Wireline and Wireless) Service**'.

2. Participation in this bid is limited to –

- (i) M/s TUV SUD South Asia Pvt. Ltd.
- (ii) M/s Hindustan Thompson Associates Pvt. Ltd.
- (iii) M/s Phistream Consulting Pvt. Ltd.

(TRAI Empaneled Agencies only)

3. The details of LTE are as follows:

Bid Number: **GEM/2025/B/6423908**

Bid Start Date: **07-July-2025**

Bid End Date: **28-July-2025**



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Tender No. AU-4/2/6(3)/2023-QoS dated 07.07.2025
Last Date of Submission of bid by **17:00 Hrs on 28.07.2025**

Limited Tender Enquiry (LTE)

for

Engagement of TRAI Empaneled Agencies

for Conducting

**Performance Monitoring Report (PMR) Audit of
Access (Wireline and Wireless) Service and
Broadband (Wireline and Wireless) Service**

Telecom Regulatory Authority of India (TRAI)
NBCC World Trade Centre, Block F, Nauroji Nagar,
Safdarjung Enclave, New Delhi-110029.

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SECTION-I

NOTICE INVITING TENDER

Invitation of Bids for Engagement of TRAI Empaneled Agencies for Conducting Performance Monitoring Report (PMR) Audit of Access (Wireline and Wireless) Service and Broadband (Wireline and Wireless) Service

To,

M/s TUV SUD South Asia Pvt. Ltd.

M/s Hindustan Thompson Associates Pvt. Ltd.

M/s Phistream Consulting Pvt. Ltd.

(TRAI Empaneled Agencies only)

1. The Telecom Regulatory Authority of India, 4th to 7th Floor, Block F, NBCC World Trade Centre, Nauroji Nagar, Safdarjung Enclave, New Delhi-110029 (hereinafter referred to as 'TRAI' or 'Authority') hereby invites bids only from TRAI Empaneled Agencies (hereinafter referred to as "Agency") for conducting Performance Monitoring Report (PMR) Audit of following services provided by various service providers:-

- (a) Access (Wireline and Wireless) Service.
- (b) Broadband (Wireline and Wireless) Service.

2. Presently, the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) (hereinafter referred to as "QoS Regulations") are in force, which may be amended from time to time. The PMRs are submitted by the service providers under provisions of the QoS Regulations.

3. The tender is invited for the following Zones:-

- (a) RO Bengaluru Zone.
- (b) RO Bhopal Zone.
- (c) RO Delhi Zone.
- (d) RO Hyderabad Zone.
- (e) RO Jaipur Zone.
- (f) RO Kolkata Zone.

4. Details of the Licensed Service Areas (LSAs) along with geographical areas covered under each zone are given in the bid document at **Annexure-2A**.

5. The Agencies can submit the bid(s) for any number of zones (one or more than one zone), as per their choice.

6. **Bid Security**

(a) The Agency shall furnish the bid Security of **Rs. 1,50,000/- (Rs One Lakh Fifty Thousand only) per zone**, in the form of Demand Draft/ Banker's cheque drawn in favour of 'TRAI' and payable at New Delhi.

(b) **Exemption** of Bid security deposit will be considered for Agency registered as Micro/ Small/ Start-up with NSIC/ MSME/ DPIIT, etc. Further, the exemption to MSME category is only applicable to those Agencies who are registered under the scheduled category (61 - Telecommunications) for which services are to be obtained and not for all MSME categories. In case the exemption is sought, the Agency shall also submit a Bid-security declaration.

7. A copy of the Limited Tender Enquiry (hereinafter referred to as "LTE") is available on TRAI's website www.trai.gov.in as well as on <https://gem.gov.in> and may be downloaded for the purpose of bid submission. As TRAI has decided to use the process of e-tendering to invite bids for this LTE, hence a hard copy of this LTE will not be available.

8. Only TRAI Empaneled Agencies are eligible to participate in this LTE. The interested Agencies shall submit their bids strictly in accordance with the formats provided in **Section-VI** of this LTE.

9. The Agency shall accept all technical/ commercial terms & conditions mentioned in the LTE.

10. TRAI reserves the right to reject any or all the bids without assigning any reason thereof.

11. The bid document, complete in all respect, shall be submitted only through Government e Marketplace (GeM) portal at <https://gem.gov.in>. Requirements and procedure for online bid submission is outlined in the said Portal. Bidders are advised to go through the details thoroughly before submission of bids, as TRAI will not be responsible for rejection of bids due to submission of incorrect/ faulty online application-

12. The last time and date for bid submission is 17:00 Hrs. on 28.07.2025. Bids received after due time and date will not be accepted. The bids will be opened online at 17:30 hrs. on 28.07.2025. In case the date of submission or opening is declared to be a holiday, the date of submission and opening of bid will get shifted automatically to the next working day at the same scheduled time. Any change in bid submission or opening date due to any other unavoidable reason will be notified through TRAI website and Government e Marketplace (GeM) portal.

13. It is the responsibility of the Agency to read all the terms & conditions of this LTE carefully before submitting the bid. Incomplete bids and bids not in accordance with the terms

and conditions of this LTE shall be rejected.

14. Bid having any vagueness or having incomplete information, will be liable to be rejected and shall be interpreted as incompetence, disinterest or deliberate omission on the part of the Agency to meet the requirements under this LTE.

15. The Agency shall ensure that no addition/ deletion/ corrections have been made in the downloaded Limited Tender Enquiry being submitted and it is identical to the Limited Tender Enquiry appearing on GeM portal.

16. Tentative date/ time schedule for various activities is as mentioned below:

S. No.	Description	Bid schedule & Address/ details
1.	Name of LTE	Engagement of TRAI Empaneled Agencies for conducting Performance Monitoring Report (PMR) Audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service
2.	Reference number & date	No.-AU-4/2/6(3)/2023-QoS dated 07.07.2025
3.	Date of issue of LTE	07.07.2025
4.	Last date for receiving Pre-bid clarifications	10.07.2025 at 17:00 hrs
5.	Pre-bid meeting	14.07.2025 at 1500 hrs
6.	Issue of clarification, if any	21.07.2025
7.	Last date and time for submission of Bids	28.07.2025 at 1700 hrs
8.	Date and time of opening of Technical Bids	28.07.2025 at 1730 hrs
9.	Date and time of Opening of Financial Bids.	Date & time will be notified through email.
10.	Name and address for communication	Joint Advisor-2 (QoS-I) 5 th floor, Block F, NBCC World Trade Centre, Nauroji Nagar, Safdarjung Enclave, New Delhi-110029.
11.	Bid related queries	Through GeM portal/ Email ID: sroqos3@tra.gov.in

17. Any change in the schedule of tender submission or opening etc. shall be communicated through TRAI website, GeM portal and registered emails of the Agency.

(Lt. Col. Baljeet Singh Cheema)
Joint Advisor-2 (QoS-I)

SECTION-II

GENERAL CONDITIONS AND INSTRUCTIONS TO THE BIDDERS

2.1. Definitions:-

- (i) “The Purchaser” means Telecom Regulatory Authority of India;
- (ii) “The Agency” means TRAI Empaneled Agencies who participates in this tender and submits its bid;
- (iii) “Successful Agencies” means the Agencies to whom work in this tender is awarded;
- (iv) “The Work Order” means the order placed by the Purchaser on the Successful Agency, signed by the Purchaser and will include all attachments, appendices thereto and all documents incorporated by reference therein;
- (v) “The Contract Price” means the price payable to the Successful Agency under the work order for the full and proper performance of its contractual obligations.

2.2. Cost of Bidding

The Agency shall bear all costs associated with the preparation and submission of the bid. The Purchaser will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

2.3. Bid document

The Agency is expected to examine all instructions, forms, terms and specifications in the bid documents and clarifications/amendments/addenda, if any. Failure to furnish all information required as per the bid documents or submission of the bids not substantially responsive to the bid documents in every respect will be at the Agency's risk and may result in rejection of the bid.

2.4. Clarification on bid document and pre-bid conference

- 2.4.1. Agency requiring any clarification on the bidding documents shall notify the Purchaser in writing through the GeM portal. The Purchaser shall respond in writing to any request for the clarification of the bid documents, which it receives not later than the dates specified in Section-I of this LTE.
- 2.4.2. However, the Purchaser does not undertake to answer each query/request for clarification. The Agency shall not assume that their unanswered queries have been accepted by the Purchaser.
- 2.4.3. Copies of the query (without identifying the source) and clarifications by the Purchaser shall be uploaded on TRAI's website www.trai.gov.in as well as on <https://gem.gov.in>. The clarification/queries on bid documents should be sent in the following format:

S. No.	Clause No. with Section of LTE	Clarification/ query

- 2.4.4. The Agencies are required to keep regular watch on GeM portal <https://gem.gov.in> and the TRAI website (www.traigov.in) for any amendment to the LTE or for clarifications in response to the queries raised by the Agencies up to a day prior to the last date for submission of bids.
- 2.4.5. TRAI reserves the right to reject any or all the bids in case the bids are submitted without taking into account these amendments/clarifications. Further, the Agencies shall be fully responsible for downloading of the amendments made by TRAI in the bid document and clarifications issued, if any, from TRAI website or GeM portal and TRAI accepts no responsibility whatsoever in this regard.
- 2.4.6. Any clarification on the bid documents required by the Agencies shall be, to the extent possible, clarified in the pre-bid conference. The pre-bid conference will be held with the Agencies, for technical discussion/clarifications on technical and other matters regarding terms and conditions of the bid document. The pre-bid conference may be held, either in physical mode in one of the meeting halls of TRAI at NBCC World Trade Centre, Block F, Nauroji Nagar, Safdarjung Enclave, New Delhi-110029 or through online or hybrid mode. The Agencies should, on their own, attend the said conference without waiting for any further communication.
- 2.4.7. As a result of the discussion in this pre-bid conference, if any modifications to the LTE are considered necessary, suitable corrigenda/ addenda will be issued. A copy of such corrigenda/ addenda will be uploaded on <https://gem.gov.in> and TRAI website (www.traigov.in).
- 2.4.8. Any clarification/ corrigenda/ addenda issued by TRAI either on its own, or in response to query raised by Agencies shall form an integral part of bid documents and it shall amount to an amendment of relevant clauses of the bid documents.

2.5. Amendment of bid documents

- 2.5.1. At any time, prior to the date of submission of bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by an Agency, modify bid documents by issuing amendments.
- 2.5.2. The amendments shall be notified in writing through GeM portal and TRAI website to Agencies and these amendments will be binding on them.
- 2.5.3. In order to afford Agencies a reasonable time to take the amendment into account in preparing their bids, the Purchaser may, at its discretion, extend the deadline for the submission of bids suitably.

2.6. Bid Security

- 2.6.1. The audit agency shall submit a bid security of **Rs. 1,50,000/-** (Rs. One Lakh Fifty Thousand only) **for each Zone**, in the form of Demand Draft/ Banker's cheque drawn in favour of 'TRAI' and payable at New Delhi.

Exemption of bid security deposit will be considered for Agencies registered as Micro/Small/Start-up with NSIC/MSME/DPIIT etc. Further, the exemption to MSME category is only applicable to those Agencies who are registered under the scheduled category (61 - Telecommunications) for which services are to be obtained and not for all MSME categories.

However, Agencies, themselves, have to ensure that they are eligible for such exemption and submit self-attested relevant certificates and documentary proofs for claiming the same. In case the exemption is sought, the Agency shall also submit a ***bid-security declaration*** (as per Annexure-5 of this LTE) accepting that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a Performance Bank Guarantee (PBG) (as per Annexure-1 of this LTE) before the deadline defined in the bid document, they may be suspended from participating in future tenders of TRAI for a period upto three (3) years and/or the Agency may be removed from the panel of Auditors of TRAI.

- 2.6.2. Original Demand Draft/ Banker's cheque for all zones shall be submitted **physically** to Joint Advisor-2 (QoS-I), Telecom Regulatory Authority of India, 5th Floor, Block F, NBCC World Trade Centre, Nauroji Nagar, Safdarjung Enclave, New Delhi-110029, before last date and time of submission of bids as mentioned in Section-I, in a single envelope duly super-scribed '*Bid security for Engagement of TRAI Empaneled Agencies for conducting Performance Monitoring Report (PMR) Audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service for* ' [please mention name of RO/ Zones for which Agency is submitting the bid]. The Demand Draft/ Banker's cheque should be drawn on any Scheduled Bank in favour of "**TRAI**" payable at New Delhi.
- 2.6.3. A scanned copy of the Demand Draft/ Banker's cheque is also required to be submitted along with Technical bid being submitted on <https://gem.gov.in>.
- 2.6.4. **Bids received without bid security or Annexure-5 (in case of exemption of bid security deposit) as applicable shall be rejected summarily.**
- 2.6.5. The bid security shall be refunded to the unsuccessful Agencies after finalisation of the tender. The bid security of successful Agencies shall be returned after submission of Performance Bank Guarantee (PBG). No interest shall be payable by TRAI on the same.
- 2.6.6. The Agency will be suspended from participating in the future tenders of TRAI for a period up to **three (3) years**, in any of the following circumstances:
- (a) in case the Agency withdraws or modifies its bid after the last date of submission of bid and during the period of validity of bid; or

- (b) in case the successful Agency fails:-
 - (i) to sign the contract; or
 - (ii) to furnish Performance Bank Guarantee in accordance with **clause 2.13** of this Section.

2.7. Documents comprising bids

2.7.1. Agencies shall submit the Technical-Bid and Financial Bid online separately before the last date and time of submission of Bids. First electronic envelope will be named as '**Technical envelope**' and will contain documents to establish Agency's technical eligibility for the work propounded by this LTE and second electronic envelope will be named as '**Financial envelope**' containing financial quote. Offline documents shall be submitted in **Envelope-3 (offline)**. Broadly, the following documents are required to be submitted: -

2.7.1.1. Technical envelope shall contain:-

- (i) copy of the LTE document and clarifications/ corrigendum issued, if any, duly signed by the authorised representative of the Agency on each page of the LTE and clarifications/ corrigendum issued, if any, as an acknowledgement that the Agency has read and accepted the terms and conditions;
- (ii) duly filled Form-I to Form-V of Section- VI of the LTE document;
- (iii) scanned copy of authority letters/power of attorney to designate a person to sign and/or submit the bid, interact with TRAI for all bid related activities, queries, presentations, etc.;
- (iv) scanned copy of bid security for each zone in accordance with clause 2.6 of this Section **OR** scanned copy of Bid Security Declaration as per **Annexure-5** along with relevant certificate seeking exemption from bid security deposit;
- (v) any other documents as specified in the LTE.

2.7.1.2. **Financial envelope** shall contain duly filled Price Schedule in accordance with Section V. The financial bid inclusive of all levies, duties and other applicable taxes shall be submitted by the Agencies on the GeM portal only.

2.7.1.3. Envelope-3 (offline) shall contain:-

- (i) original bid security;
- (ii) original authority letter/ power of attorney to designate a person to sign and/or submit the bid, interact with TRAI for all bid related activities, queries, presentations, etc.;
- (iii) duly filled Form-I to Form-V of Section-VI of this LTE;
- (iv) letter of authorization to attend the bid opening.

The above documents are required to be submitted physically (i.e. offline

submissions) to Joint Advisor-2 (QoS-I), Telecom Regulatory Authority of India (TRAI), 5th Floor, Block F, NBCC World Trade Centre, Nauroji Nagar, Safdarjung Enclave, New Delhi-110029 on or before the last date and time of submission of bids in a sealed envelope. The envelope shall be superscribed as '*Bid security for conducting PMR Audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service provided by various service providers*' and the phrase "*Do Not Open Before (due date and time of opening of tender)*" shall be clearly mentioned on it.

2.7.2. The bid submitted should be properly indexed with running page numbers marked on all documents enclosed.

2.7.3. The name, address, telephone/mobile number, e-mail address of the Agency and zone for which the bid is submitted should be clearly mentioned. Any corrections or overwriting in the bid should be attested by the authorized person signing the bid failing which the proposal shall be liable to be rejected.

2.7.4. Agencies are required to sign the complete bid document as per the requirements of this LTE.

2.8. Submission of bid and Validity of Bids

2.8.1. The standard formats for the bids i.e. Technical and Financial are at Section-VI and V, respectively. All the details are required to be filled by the Agencies and submitted before the last date and time of submission of bids. The bids should be paginated and indexed.

2.8.2. Bids must be received by the Purchaser as per clause 2.8 of Section-II not later than the date and time indicated in the Notice Inviting Tender given in Section-I above.

2.8.3. The Agency is required to submit the bid (except envelope-3) online at the GeM portal. Tender bids received after due time & date will not be accepted. **Offline submission of bids would not be accepted and only the documents mentioned in clause 2.7.1.3 of Section-II shall be submitted offline.**

2.8.4. The Purchaser may, at its discretion, extend this deadline for the submission of bids by amending the bid documents in accordance with clause 2.6 in which case all rights and obligations of the Purchaser and Agencies previously subject to the deadline will thereafter be subjected to the extended deadline.

2.8.5. The bid shall remain valid for **one hundred twenty (120) days** from the last date of submission of the bid.

2.8.6. Agencies are advised to go through the details thoroughly before submission of bids, as TRAI shall not be held responsible for rejection of bids due to incorrect/ faulty online application submission.

2.9. Modification and withdrawal of bids

2.9.1. The bid modification, revision or withdrawal shall be in accordance with the provisions of GeM portal.

2.9.2. Subject to clause 2.9.1, no bid shall be modified subsequent to the deadline for submission of bids.

2.10. TRAI's right to accept or reject a bid without assigning any reason

TRAI reserves the right to accept or reject any bid without assigning any reason.

2.11. Opening and evaluation of the bid

2.11.1. The technical bids will be opened on **28.07.2025 at 1700 hrs.** online through GeM portal.

2.11.2. The participating Agencies/authorised representative(s), if they so desire, may be present at the time of opening of the bids.

2.11.3. **Technical Evaluation:** The bids shall be evaluated by the Tender Evaluation Committee for their responsiveness i.e. to verify whether proposals are free of any significant omission and deviations from scope of work or other key requirements of this LTE. Only the Agencies having submitted technically responsive bids shall qualify for opening of financial bids in the second stage of Bid Evaluation. TRAI may ask the Agency to give a presentation on their technical proposal as per requirement of tender evaluation committee.

2.11.4. **Financial Evaluation:** The financial bid inclusive of all levies, duties and other applicable taxes shall be submitted by the Agencies. The financial bid shall be evaluated giving due consideration to the total quoted price for the zone i.e., as a package covering all services for the quoted RO Zone as per the scope of work. Only total quoted price for a zone will be taken into consideration for awarding ranking to bids from lowest to highest.

2.11.5. Arithmetical errors shall be rectified on the following basis:

If there is a discrepancy between words and figures, the amount in words shall prevail. If there is discrepancy in the total arrived at and the rates quoted for each service area of a zone, the total shall be corrected taking into account the rates quoted for the zone. If the Agency does not accept the correction of the errors, its bid shall be rejected.

2.12. Award of work

2.12.1. The Agencies offering lowest total quoted price inclusive of all taxes and levies in respective RO Zone and covering all services and all licensed service areas, shall be considered for award of work in that zone. The successful Agency shall be notified by TRAI by way of a Letter of Intent (LoI).

2.13. Performance Bank Guarantee

2.13.1. The successful Agencies shall furnish a Performance Bank Guarantee in the Proforma given at **Annexure-1** from any Scheduled Bank in India within fifteen (15) days from the date of receipt of the Letter of Intent (LoI) from the Purchaser, for an amount equivalent to three per cent (3%) of the value of the contract along with letter of unconditional and unequivocal acceptance to the Letter of Intent.

- 2.13.2. In case the furnishing of an acceptable Performance Bank Guarantee is delayed by the Agency beyond the afore-mentioned period, TRAI may cancel the said Letter of Intent (LoI) and forfeit the Bid Security submitted by the Agency.
- 2.13.3. Initially, the Performance Bank Guarantee shall be valid for a period of 2 (two) months beyond the validity of the contract between the Purchaser and the Agency in regard to the PMR Audit pertaining to this LTE. The Agency on its own shall extend the validity period of the bank guarantee for a further period of six (6) months on similar terms at least one (1) month prior to the day of its expiry without any demand or notice from TRAI. In this manner, the bank guarantees shall be kept valid till the satisfactory completion of the work under the contract. Any failure to do so, shall amount to violation of the terms of the contract and entitle TRAI to encash the bank guarantee and to convert it into a cash security without any reference to the Agency at its risk and cost. No interest or compensation whatsoever shall be payable by TRAI on such encashment.
- 2.13.4. On satisfactory completion of the contract in all respects, as per the terms and conditions specified in the tender document and contract, the Performance Bank Guarantee shall be returned to the Agency. No interest in any form shall be payable by TRAI to the Agency before or after expiry of the Performance Bank Guarantee.
- 2.13.5. In case the contract is extended to cover PMR audit work for one or more month, but not more than twelve (12) months, the Agency shall submit, within fifteen (15) days of intimation about such extension by TRAI, a fresh Performance Bank Guarantee for amount equivalent to three per cent (3%) of the value of the contract for the extended work having validity for a period of 2 (two) months beyond the extended validity of the contract, as the case may be, and shall also extend the validity period of such bank guarantee for a further period of six (6) months on similar terms, at least one (1) month prior to the day of its expiry without any demand or notice from TRAI. In this manner, the bank guarantees shall be kept valid till the satisfactory completion of the work under the contract. Any failure to do so, shall amount to violation of the terms of the contract and entitle the TRAI to encash the bank guarantee and to convert it into a cash security without any reference to the Agency at its risk and cost. No interest or compensation whatsoever shall be payable by TRAI on such encashment.
- 2.13.6. Without prejudice to its rights to terminate the contract and to pursue any other remedy available to it under the law, TRAI may forfeit full or part of the Performance Bank Guarantee in case:-
- (i) the audit agency fails to carry out the assigned task as per the terms and conditions specified in this LTE and contract; or
 - (ii) the audit report is not as per the format approved by TRAI; or

- (iii) the audit report contains information which is found to be factually incorrect or materially wrong by TRAI and the decision of TRAI as regards such material incorrectness of the report shall be final and binding on the audit agency.

2.14. Validity of Contract

- 2.14.1. The contract shall be valid for a period of eighteen (18) months from the date of signing of the contract, covering PMR Audit for one (1) year.
- 2.14.2. The contract period may be extended up to maximum twelve (12) months, on six (6) monthly basis, at the same rate and terms & conditions, as per the contract, at the sole discretion of TRAI, to cover the PMR Audit in the extended period.

2.15. Purchaser's right to vary quantities

- 2.15.1. TRAI reserves the right to increase or decrease the number of PMR Audits in any Zone, amounting maximum up to 25% of the total contract value (arrived at after adding the amount of L1 bidders in each zone) as provided in the Schedule for Financial Bids (i.e. Section-V of this LTE), without change in the unit price or other terms and conditions during the validity of the contract, including the extended period (if extended).

2.16. Force Majeure

- 2.16.1. If the performance in full or part as specified in the contract is prevented, restricted, delayed or interfered by reasons of-
 - (a) fire, explosion, cyclone, floods;
 - (b) war, revolution, acts of public enemies, blockage, or embargo;
 - (c) any law, order, proclamation, ordinance, demand, lock down imposition by Government, or authority or representative of any Government;
 - (d) strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein; or
 - (e) any other circumstances beyond the control of the party affected,

then, notwithstanding anything contained hereinbefore, the Agency may be excused from its performance to the extent such performance relates to such prevention, restriction, delay or interference, provided the Agency so affected uses its best efforts to remove such cause of non-performance, and when removed, the Agency shall continue performance with utmost urgency.

- 2.16.2. If at any time during the performance of the contract, the Agency should encounter force majeure conditions mentioned above impeding timely completion of the work, the Agency shall, within seven (7) days, notify to TRAI in writing the fact of the delay, its likely duration and its causes. As soon as practicable after receipt of the notice of the Agency, TRAI may evaluate the situation and may, at its discretion, extend the period for performance of the contract after mutual discussion with the Agency. If the force majeure

conditions mentioned above continue to be in force for ninety (90) days or more at any time, TRAI shall have the option to terminate the contract on expiry of the ninety (90) days of commencement of such force majeure conditions by giving fourteen (14) days' notice to the Agency in writing. In case of such termination, no damages shall be claimed by either party against the other, save and except those which had occurred under any other clause of this contract before such termination.

2.17. Termination:

- 2.17.1. TRAI reserves the right to terminate the contract, in whole or in part, for its (the Purchaser's) convenience or frustration of contract as per sub-clause below, by serving Notice for Termination of Contract of fourteen (14) days on the Agency at any time during the currency of the contract. The notice shall specify that the termination is for the convenience of TRAI or the frustration of the contract. The notice shall also indicate, inter-alia, the extent to which the Agency's performance under the contract is terminated, and the date with effect from which such termination shall become effective. Such termination shall not prejudice or affect the rights and remedies accrued or shall accrue after the termination to TRAI. Unless otherwise instructed by TRAI, the Agency shall continue to perform the contract to the extent not terminated.
- 2.17.2. Without prejudice to its right to impose liquidated damages, TRAI reserves the right to terminate the contract and forfeit the Performance Bank Guarantee if:-
 - (a) the Agency fails to carry out the task as per the terms and conditions specified in the tender document and the contract; or
 - (b) TRAI upon assessing the work done by the Agency, finds its to be failing to meet performance standards; or
 - (c) the Agency has breached terms of the contract; or
 - (d) the audit report is not as per the format approved by TRAI; or
 - (e) the audit report contains information, which is found to be factually incorrect or materially wrong by TRAI and the decision of TRAI as regards such material incorrectness of the report shall be final and binding on the Agency.
- 2.17.3. Delivery of the performance of the work shall be done by the Agency in accordance with the time schedule specified by TRAI. TRAI shall be the sole judge of the adequacy of work received and their value. In case the work is not completed within the stipulated delivery period, as indicated in the contract, or in case of poor performance or non-performance of the work, TRAI reserves the right to terminate the contract and/or impose liquidated damages as per clause **4.4 of Section-IV** of this LTE.
- 2.17.4. The termination of the contract shall be at the risk and responsibility of the Agency and TRAI reserves the right to get the work completed for the remaining part at the risk and cost of the defaulting Agency.

2.18. Indemnity

- 2.18.1. The Agency shall indemnify and hold harmless, free of costs, the Purchaser and its employees and officers from and against all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which may arise as a result of any act or omission, or violation of any law or infringement or alleged infringement of any patent, utility model, registered design, copyright, or other Intellectual Proprietary Rights (IPR) or trademarks, registered or otherwise existing on the date of the contract committed by the audit agency during the discharge of its duties and obligations under this contract.
- 2.18.2. In no event shall TRAI be liable to the Agency for special, direct, indirect or any other damages in connection with or arising out of the performance or use of services provided by the Agency under this contract. The Agency shall indemnify TRAI in respect of any damages, claim, loss or action against TRAI for act of commission or omission on the part of the Agency, its agents or servants.

2.19. Coordination

The Agency shall appoint one of its employees as coordinator, for respective RO Zone, who shall represent it in all dealings with the TRAI HQ and separate dedicated coordinators for concerned Regional Offices.

2.20. Confidentiality

- 2.20.1. The Agency shall treat all the information provided by TRAI or made available by the service providers while carrying out the scope of work as confidential and shall not share this information without the written permission of TRAI. The reports, data, etc. submitted by the Agency shall be the exclusive property of TRAI and the Agency shall not disclose the contents of such reports, data, results, etc. to any third party without the written consent of TRAI. This condition shall survive the termination of the contract with the Agency.
- 2.20.2. All information gathered for and during the PMR Audit shall be the sole property of TRAI. The Agency shall not transfer/pass on the information of one service provider to another service provider or to any third party under any circumstances.
- 2.20.3. The Agency shall not publish, disclose any information, make available or otherwise dispose of the document/data /software or any part or parts thereof to any third party, directly or indirectly without prior written consent of TRAI.
- 2.20.4. The Agency shall restrict access to the documents/ data/ software only to those of its employees to whom it will be felt necessary and relevant for this project and shall draw the provision of this undertaking to the personal attention of those of its employees to whom access to the document/data/software will be granted and the employees to whom access has been provided to any

documents/data/software under the contract shall be bound by the confidentiality obligations as provided hereunder.

- 2.20.5. The Agency, if required, shall be asked to enter into a confidentiality agreement {Non-Disclosure Agreement (NDA)} with the service provider and TRAI, to this effect, before start of the audit.

2.21. Laws governing contract

The laws of India for the time being in force shall govern the contract.

2.22. Jurisdiction of courts

The courts of law located at New Delhi shall have the jurisdiction to decide any dispute arising out of or in respect of the contract entered into pursuant to this bid.

2.23. Arbitration

In the event of any dispute arising between TRAI and the Agency, the matter shall be referred to a sole arbitrator appointed by TRAI. The Agency shall not be entitled to raise any objection to the appointment of the sole arbitrator by TRAI. The award of the arbitrator shall be final and binding on both the parties, subject to the provisions of the Arbitration and Conciliation Act, 1996 and rules made thereunder for the time being in force. The seat and venue of arbitration proceedings shall be New Delhi. The language of arbitration shall be English.

2.24. Language of the bid and bid cost:

The bid shall be submitted in English language. The Agency shall bear all costs associated with the preparation and submission of the bid. The Authority will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bid.

2.25. Currency for the financial bid:

The financial bid shall be quoted in Indian Rupees (INR). The bid shall be inclusive of all taxes, levies and duties. Any change in the prevailing tax structure or imposition of any new tax by the Government shall be borne by the Agency.

2.26. Further assigning of bid/ contract in whole or part:

The Agency shall not assign the contract, the benefit or burden thereof, to any other person or persons or body corporate. No under letting or sub-letting to any person or body corporate for the execution of the contract or any other part thereof is permitted under any circumstances.

2.27. False information:

In the event of furnishing false/incorrect/misleading information by the Agency, the Bid Security of such Agency shall be forfeited, and the Agency will be suspended from participating in the future bids of TRAI for a period up to three (03) years and/or the Agency may be removed from the panel of Auditors of

TRAI.

Further, if during the performance of the contract, it is detected that the contract has been obtained by furnishing false/incorrect/misleading information in the bid, the contract is liable to be terminated and Performance Bank Guarantee and other payments due to the Agency shall be forfeited and/or the Agency may be removed from the panel of Auditors of TRAI and liable to be blacklisted.

2.28. Peer Audit or re-verification of the report:

TRAI may, at its discretion, undertake peer audit of the report submitted by the Agency through a different audit agency or undertake verification of the report through its officers, and in case the report is found to be materially incorrect, the Agency shall be liable for penal action besides forfeiture of its Performance Bank Guarantee.

Provided that the terms and conditions of peer audit through audit agency from other Zone shall be as decided by TRAI with such agency in accordance with the contract with such agency.

2.29. Verification of Documents and Certificates

2.29.1 The Agency shall verify the genuineness and correctness of all documents before submitting them in reference to this LTE. The onus of providing the genuineness of the submitted documents shall rest with the Agency.

2.29.2 As per requirement of the conditions provided in this LTE, if any document/paper/certificate submitted by the Agency is found to be false/fabricated/tampered/manipulated at any stage during bid evaluation or after award of contract, then the bid security or the Performance Bank Guarantee of the Agency, as the case may be, would be forfeited. TRAI also reserves its right to disqualify the Agency from this LTE or to rescind the contract and to get the work completed for the remaining part from any other source at the risk and cost of the Agency.

2.30. Rejection of Bids

2.30.1. While all the conditions specified in the bid documents are critical and are required to be complied, special attention of the Agency is invited to the following clauses of the bid documents, non-compliance of any one of which shall result in rejection of the bid:-

(a) Financial Bid Format: If prices are not filled in as prescribed. The Agency has to quote for all the services of all the Licensed Service Areas of a zone mentioned in the price.

(b) Technical proposal/ bid: If technical proposal contains any material financial information.

SECTION-III

SCOPE OF WORK

3.1. Objective:

3.1.1. The Telecom Regulatory Authority of India has been entrusted, under Telecom Regulatory Authority of India Act, 1997 (24 of 1997), to lay down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct a periodical assessment of the quality of services provided by the service providers so as to protect the interest of the consumers of telecommunication services.

3.1.2. Accordingly, TRAI released revised QoS Regulations namely “The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)’ dated 2nd August 2024 (hereinafter referred as “QoS Regulations”) prescribing benchmarks for various QoS parameters for both Access and Broadband services provided on wireline and wireless media. These regulations are effective from 1st October 2024. The QoS Regulations are available on TRAI’s website at following url:

https://traai.gov.in/sites/default/files/2024-10/Regulation_02082024.pdf

3.1.3. The QoS Regulations are updated from time to time. TRAI may also update/ modify the QoS parameters or their benchmarks and add new QoS parameters during the currency of the contract. Therefore, the Agency shall be required to conduct the audit of the PMRs submitted by the service providers as per the applicable QoS parameters (refer clause 3.2, 3.3 and 3.4), as on the date of the audit.

3.1.4. Regulation (14) of the QoS Regulations provides that “*The Authority may, from time to time, through audit conducted either by its own officers or employees or through an agency appointed by it, verify the performance against the Quality of Service parameters, specified in regulation 4, regulation 6, regulation 7, regulation 9 and regulation 10, as reported to the Authority under regulation 13 by the service provider*”.

3.1.5. Measurement methodology of each of the QoS parameters for access service (wireless), access service (wireline) and broadband (wireline) service is given in Schedule-I of the QoS Regulations.

3.1.6. Further, all service providers, as mandated in the QoS Regulations, are required to submit the compliance report also referred as Performance Monitoring Report (PMR) in prescribed format within a period of fifteen (15) days from the end of respective quarter or month, as applicable. PMR for access service (wireless) is submitted on monthly basis whereas PMR for access service (wireline) and broadband (wireline) service is submitted on quarterly basis.

3.1.7. For the purpose of this tender, twenty two (22) Licensed Service Areas (LSAs) are distributed in six (6) Zones as mentioned below. The details of the LSAs along with geographical areas covered under each zone are given in **Annexure-2A**.

- (i) RO Delhi Zone
- (ii) RO Jaipur Zone
- (iii) RO Bhopal Zone
- (iv) RO Kolkata Zone
- (v) RO Bengaluru Zone
- (vi) RO Hyderabad Zone

However, distribution of LSAs among different ROs is tentative and may be modified during the currency of the contract.

3.1.8. TRAI intends to engage audit agency for audit of the PMR of access service (wireless), access service (wireline) and broadband (wireline) service submitted by various service providers as per the methodology given below.

3.2. Audit of PMR of Access Service (Wireless)

3.2.1. The scope of the audit for access service (wireless), *inter-alia*, includes assessment and verification of the performance of the service providers in respect of the various Quality of Service parameters specified under regulations 6, 7 and 10 of the QoS Regulations.

3.2.2. The details of service providers providing access service (wireless) with subscriber details as on **31st March 2025**, in each Licensed Service Area are given in **Annexure-2A**. The updated data is published by TRAI from time to time on the website www.trai.gov.in and the audit agency may refer the same.

3.2.3. PMR and respective CGI (cell) wise data submitted by service providers along with PMR will be provided by TRAI to the Audit agency.

3.2.4. Frequency of Audit:

In respect of access service (wireless), all the Licensed Service Areas of all the service providers in the respective zones shall be audited at least once in a year, subject to that:

3.2.4.1. The Audit will be done for any three (3) un-audited monthly PMRs which are selected from the last six approved monthly PMRs of the month of April 2025 onwards. In case PMRs of last six (6) months are not available then the selection will be made from the available approved monthly PMRs.

3.2.4.2. All LSAs of the respective Regional Office for a particular service provider are to be audited within a block of three (3) months. If service provider is enabling audit at central location, then audit of all the LSAs may be done in a particular month. In case of multi-location audit, all the LSAs of the respective Regional Office may be covered within a block of three (3) months.

3.2.4.3. Similarly, LSAs of other service providers will be audited in remaining three blocks of three (3) months.

3.2.4.4. Accordingly, tentative schedule of audit is given below. However, final schedule will be finalised by respective Regional Office in consultation with the selected audit agency.

RO	No of LSAs	M-1	M-2	M-3	M-4	M-5	M-6	M-7	M-8	M-9	M-10	M-11	M-12
Delhi	5	T-1			T-3			T-2			T-4		
Bhopal	2	T-2			T-4			T-1			T-3		
Kolkata	5		T-3			T-1			T-4			T-2	
Hyderabad	3		T-4			T-2			T-3			T-1	
Bangalore	4			T-1			T-3			T-2			T-4
Jaipur	3			T-2			T-4			T-1			T-3

Note: M - Stands for month; T- stands for TSP; BSNL and MTNL has considered as one TSP, as presently BSNL is providing services in twenty (20) LSAs and MTNL is providing services in remaining two (2) LSAs.

3.2.5. Audit Methodology for Audit of PMR of Access Service (Wireless):

3.2.5.1. The Audit agency is required to visit service provider's Network Operations Centre (NOC), Operations Support System (OSS), Business Support System (BSS) etc., as per the network monitoring systems deployed, for audit of the PMR of access service (wireless), as per the scope of work of the audit.

3.2.5.2. Broad guidelines to be followed for audit of PMR of access service (wireless) are elaborated below. However, Audit Agency is free to devise the detailed audit methodology within the framework of broad guidelines, in consultation with the service provider and respective ROs, so that an effective and transparent audit for verification of the PMR submitted by service providers is ensured.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
1.	Basic details (Technology wise number of base stations and cells)	<p>(a) Verify the number of Cells and Base stations of each technology of respective LSA given in 'Basic details' through NOC/ OSS or any other relevant tool.</p> <p>(b) Reason for discrepancies, if any, may be ascertained from TSP and recorded in the report.</p> <p>(c) Record major changes (increase or decrease) observed in the three (3) PMRs under audit along with reasons given by the TSP.</p>

S. No.	QoS Parameter to be audited	Broad guidelines for audit
2.	Cell Bouncing Busy Hour (CBBH)	<p>(a) Identify minimum three hundred and eighty five (385) cells from respective LSA under audit from the CGI wise data of CBBH provided by TRAI.</p> <p>(b) Verify the CBBH of these cells for one day through NOC/ OSS or any other relevant tool. The day can be same or different for different cells.</p>
3.	Availability of service wise geospatial coverage map on service provider's website for percentage of working cells	<p>(a) Verify availability of service wise geospatial coverage map on service provider's website</p> <p>(b) Verify its compliance with the TRAI Direction no RG-17/(3)/2022-QoS dated 22.11.2024. Non-compliance, if any, may be recorded in the report along with reason given by the TSP.</p> <p>(c) Verify whether logs, of changes made in coverage map, are maintained</p> <p>(d) Select minimum fifty (50) cells, from the last PMR which is required to be updated in coverage map as per the regulations, for respective LSA under audit and verify whether coverage map has been updated for these cells.</p> <p>(e) Select minimum ten (10) feedbacks given by subscribers (only specific to incorrect coverage representation) for respective LSA under audit and ascertain the details of action taken by the service provider</p>
4.	Cumulative downtime (Cells not available for service) and Worst Affected Cells due to downtime	<p>(a) Identify minimum three hundred and eighty five (385) cells from respective LSA under audit from the CGI wise data of downtime/ Cell master provided by TRAI.</p>

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		<p>(b) Seek log of all alarms generated for these cells for one (1) day (whole twenty four {24} hours of the day) from the TSP. The day can be same or different for different cells.</p> <p>(c) The log needs to be extracted from NOC/ OSS or any other relevant tool in front of the audit agency.</p> <p>(d) Log can be in any format, but TSP may provide a document explaining each field captured in the log file.</p> <p>(e) The audit agency needs to verify the downtime provided by TSP in PMR from the log for these cells.</p> <p>(f) Identification of cells should be based on various factors (which may keep changing over a period to make it dynamic) to capture representative performance like Cells reported NIL downtime in the whole reporting period, Cell having continuous poor downtime except certain days, specific pocket of poor downtime except certain cells, wide variation in downtime across three (3) PMRs under audit, downtime reported for period prior to their date of commissioning or after date of de-commissioning, cells of different technologies located at same location but having wide variation in downtime etc.</p>
5.	Percentage of significant network outage (services not available in a district for more than four {4} hours) reported to the Authority within twenty four (24) hrs of start of the outage	<p>(a) Verify period of significant network outage reported to TRAI by taking downtime of minimum ten (10) cells (randomly distributed across the affected geography).</p> <p>(b) Downtime of selected cells may be taken for -48 hours from time of occurrence till +48 hours after reported rectification of outage.</p>

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		(c) Details of other incidence, if any provided by TRAI, will also be verified in similar manner.
6.	<p>Call Set-up Success Rate: Intra-Service provider (within service provider's network)</p> <p>And</p> <p>Call Set-up Success Rate: Inter-Service provider (incoming from other service providers' network)</p>	<p>(a) Details of information corresponding to these parameters provided in 'Supporting Info' may be verified from the primary data extracted from NOC/ OSS or any other relevant tool.</p> <p>(b) Similar details as on date of audit may also be recorded.</p> <p>(c) Details of calls segregated between intra-service provider and inter-service provider may be recorded in the report.</p>
7.	Point of Interconnection (POI) Congestion (90 th percentile value)	<p>(a) Verify the calculation of 'PoI congestion' reported in PMR with the record maintained by the service provider.</p> <p>(b) Verify the number of PoI working as on date of audit from NOC/ OSS or any other relevant tool and record the same in the report.</p> <p>(c) Select minimum three (3) PoIs (each POI should be with different service provider) and verify the details of 'Number of failed calls during TCBH' and 'Number of call attempts to the PoI during TCBH' of previous day to the day of audit and calculate the value of PoI congestion as per measurement methodology.</p> <p>(d) Record the PoI congestion so obtained along with PoI congestion calculated by the service provider for reporting in the PMR for the selected three (3) PoIs</p>
8.	DCR Spatial Distribution Measure for Circuit Switched	(a) Identify minimum three hundred and eighty five (385) cells from

S. No.	QoS Parameter to be audited	Broad guidelines for audit
	<p>(2G/3G) network [CS_QSD (s, t)]</p> <p>And</p> <p>DCR Spatial Distribution Measure for Packet Switched (4G/5G and beyond) [PS_QSD (s, t)]</p>	<p>respective LSA under audit from the CGI wise data of both CS_QSD (s, t) and PS_QSD (s, t) provided by TRAI from each PMR.</p> <p>(b) Identify one (1) day for each of cells selected above,</p> <p>(c) Primary data related to “Total number of interrupted (dropped) calls” and ‘Total number of calls successfully established” for above selected cells for CBBH of the selected day need to be extracted from NOC/ OSS or any other relevant tool in front of the audit agency.</p> <p>(d) From the primary data so extracted, calculate DCR value and compare the same with the reported value.</p> <p>(e) Similarly, DCR for these cells may also be computed using primary data for last five (5) days from the date of audit. The same shall be included in report.</p> <p>(f) Identification of cells should be based on various factors (which may keep changing over a period to make it dynamic) to capture representative performance like high usage of codes, Cell having continuous poor DCR except certain days, wide variation in DCR across three PMRs under audit, etc.</p>
9.	<p>Downlink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [DLPDR_QSD (s, t)]</p> <p>And</p> <p>Uplink Packet Drop Rate for Packet Switched Network</p>	<p>(a) Identify minimum three hundred and eighty five (385) cells from respective LSA under audit from the CGI wise data of each ULPDR_QSD (s, t) and DLPDR_QSD (s, t) provided by TRAI from each PMR.</p>

S. No.	QoS Parameter to be audited	Broad guidelines for audit
	(4G/5G and beyond) [ULPDR_QSD (s, t)]	<p>(b) Identify one (1) day for each of cells selected above,</p> <p>(c) Primary data related to numerator and denominator used for calculating the performance against the QoS parameter as mentioned in measurement methodology for above selected cells for CBBH of the selected day need to be extracted from NOC/ OSS or any other relevant tool in front of the audit agency.</p> <p>(d) From the primary data so extracted, calculate value of ULPDR or DLPDR, as applicable, and compare the same with the reported value.</p> <p>(e) Similarly, ULPDR or DLPDR, as applicable, for these cells may also be computed using primary data for last five (5) days from the date of audit. The same shall be included in report.</p> <p>(f) Identification of cells should be based on various factors (which may keep changing over a period to make it dynamic) to capture representative performance like high usage of codes, Cell having continuous poor PDR except certain days, wide variation in PDR across three PMRs under audit, etc.</p>
10.	Latency (in 4G and 5G network)	<p>(a) Verify the measurement setup used to collect the test samples. Details must include broad diagram showing locations and details of test server(s).</p> <p>(b) Number of cells selected for testing by the service provider shall be</p>
11.	Packet Drop Rate (in 4G and 5G network)	
12.	Percentile value of measured test samples for which download and upload speed is \geq offered typical download and upload speed in tariff offerings	

S. No.	QoS Parameter to be audited	Broad guidelines for audit
13.	Jitter (in 4G and 5G network)	<p>recorded along with period and time of the testing.</p> <p>(c) Collect measured test results and calculate the performance against these parameters and compare them with the reported values.</p> <p>(d) Details submitted by the service provider for 'DU_Speed' may be verified for minimum five (5) tariff offerings in respective LSA.</p> <p>(e) Verify whether offered typical download and upload speed is mentioned by the service provider in various tariff offerings on their website.</p>
14.	Maximum Bandwidth utilization between radio and core network during TCBH	<p>(a) Verify the record related to maximum bandwidth utilisation of all the RAN to Core network links on any consecutive four (4) days of the assessment period and calculate the performance against the parameter. The same shall be compared with the reported value in PMR.</p> <p>(b) Verify the number of RAN to Core network links as on date of audit from NOC/ OSS or any other relevant tool and record the same in the report.</p> <p>(c) Select minimum three (3) RAN to Core network links and verify the bandwidth utilisation of these three (3) links during TCBH of previous day to the day of audit.</p>
15.	SDCCH Congestion/ RRC Congestion	<p>(a) Verify the record maintained by the service provider against these parameters and measurement methodology adopted by the service provider.</p>
16.	Traffic Channel congestion i.e. TCH, RAB, E-RAB, EN-DC (E-UTRAN New Radio Dual Connectivity for NSA to access	

S. No.	QoS Parameter to be audited	Broad guidelines for audit
	4G and 5G both networks at same time) or DRB (Data Radio Bearer for SA) Congestion	(b) The performance against the parameters for the day preceding to the day of audit may be verified and recorded in the report.
17.	Connections with good voice quality	
18.	Messaging: Successful SMS delivery within service provider's network	
19.	Billing and charging complaints	(a) Day wise details of 'total billing and charging complaints reported' may be obtained. (b) One (1) sample day may be selected and details of complaints received on selected day may be obtained from service provider. (c) Hundred (100) complaints of different categories may be selected and verified for their resolution along with time taken to resolve the complaint. (d) Another hundred (100) cases may be selected from the complaints not found valid and check whether they are not valid complaint as per clause 7.1.1 of Schedule-I of QoS Regulations. (e) TRAI may also provide the details of certain billing and charging complaints (maximum fifty (50) complaints) received during the period under audit. Verify whether these complaints are included by the service provider while calculating the performance against the parameter. (f) Further, resolution provided, and time taken to resolve these complaints may be verified.
20.	Resolution of billing/ charging complaints within four (4) weeks	
21.	Application of adjustment to customer's account within one	(a) Seek list of customers who have been given adjustment in their

S. No.	QoS Parameter to be audited	Broad guidelines for audit
	(1) week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	account and the same may be collected. (b) Select ten (10) customers from the list and verify that adjustment has been given within one (1) week.
22.	Accessibility of call centre/ customer care	(a) Methodology adopted to calculate the performance against the parameters may be verified.
23.	Percentage of calls answered by the operators (voice to voice) within ninety (90) seconds	(b) Record maintained by service provider may also be verified and compared with the performance observed during last five (5) days prior to the date of audit.
24.	Termination/ closure of service within seven (7) working days of receipt of customer's request	(a) Record maintained by service provider may also be verified and ten (10) termination/ closure requests may be verified on sample basis.
25.	Refund of deposits within forty-five (45) days of closure of service or non-provisioning of service	(a) Seek list of customers who have been given refund and the same may be collected. (b) Select minimum ten (10) sample customers and verify the time taken to refund the deposits.
26.	Verification of drive test conducted by service providers	(a) Verify the records maintained by service providers for conducting drive test as per regulation 7(2) of the QoS Regulations.
27.	Exclusion	(a) Information submitted by service provider for 'Exclusion' may be verified on sample basis for maximum five incidences. (b) It may be verified that the reported incidence is allowed to be exempted under the QoS Regulations. (c) It also needs to be verified that performance of only impacted duration has been excluded.

Note:

- (i) In all such cases, where selection of minimum number of samples is prescribed in above table and actual number of available cases are less than the specified number of samples, then number of samples may be restricted to actual number of available cases.
- (ii) The prescribed samples are to be selected from all PMRs under audit.

3.3. Audit of PMR of Access Service (Wireline)

3.3.1. The scope of the audit for access service (wireline), *inter-alia*, includes assessment and verification of the performance of the service providers in respect of the various Quality of Service parameters specified under regulations 4 and 10 of the QoS Regulations.

3.3.2. The details of service providers providing access service (wireline) with subscriber details as on **31st March 2025**, in each Licensed Service Area are given in **Annexure-2B**. The updated data is published by TRAI from time to time on the website www.trai.gov.in and the audit agency may refer the same.

3.3.3. PMR and supporting information submitted by service providers along with PMR, will be provided by TRAI to the Audit agency.

3.3.4. Frequency of Audit:

In respect of access service (wireline), all the Licensed Service Areas of all the service providers in the respective zone(s) shall be audited at least once in a year, subject to that:

3.3.4.1. The Audit will be done for any one un-audited quarterly PMR which is selected from the last two approved quarterly PMRs of the quarter ending June 2025 onwards. In case PMRs of last two (2) quarters are not available then the only available approved quarterly PMR will be selected for audit.

3.3.4.2. Final schedule for audit of various service providers/ LSAs of a particular Regional Office will be decided by the respective Regional Office in consultation with the selected audit agency. However, it may be ensured that various service providers/LSAs are distributed equally, to the extent possible, in four (4) quarters of the year.

3.3.5. Audit Methodology for Audit of PMR of Access Service (Wireline):

3.3.5.1. The audit agency is required to visit service provider's Network Operations Centre (NOC), Operations Support System (OSS), Business Support System (BSS) etc., as per the network monitoring systems deployed, for audit of the PMR of access service (wireline), as per the scope of work of the audit.

3.3.5.2. Broad guidelines to be followed for audit of PMR of access service (wireline) are elaborated below. However, audit agency is free to devise the

detailed audit methodology within the framework of broad guidelines, in consultation with the service provider and respective ROs so that an effective and transparent audit for verification of the PMR submitted by service providers is ensured.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
1.	Subscriber details	<ul style="list-style-type: none"> (a) Verify the number of subscribers (prepaid and postpaid) through NOC/ OSS/ BSS or any other relevant tool. (b) Reason for discrepancies, if any, may be ascertained from TSP and recorded in the report.
2.	Provision of a service within seven (7) working days of payment of demand note by the customer	<ul style="list-style-type: none"> (a) Obtain a list of new connections applied and demand note paid by the customers during the audited period. In case service provider do not collect any amount before provisioning of new connections then all requests received for providing new connections during the audited period may be obtained from the service provider. The list should include date of request/ payment of demand note amount and date of providing the connection. (b) From the list so obtained, calculate the performance against the QoS parameter and verify the same from the reported value. (c) Further, select minimum five (5) cases from each of the following categories: <ul style="list-style-type: none"> (i) cases for which new connections provided within seven (7) working days of payment of demand note by the customer or date of request, as applicable. (ii) cases for which new connections provided after seven (7) working days of payment of demand note by the customer or date of request, as applicable. (iii) cases for which connection was not provided within the audited period.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		(d) Verify the details of these fifteen (15) selected cases through NOC/ OSS/ BSS or any other relevant tool.
3.	<p>Fault incidences (No. of faults per hundred {100} subscribers) and</p> <p>Fault repair by next working day and</p> <p>Fault repair within three (3) working days and</p> <p>Mean Time-To-Repair (MTTR)</p>	<p>(a) Obtain day wise number of faults reported during the audited period.</p> <p>(b) Calculate the performance against the QoS parameter 'Fault incidences (No. of faults per hundred {100} subscribers)' and verify the same from the reported value.</p> <p>(c) Select one (1) day from the audited period for detailed examination and obtain the list of customers who reported fault during the selected day. The list should include the time of reporting fault by the customer and rectification of fault. Select minimum five (5) customers from the list.</p> <p>(d) Also take a list of customers who have reported the fault more than once in the audited period. Select minimum five (5) customers from the list.</p> <p>(e) Verify the details of these ten (10) selected customers through NOC/ OSS/ BSS or any other relevant tool.</p> <p>(f) Obtain a list of customers to whom rent rebate/ validity extension provided due to delay in rectification of fault and select minimum five (5) customers from the list.</p> <p>(g) Verify the details of these selected customers through NOC/ OSS/ BSS or any other relevant tool.</p> <p>(h) Take a list of customers whose fault repaired after three (3) working days in the audited period.</p> <p>(i) Select minimum five (5) customers from this list and verify whether these customers were given rebate or not.</p>
4.	Point of Interconnection (POI) Congestion (90 th percentile value)	(a) Verify the calculation of 'PoI congestion' reported in PMR with the record maintained by the service provider.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		<p>(b) Verify the number of PoI working as on date of audit from NOC/ OSS or any other relevant tool and record the same in the report.</p> <p>(c) Select minimum three (3) PoIs (each POI should be with different service provider) and verify the details of 'Number of failed calls during TCBH' and 'Number of call attempts to the PoI during TCBH' of previous day to the day of audit and calculate the value of PoI congestion as per measurement methodology.</p> <p>(d) Record the PoI congestion so obtained along with PoI congestion calculated by the service provider for reporting in the PMR for the selected three (3) PoIs</p>
5.	Billing and charging complaints	<p>(a) Same methodology as prescribed for access service (wireless) may be followed for access service (wireline).</p>
6.	Resolution of billing/ charging complaints within four (4) weeks	
7.	Application of adjustment to customer's account within one (1) week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	
8.	Accessibility of call centre/ customer care	
9.	Percentage of calls answered by the operators (voice to voice) within ninety (90) seconds	
10.	Termination/ closure of service within seven (7) working days of receipt of customer's request	
11.	Refund of deposits within forty five (45) days of closure of	

S. No.	QoS Parameter to be audited	Broad guidelines for audit
	service or non-provisioning of service	

Note: In all such cases, where selection of minimum number of samples is prescribed in above table and actual number of available cases are less than the specified number of samples, then number of samples may be restricted to actual number of available cases.

3.4. Audit of PMR of Broadband (Wireline) Service

3.4.1. The scope of the audit for broadband (wireline) service, *inter-alia*, includes assessment and verification of the performance of the service providers in respect of the various Quality of Service parameters specified under regulations 9 and 10 of the QoS Regulations.

3.4.2. In accordance with the provisions of the revised QoS Regulations, all Internet Service Providers (ISPs) whose total number of subscribers as on last day of the preceding financial year is more than ten thousand (10000) are required to submit the Performance Monitoring Report on Quality of Service of Broadband (Wireline) service.

3.4.3. Accordingly, details of ISPs providing broadband (wireline) service and having subscribers more than ten thousand (10000) as on **31st March 2025** are given in **Annexure-2C**. The updated data is published by TRAI from time to time on the website www.trai.gov.in and the audit agency may refer the same.

3.4.4. PMR and supporting information submitted by service providers along with PMR, will be provided by TRAI to the Audit agency.

3.4.5. Frequency of Audit:

3.4.5.1. Service providers, having Pan India authorization (ISP Category 'A'), are submitting the PMR for broadband (wireline) service on 'All India' basis whereas other ISPs are submitting the PMR on 'Service area' basis.

3.4.5.2. Further, each ISP is mapped to a Regional Office, for the purpose of audit of PMR of broadband (wireline) service, as detailed in **Annexure-2C**. The audit agency of a zone is required to carry out the audit of Internet Service Providers associated to that particular zone. However, in a year only fifty (50) percent of all Internet Service Providers, associated to a particular zone, is required to be audited. Selection of fifty (50) percent Internet Service Providers shall be decided in consultation with TRAI.

3.4.5.3. Each of the selected ISPs are required to be audited once in a year.

3.4.5.4. The Audit will be done for any one un-audited quarterly PMR which is selected from the last two (2) approved quarterly PMRs of the quarter ending June 2025 onwards. In case PMRs of last two (2) quarters are not available then the only available approved quarterly PMR will be selected for audit.

3.4.5.5. In case, an ISP is submitting the PMR on service area basis then PMRs of all service areas of the respective Regional Office will be taken into consideration for the purpose of audit.

3.4.6. Audit Methodology for Audit of PMR of Broadband (Wireline) Service:

3.4.6.1. The Audit agency is required to visit service provider's Network Operations Centre (NOC), Operations Support System (OSS), Business Support System (BSS) etc., as per the network monitoring systems deployed, for audit of the PMR of Broadband (Wireline) Service, as per the scope of work of the audit.

3.4.6.2. Broad guidelines to be followed for audit of PMR of Broadband (Wireline) Service are elaborated below. However, audit agency is free to devise the detailed audit methodology within the framework of broad guidelines, in consultation with the service provider and respective ROs so that an effective and transparent audit for verification of the PMR submitted by service providers is ensured.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
1.	Subscriber details	<p>(a) Verify the number of subscribers (prepaid and postpaid) through NOC/ OSS/ BSS or any other relevant tool.</p> <p>(b) Reason for discrepancies, if any, may be ascertained from TSP and recorded in the report.</p>
2.	Provision of a service within seven (7) working days of payment of demand note by the customer	<p>(a) Obtain a list of new connections applied and demand note paid by the customers during the audited period. In case service provider do not collect any amount before provisioning of new connections then all requests received for providing new connections during the audited period may be obtained from the service provider. The list should include date of request/ payment of demand note amount and date of providing the connection.</p> <p>(b) Form the list so obtained, calculate the performance against the QoS parameter and verify the same from the reported value.</p> <p>(c) Further, select minimum five (5) cases from each of the following categories:</p>

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		<ul style="list-style-type: none"> (i) cases for which new connections provided within seven (7) working days of payment of demand note by the customer or date of request, as applicable. (ii) cases for which new connections provided after seven (7) working days of payment of demand note by the customer or date of request, as applicable. (iii) cases for which connection was not provided within the audited period. (d) Verify the details of these fifteen (15) selected cases through NOC/ OSS/ BSS or any other relevant tool.
3.	Latency	<ul style="list-style-type: none"> (a) Verify the measurement setup used to collect the test samples. Details must include broad diagram showing locations and details of test server(s). (b) Number of subscribers selected for testing by the service provider shall be recorded along with period and time of the testing. (c) Collect measured test results and calculate the performance against these parameters and compare them with the reported values. (d) Details submitted by the service provider for 'DU_Speed' may be verified for minimum five (5) tariff offerings. (e) Verify whether offered typical download and upload speed is mentioned by the service provider in various tariff offerings on their website.
4.	Packet Drop Rate	
5.	Percentile value of measured test samples for which download and upload speed is \geq offered typical download and upload speed in tariff offerings	
6.	Jitter	
7.	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-	<ul style="list-style-type: none"> (a) Obtain the details of bandwidth utilisation of each Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point

S. No.	QoS Parameter to be audited	Broad guidelines for audit
	network] or Internet Exchange Point Link(s)	<p>Link(s) for the TCBH of the previous day to the day of audit.</p> <p>(b) Calculate the performance of the QoS parameter for the day and compare the same with the reported value and indicate reasons for major deviation, if any.</p>
8.	<p>Fault incidences (No. of faults per hundred {100} subscribers)</p> <p>and</p> <p>Fault repair by next working day</p> <p>and</p> <p>Fault repair within three (3) working days</p>	<p>(a) Obtain day wise number of faults reported during the audited period.</p> <p>(b) Calculate the performance against the QoS parameter 'Fault incidences (No. of faults per hundred {100} subscribers)' and verify the same from the reported value.</p> <p>(c) Select one (1) day from the audited period for detailed examination and obtain the list of customers who reported fault during the selected day. The list should include the time of reporting fault by the customer and rectification of fault. Select minimum five (5) customers from the list.</p> <p>(d) Also take a list of customers who have reported the fault more than once in the audited period. Select minimum five (5) customers from the list.</p> <p>(e) Verify the details of these ten (10) selected customers through NOC/ OSS/ BSS or any other relevant tool.</p> <p>(f) Obtain a list of customers to whom rent rebate/ validity extension provided due to delay in rectification of fault and select minimum five (5) customers from the list.</p> <p>(g) Verify the details of these selected customers through NOC/ OSS/ BSS or any other relevant tool.</p> <p>(h) Take a list of customers whose fault repaired after three (3) working days in the audited period.</p>

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		(i) Select minimum five (5) customers from this list and verify whether these customers were given rebate or not.
9.	Billing and charging complaints	(a) Same methodology as prescribed for access service (wireless) may be followed for broadband (wireline) service.
10.	Resolution of billing/charging complaints within four weeks	
11.	Application of adjustment to customer's account within one (1) week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	
12.	Accessibility of call centre/customer care	
13.	Percentage of calls answered by the operators (voice to voice) within ninety (90) seconds	
14.	Termination/ closure of service within seven (7) working days of receipt of customer's request	
15.	Refund of deposits within forty-five (45) days of closure of service or non-provisioning of service	

Note:

- (i) In all such cases, where selection of minimum number of samples is prescribed in above table and actual number of available cases are less than the specified number of samples, then number of samples may be restricted to actual number of available cases.

- (ii) In case, an ISP is submitting the PMR on service area basis then PMRs of all service areas of the respective Regional Office will be taken into consideration for selecting the desired samples against each QoS parameters.

3.5. Other obligation of the Audit Agency:

3.5.1. The audit agency shall prepare the audit plan in consultation with respective Regional Office of TRAI including plan to visit service provider's premise at least two (2) weeks in advance.

3.5.2. The audit agency is required to submit detailed audit methodology based on the above-mentioned scope of work, to be followed for conduct of the audit.

3.5.3. The audit agency should give a detailed composition of the proposed key team and tasks of each team member having relevant experience including supervisor that will be involved in the audit of PMR at different service areas.

3.5.4. The audit agency shall preserve all the data formats containing the observations made by the audit agency for a period of six (6) months after the expiry of the contract and shall produce the same to TRAI as and when called upon by TRAI.

3.6. Reporting

3.6.1. The audit agency shall include licensee-wise critical findings in each report.

3.6.2. The audit agency is required to develop data formats including executive summary, critical findings, and detailed data analysis thereof for reporting the results of the audit.

3.6.3. The audit agency shall submit sample format for the audit report to TRAI. TRAI may suggest modifications to the sample format for the audit report and the audit agency shall modify the sample format for audit report, as suggested by TRAI, and final approval shall be taken before taking up the job in hand. However, the approved format for audit report will be provisional and may be reviewed as per requirement of TRAI audit report.

3.6.4. Audit of PMR will be conducted under the complete supervision of respective Regional Office of TRAI. The audit agency shall extend all cooperation to the Regional Offices for the audit of PMRs.

3.6.5. TRAI may also suggest changes to the reporting format at any point of time in case it is felt that such a change is necessary, and the audit agency shall carry out such changes in the reporting format.

3.7. TRAI's Inputs:

3.7.1. TRAI will issue suitable instructions to service providers in this respect after the award of the contract.

3.7.2. TRAI will make available the relevant QoS Regulations.

3.7.3. TRAI will make available the performance monitoring report along with other supporting information submitted by the service providers in respect of access service (wireless), access service (wireline) and broadband (wireline) service.

3.7.4. TRAI will also make available details of contact persons of service providers and such other information requested by the audit agency which is available with TRAI and which is necessary for carrying out the audit and assessment of Quality of Service of service providers.

3.8. Miscellaneous:

3.8.1. Expenses towards boarding, lodging and travelling for conducting audit shall be borne by the audit agency itself.

3.8.2. TRAI at any point of time can ask for supporting documents for verifying the authenticity of any observation furnished, in respect of any service provider. TRAI has the right to verify authenticity of each of the observations. This may also involve contacting any service provider again for this purpose. Expenses towards boarding, lodging and travelling for the staff of the audit agency for this purpose shall also be borne by the audit agency itself.

3.8.3. The audit agency shall give access of the tools and applications used, if any, for the audit to the TRAI officials, as and when required by TRAI.

3.8.4. The audit agency shall provide training on the usage of tools and applications if any used for audit to the TRAI officials.

3.8.5. There shall be no change in the composition of key staff proposed by the Agency at the time of evaluation of financial bids and the delivery of scope of work during the currency of the contract. However, in case of occurrence of unforeseen event not in control of the Agency, TRAI, at its own discretion, may permit replacement of key resource with staff having same or better qualification and work experience. No key resource shall be replaced by the Agency without prior approval of TRAI.

SECTION-IV

SPECIAL COMMERCIAL CONDITIONS

4.1 Scope of Work

The scope of work for Conducting PMR Audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service provided by various service providers are given in **Section-III** of this LTE.

4.2 Payment terms:

4.2.1 Payment shall be made after completion of audit of the PMRs of respective service as per the following schedule and after acceptance of audit report by TRAI as specified in the contract:

4.2.1.1 Payment shall be made on quarterly basis against the accepted PMR reports for respective RO zone-wise.

4.2.1.2 If the PMR Audit for one or more LSAs remains incomplete for reasons **solely not attributable** to the audit agency, TRAI may, at its sole discretion, accept the audit report. In such case, the payment will be released on proportionate basis for the LSAs for which PMR Audit reports have been duly submitted and accepted by TRAI.

4.2.2 In case the validity of the contract is extended for one (1) or more quarters, but not more than four (4) quarters, in accordance with **clause 2.14.2 of Section-II** hereinbefore, payment for the extended period will also be made as per the above schedule.

4.3 Delivery Schedule:

4.3.1 The PMR Audit work shall be completed, and all the reports shall be submitted within the timelines, as specified in the tender.

4.3.2 **No extension of time for completion of the PMR Audit work and for submission of the report thereof shall be given, except for situation arising out of force majeure events specified under clause 2.16.1 of Section-II.**

4.3.3

S. No.	Deliverable	Period
(a)	Submission of all sample design and reporting formats by the audit agency	Within two (2) weeks from the date of award of work
(b)	Submission of final design and reporting formats by the audit agency incorporating modifications and corrections suggested by TRAI and its acceptance	Within two (2) weeks from the date of modification and corrections on the sample design and reporting formats suggested by TRAI

S. No.	Deliverable	Period
(c)	Commencement of PMR Audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service	On providing the access of performance monitoring reports along with other supporting information required for PMR Audit or as decided by TRAI
(d)	Submission of PMR Audit reports	Within ninety (90) days of commencement of PMR Audit as per Serial No. (c) of this table

4.4 Acceptance of the reports and Liquidated Damages:

- (i) In case the PMR audit reports of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service is delayed, liquidated damages shall be levied by TRAI, from the amount payable to the audit agency, at the following rates:
- for delay up to two (2) weeks, five (5) per cent of the value of quarterly contracted work for the respective service in the LSA audited, per week or part thereof;
 - for delay beyond two (2) weeks and upto four (4) weeks, additional six (6) per cent of the value of quarterly contracted work for the respective service in the LSA audited, per week or part thereof.

Provided that the total amount of the liquidated damages imposed shall not exceed ten (10) percent of the contract value of the respective Zone.

In case the quarterly consolidated report for PMR audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service provided by various service providers is delayed beyond four (4) weeks, the report shall not be accepted, and no payment shall be made by TRAI whatsoever for such delayed report submitted after four (4) weeks of due date for submission of the report.

- (iii) In case the audit report is found by TRAI to be materially or factually incorrect or is not as per the format of report approved by TRAI, the report for such service shall be liable to be rejected and no payment shall be made for such contracted work, if rejected by TRAI.

TRAI may also forfeit and encash the Performance Bank Guarantee in such a situation. The decision of TRAI as regards such material or factual incorrectness of the report shall be final and binding on the audit agency.

- (iv) If the report is not accepted by TRAI for any reason, including the reason that report is not in accordance with the format approved by TRAI, without prejudice to any other rights, no payment shall be made to the audit agency.

SECTION-V

SCHEDULE FOR FINANCIAL BID FOR AUDIT AND ASSESSMENT OF QUALITY OF SERVICE

The audit agency shall submit the Financial Bid, in a separate sheet online for each zone separately. The Agency should note that:

- 1. The Agency can submit the bid(s) for any number of zones (one or more than one zone), as per their choice.*
- 2. Agency shall quote prices for all LSAs and all services under the respective RO Zones. Any financial bid for few LSAs/ PMRs or few services under a RO Zone shall be summarily rejected at the stage of financial bid evaluation.*
- 4. The rates shall be inclusive of all charges, taxes, levies, duties, etc.*
- 5. Financial evaluation for the Zone will be done based on the total price quoted for the Zone.*
- 6. Financial bid is to be submitted for Zones quoted. Remaining Zones should be struck off (write 'NO').*

S. No.	Zone	Financial bid Submitted (YES/ NO)
1.	RO Bengaluru Zone	
2.	RO Bhopal Zone	
3.	RO Delhi Zone	
4.	RO Hyderabad Zone	
5.	RO Jaipur Zone	
6.	RO Kolkata Zone	

Table 5.0: Zone wise Financial Bid Submission

Zone: RO Bengaluru: (Total LSA - 4) (Maharashtra, Karnataka, Kerala, Mumbai)							
S. No.	Service for which PMR to be audited	Total Quantity for PMR Audit (per year)	Unit price per PMR (in Rs)	Taxes (%)	Tax Amount per PMR (in Rs)	Total Unit Price per PMR Including Taxes (in Rs)	Total Price for all PMRs per year Including Taxes (in Rs)
		(a)	(b)	(c)	(d)	(e) = (b) + (d)	(f) = (a) * (e)
1.	Access Service (Wireless)	48					
2.	Access Service (Wireline)	16					
3.	Broadband Service (Wireline)	26					
A = Grand Total (1+2+3) (in Rs.)							
Grand Total (1+2+3) in Words:							

Table 5.1: Bengaluru Zone

Zone: RO Bhopal: (Total LSA - 2) (Madhya Pradesh and UP(East))							
S. No.	Service for which PMR to be audited	Total Quantity for PMR Audit (per year)	Unit price per PMR (in Rs)	Taxes (%)	Tax Amount per PMR (in Rs)	Total Unit Price per PMR Including Taxes (in Rs)	Total Price for all PMRs per year Including Taxes (in Rs)
		(a)	(b)	(c)	(d)	(e) = (b) + (d)	(f) = (a) * (e)
1.	Access Service (Wireless)	24					
2.	Access Service (Wireline)	8					
3.	Broadband Service (Wireline)	7					
B = Grand Total (1+2+3) (in Rs.)							
Grand Total (1+2+3) in Words:							

Table 5.2: Bhopal Zone

Zone: RO Delhi: (Total LSA - 5) (Delhi, Himachal Pradesh, Jammu & Kashmir, Punjab and UP(West))							
S. No.	Service for which PMR to be audited	Total Quantity for PMR Audit (per year)	Unit price per PMR (in Rs)	Taxes (%)	Tax Amount per PMR (in Rs)	Total Unit Price per PMR Including Taxes (in Rs)	Total Price for all PMRs per year Including Taxes (in Rs)
		(a)	(b)	(c)	(d)	(e) = (b) + (d)	(f) = (a) * (e)
1.	Access Service (Wireless)	60					
2.	Access Service (Wireline)	21					
3.	Broadband Service (Wireline)	7					
C = Grand Total (1+2+3) (in Rs.)							
Grand Total (1+2+3) in Words:							

Table 5.3: Delhi Zone

Zone: RO Hyderabad: (Total LSA - 3) (Andhra Pradesh, Odisha and Tamil Nadu including Chennai)							
S. No.	Service for which PMR to be audited	Total Quantity for PMR Audit (per year)	Unit price per PMR (in Rs)	Taxes (%)	Tax Amount per PMR (in Rs)	Total Unit Price per PMR Including Taxes (in Rs)	Total Price for all PMRs per year Including Taxes (in Rs)
		(a)	(b)	(c)	(d)	(e) = (b) + (d)	(f) = (a) * (e)
1.	Access Service (Wireless)	36					
2.	Access Service (Wireline)	13					
3.	Broadband Service (Wireline)	7					
D = Grand Total (1+2+3) (in Rs.)							
Grand Total (1+2+3) in Words:							

Table 5.4: Hyderabad Zone

Zone: RO Jaipur: (Total LSA – 3) (Rajasthan, Haryana and Gujarat)							
S. No.	Service for which PMR to be audited	Total Quantity for PMR Audit (per year)	Unit price per PMR (in Rs)	Taxes (%)	Tax Amount per PMR (in Rs)	Total Unit Price per PMR Including Taxes (in Rs)	Total Price for all PMRs per year Including Taxes (in Rs)
		(a)	(b)	(c)	(d)	(e) = (b) + (d)	(f) = (a) * (e)
1.	Access Service (Wireless)	36					
2.	Access Service (Wireline)	12					
3.	Broadband Service (Wireline)	7					
E = Grand Total (1+2+3) (in Rs.)							
Grand Total (1+2+3) in Words:							

Table 5.5: Jaipur Zone

Zone: RO Kolkata: (Total LSA - 5) (Kolkata, West Bengal, Bihar, North East and Assam)							
S. No.	Service for which PMR to be audited	Total Quantity for PMR Audit (per year)	Unit price per PMR (in Rs)	Taxes (%)	Tax Amount per PMR (in Rs)	Total Unit Price per PMR Including Taxes (in Rs)	Total Price for all PMRs per year Including Taxes (in Rs)
		(a)	(b)	(c)	(d)	(e) = (b) + (d)	(f) = (a) * (e)
1.	Access Service (Wireless)	60					
2.	Access Service (Wireline)	17					
3.	Broadband Service (Wireline)	10					
F = Grand Total (1+2+3) (in Rs.)							
Grand Total (1+2+3) in Words:							

Table 5.6: Kolkata Zone

SECTION VI
TECHNICAL BID – SAMPLE FORMS

FORM-1
PROPOSAL SUBMISSION FORM
(To be submitted on Agency's letter head)

From,

(Name and address of the agency)

To

Joint Advisor-2 (QoS-I)
Telecom Regulatory Authority of India (TRAI),
Room No. 534 , 5th Floor, Block F,
NBCC World Trade Centre, Nauroji Nagar,
Safdarjung Enclave, New Delhi-110029

Subject: Invitation of Bids for Conducting PMR Audit of Access (wireline and wireless)
Service and Broadband (wireline and wireless) Service provided by various service providers

Sir,

We, the undersigned, offer to provide our services for the work of PMR Audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service provided by various service providers in accordance with LTE.

1. We are hereby submitting our Proposal, in sealed envelope, for the following Zone(s), along with applicable Bid security or Bid Security Declaration, as per the **Clause 2.6 of Section-II** of the LTE document:

S. No.	Zone	Please mention Yes/ No	Bid Security Details (DD/ Banker's cheque Number, Date, Bank/ Branch Name, Amount)
1.	RO Bengaluru Zone		
2.	RO Bhopal Zone		
3.	RO Delhi Zone		
4.	RO Hyderabad Zone		
5.	RO Jaipur Zone		
6.	RO Kolkata Zone		

2. Our proposal is binding upon us for a period of one hundred and twenty (120) days from the last date of submission of the bid.
3. We understand that TRAI reserves the right to accept or reject any bid without assigning any reason.
4. No addition/ deletion/ corrections have been made in the downloaded tender document being submitted and it is identical to the tender document appearing on GeM portal.
5. Undersigned is duly authorized to sign the bids and submit the proposal on behalf of M/s _____ (Relevant authority letter/ power of attorney is attached herewith).
6. I/ We have read the LTE No. _____ dated _____ 2025 for Conducting PMR Audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service for TRAI, and hereby accept and comply to all terms and conditions mentioned therein and undertake that we shall ensure clause by clause compliance to this LTE.

Dated, the..... day of2025

Yours faithfully,

Witness:

Signature.....

Address.....

(Signature of the Authorized signatory)

Name of the Signatory

Title of the Signatory

Mobile No.

E-mail address

FORM-II

**BROAD DESCRIPTION OF THE AUDIT METHODOLOGY INCLUDING SAMPLE
DESIGN AND WORK PLAN FOR PERFORMING THE PMR AUDIT**

(Signature of the Authorised signatory)
Name and Title of the Signatory

FORM-III

QUALIFICATION AND RELEVANT EXPERIENCE OF KEY STAFF FOR THE PROJECT

1. Quantum and qualification of key staff required for completion of work

S. No.	Zone	No. of Key Staff Required	Qualification / Relevant Experience required to complete Scope of Work

2. Details of qualification and relevant experience of key staff available with the Agency:

S. No.	Zone	Name	Position	Qualification	Experience

Note: Please enclose detailed CVs of above-mentioned key staff to be deployed for the project.

I/ We_____ have read the LTE No._____ dated __ 2025 for Conducting PMR Audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service for TRAI, and hereby undertake that we have sufficient technically skilled manpower with requisite technical and managerial competence, having the domain knowledge of conducting the audit work as defined under scope of work given in **Section III** of LTE.

(Signature of the Authorised signatory)

Name and Title of the Signatory

FORM-IV

NOTE ON INNOVATION AND USE OF TOOLS FOR CONDUCT OF PMR AUDIT

(Please mention details on Innovation and use of tools to be used by audit agency during the Audit)

(Signature of the Authorised signatory)
Name and Title of the Signatory

FORM-V

CHECKLIST FOR SUBMISSION OF DOCUMENTS

S. No.	Documents with Technical Proposal	Yes/ No	Page Number in the bid
Envelope-3 (To be submitted OFFLINE)			
1.	Original Bid Security OR Original Bid Security Declaration as per Annexure-5 along with relevant certificate seeking exemption from Bid security deposit		
2.	Original Authority letter(s)/ power of attorney to designate a person to sign and/ or submit the bid, interact with TRAI for all bid related activities, queries, presentations, etc.		
3.	Duly filled Form-I to Form-V of Section-VI of the LTE.		
4.	Letter of authorization to attend bid opening		
Technical Envelope (To be submitted ONLINE)			
1.			
2.	Undertaking as per Annexure-3 that the bidder is not an access or internet service licensee under the Indian Telegraph Act 1885.		
3.	Undertaking as per Annexure-4 that the bidder is not blacklisted or barred from participation.		
4.	Undertaking as per Annexure-6 that the bidder is not having business relationship.		
5.	Duly filled Form-I to Form-V of Section-VI of the tender document.		
6.	Scanned copy of Bid Security OR Scanned copy of Bid Security Declaration as per Annexure-5 along with relevant certificate seeking exemption from Bid security deposit		
7.	Scanned copy of authority letter(s)/ power of attorney to designate a person to sign and/ or submit the bid,		

S. No.	Documents with Technical Proposal	Yes/ No	Page Number in the bid
	interact with TRAI for all bid related activities, queries, presentations, etc.		
8.	Copy of the LTE along with amendments/ corrigendum/ clarifications issued by TRAI, if any, duly signed by the Agency		
Financial Envelope (To be submitted ONLINE)			
9.	Financial bid as per Section V of the LTE.		

(Signature of the Authorised signatory)
Name and Title of the Signatory

PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with the Stamp Act)

To

**The Secretary,
Telecom Regulatory Authority of India (TRAI)
NBCC World Trade Centre,
4th to 7th Floor, Block F, Nauroji Nagar,
Safdarjung Enclave, New Delhi-110029**

WHEREAS ----- (Name and address of the firm) (hereinafter called “the Audit Agency”) has undertaken, in pursuance of contract No.----- dated ----- (hereinafter called “the Contract”) awarded by the Telecom Regulatory Authority of India (hereinafter referred to as “TRAI”), to conduct PMR Audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Services;

AND WHEREAS it has been undertaken by the Audit Agency in the said Contract, that the Audit Agency shall furnish TRAI with a Bank Guarantee from a Scheduled Bank in India for the sum specified herein as security for compliance of its obligations in accordance with the terms of the Contract;

AND WHEREAS we (Insert name and address of Bank) have agreed to give the Audit Agency such a Bank Guarantee;

NOW THEREFORE we (Insert name of Bank)_____ hereby affirm that we are the Guarantors and responsible to you, on behalf of the Audit Agency up to a total of **Rs. XXX/- (Rupeesin words..... only)**, and we hereby unconditionally, irrevocably and without demur undertake to immediately pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of **Rs. XXX/-** (amount of guarantee) as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We (Insert name of Bank)_____ hereby waive the necessity of your demanding the said debt from the Audit Agency before presenting us with the demand.

We (Insert name of Bank)_____ further agree that no change or addition to or other modification of the terms of the Contract or of the works to be performed thereunder or of any of the contract documents which may be made between you and the Audit Agency shall in any way release us from any liability under the guarantee and we hereby waive notice of any such change, addition or modification.

We (Insert name of Bank)_____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the assignment under the Contract and that it shall continue to be enforceable till all your dues, by virtue of the said Contract have been fully paid and its claims satisfied or discharged and till you, accordingly, discharge this guarantee.

We (Insert name of Bank)_____ lastly undertake not to revoke this guarantee during its currency except with your previous consent in writing.

This guarantee shall be valid upto and including the day of The pendency of any dispute or arbitration or other proceedings shall not affect this guarantee in any manner.

Dated, the.....day of2025

SIGNATURE AND SEAL OF THE
AUTHORISED OFFICER OF THE BANK

Name & Designation of the Officer-----

NAME OF BANK -----

ADDRESS -----

DATE -----

Note: The stamp papers of appropriate value shall be purchased in the name of the Bank, who issues the 'Bank Guarantee'.

**DETAILS OF ZONE-WISE LICENSED SERVICE AREA ALONG WITH
GEOGRAPHICAL AREAS****Zone: RO Bengaluru**

S. No.	Licensed Service Area	Areas covered
1.	Karnataka	Entire area falling within the State of Karnataka
2.	Kerala	Entire area falling within the State of Kerala and Union Territory of Lakshadweep & Minicoy Islands
3.	Maharashtra	Entire area falling within the States of Maharashtra and Goa, excluding areas covered by Mumbai Metro Service Area.
4.	Mumbai	Local Areas served by Mumbai, New Mumbai and Kalyan Telephone Exchanges

Zone: RO Bhopal

S. No.	Licensed Service Area	Areas covered
1.	Madhya Pradesh	Entire area falling within the States of Madhya Pradesh and Chhattisgarh.
2.	UP East	Entire area covered by Eastern Uttar Pradesh with the following as its boundary districts towards Western Uttar Pradesh: Shahjahanpur, Kannauj, Farrukhabad, Lakhimpur Kanpur rural and Jalaun (Orai).

Zone: RO Delhi

S. No.	Licensed Service Area	Areas covered
1.	Delhi	Local Areas served by Delhi, Ghaziabad, Faridabad, Noida, and Gurgaon Telephone Exchanges
2.	Himachal Pradesh	Entire area falling within the State of Himachal Pradesh
3.	Jammu & Kashmir	Entire area falling within the Union Territory of Jammu & Kashmir and Ladakh.
4.	Punjab	Entire area falling within the State of Punjab and Union territory of Chandigarh and Panchkula Town of Haryana
5.	UP West	Entire area covered by Western Uttar Pradesh with the following as its boundary districts towards Eastern Uttar Pradesh: Pilibhit, Bareilly, Badaun, Kasganj, (Kanshiram Nagar), Etah, Mainpuri, Etawah and Auraiya. It will exclude the local telephone area of Ghaziabad and Noida. However, it will include State of Uttarakhand.

Zone: RO Hyderabad

S. No.	Licensed Service Area	Areas covered
1.	Andhra Pradesh	Entire area falling within the States of Andhra Pradesh and Telangana.
2.	Odisha	Entire area falling within the State of Odisha.
3.	Tamil Nadu (Including Chennai)	Entire area falling within the State of Tamil Nadu and Union Territory of Puducherry

Zone: RO Jaipur

S. No.	Licensed Service Area	Areas covered
1.	Rajasthan	Entire area falling within the State of Rajasthan.
2.	Gujarat	Entire area falling within the State of Gujarat and Union Territories of Daman & Diu and Silvassa (Dadra & Nagar Haveli).
3.	Haryana	Entire area falling within the State of Haryana except Panchkula Town and the local areas served by Faridabad and Gurgaon Telephone exchanges.

Zone: RO Kolkata

S. No.	Licensed Service Area	Areas covered
1.	Assam	Entire area falling within the State of Assam.
2.	Bihar	Entire area falling within the States of Bihar and Jharkhand.
3.	Kolkata	Local Areas served by Calcutta Telephones.
4.	Northeast	Entire area falling within the States of Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura.
5.	West Bengal	Entire area falling within the Union Territory of Andaman & Nicobar Islands and States of West Bengal and Sikkim, excluding the areas covered by Kolkata Metro Service Area.

**DETAILS OF SERVICE PROVIDERS (LICENSEES) PROVIDING ACCESS
(WIRELINE AND WIRELESS) AND BROADBAND (WIRELESS) SERVICE IN EACH
LICENSED SERVICE AREA WITH SUBSCRIBERS DETAILS**

S. No.	Zone	Licensed Service Area	Access (wireline)	Subscriber base of Access (wireline) Provider as on 31.03.2025	Access (wireless) Service Provider	Subscriber base of Access (wireless) and Broadband (wireless) Service Provider as on 31.03.2025
1.	Bengaluru	Karnataka	Airtel	1289853	Airtel	32306447
					Vodafone Idea	6628032
			RJIL	1020310	RJIL	24786795
			BSNL	688040	BSNL	4573403
			TTSL	494611		
2.		Kerala	Airtel	120845	Airtel	8915860
					Vodafone Idea	12920924
			RJIL	361762	RJIL	10699305
			BSNL	1235087	BSNL	8780341
			TTSL	16605		
3.		Maharashtra	Airtel	595716	Airtel	22583417
					Vodafone Idea	20309525
			RJIL	325461	RJIL	42565948
			BSNL	671163	BSNL	5301279
			TTML	214767		
4.		Mumbai	Airtel	648119	Airtel	10124250
					Vodafone Idea	10711200
			RJIL	988489	RJIL	13172111
			MTNL	1044220	MTNL	208915
			TTML	627077		
5.	Bhopal	Madhya Pradesh & Chhatishgarh	Airtel	602830	Airtel	16642059
					Vodafone Idea	13599147
			RJIL	927302	RJIL	45194727
			BSNL	311067	BSNL	5164051
			TTSL	42571		
6.		UP (East)	Airtel	325394	Airtel	36484630
					Vodafone Idea	16128148

S. No.	Zone	Licensed Service Area	Access (wireline)	Subscriber base of Access (wireline) Provider as on 31.03.2025	Access (wireless) Service Provider	Subscriber base of Access (wireless) and Broadband (wireless) Service Provider as on 31.03.2025
			RJIL	624029	RJIL	41697984
			BSNL	139467	BSNL	8081876
			TTSL	12649		
7.	Delhi	Delhi	Airtel	2339228	Airtel	18771602
					Vodafone Idea	16756217
			RJIL	1090047	RJIL	19802703
			MTNL	964361	MTNL	789314
			TTSL	232871		
8.		Jammu & Kashmir	Airtel	132443	Airtel	6179009
					Vodafone Idea	262607
			RJIL	226081	RJIL	4873069
			BSNL	55249	BSNL	866466
9.		Himachal Pradesh	Airtel	15269	Airtel	3575615
					Vodafone Idea	379892
			RJIL	65577	RJIL	3216541
			BSNL	96674	BSNL	1682282
			TTSL	1319		
10.		Punjab	Airtel	378144	Airtel	12564173
					Vodafone Idea	6037566
			RJIL	406580	RJIL	11347016
			BSNL	559074	BSNL	4092007
			TTSL	15130		
			QTL	346098		
			STPL	54010		
11.		UP (West) & Uttarakhand	Airtel	223098	Airtel	18885824
					Vodafone Idea	14371653
			RJIL	706723	RJIL	24399462
			BSNL	215475	BSNL	4984322
			TTSL	6972		
12.	Hyderabad	Andhra Pradesh	Airtel	818838	Airtel	33923195
					Vodafone Idea	9699287
			RJIL	1602029	RJIL	31776074
			BSNL	668464	BSNL	6937453
			TTSL	225405		

S. No.	Zone	Licensed Service Area	Access (wireline)	Subscriber base of Access (wireline) Provider as on 31.03.2025	Access (wireless) Service Provider	Subscriber base of Access (wireless) and Broadband (wireless) Service Provider as on 31.03.2025
			APSFL	629518		
13.		Odisha	Airtel	75498	Airtel	11996212
					Vodafone Idea	1397972
			RJIL	192026	RJIL	15956645
			BSNL	157382	BSNL	5573279
			TTSL	16821		
14.		Tamil Nadu	Airtel	1005678	Airtel	30155175
					Vodafone Idea	14731787
			RJIL	942822	RJIL	24608262
			BSNL	996350	BSNL	7783902
			TTSL	132543		
15.		Gujarat	Airtel	312900	Airtel	12359251
					Vodafone Idea	19629831
			RJIL	796515	RJIL	30117232
			BSNL	473623	BSNL	3266945
			TTSL	200265		
16.	Jaipur	Haryana	Airtel	198273	Airtel	7245664
				450	Vodafone Idea	6365079
			RJIL	157469	RJIL	8303012
			BSNL	336160	BSNL	4212938
			TTSL	39148		
17.		Rajasthan	Airtel	325545	Airtel	23434836
					Vodafone Idea	9173311
			RJIL	471841	RJIL	26378934
			BSNL	303253	BSNL	5634425
			TTSL	24325		
18.		Assam	Airtel	57484	Airtel	12241287
					Vodafone Idea	1420096
			RJIL	209193	RJIL	9726580
			BSNL	105929	BSNL	2970848
19.	Kolkata	Bihar & Jharkhand	Airtel	375859	Airtel	41096191
					Vodafone Idea	7727548
			RJIL	598865	RJIL	41730845
			BSNL	168961	BSNL	5771775

S. No.	Zone	Licensed Service Area	Access (wireline)	Subscriber base of Access (wireline) Provider as on 31.03.2025	Access (wireless) Service Provider	Subscriber base of Access (wireless) and Broadband (wireless) Service Provider as on 31.03.2025
			TTSL	13215		
20.		Kolkata	Airtel	213273	Airtel	5435465
					Vodafone Idea	4851202
			RJIL	546574	RJIL	10710207
			BSNL	239254	BSNL	1454781
			TTSL	43409		
21.		North East			Airtel	6419608
			RJIL	209073	Vodafone Idea	637041
			BSNL	61773	RJIL	4305145
					BSNL	1290499
22.		West Bengal	Airtel	86815	Airtel	18464267
					Vodafone Idea	11620668
			RJIL	290807	RJIL	24395255
			BSNL	197536	BSNL	2637783
			TTSL	2690		

**DETAILS OF SERVICE PROVIDERS (LICENSEES) PROVIDING BROADBAND
SERVICE IN EACH LICENSED SERVICE AREA****(A) ISP Category-A Service Providers who are submitting PMR on ‘All India’ basis and their mapping to a Regional office for Audit purpose**

S. No.	Name of service provider	Broadband (Wireline) Subscriber as on 31.03.2025	Mapped to RO for the purpose of PMR Audit of Broadband (Wireline) Service
1	Bharat Sanchar Nigam Ltd.	4336399	RO Bengaluru
2	EXTRANET SUPPORTS PRIVATE LIMITED	120620	RO Bengaluru
3	KINGS BROADBAND PVT LTD. (UL-ISP)	16782	RO Bengaluru
4	Reliance Jio Infocomm Ltd	11476390	RO Bengaluru
5	Hathway Cable & Datacom Ltd.	1065453	RO Bhopal
6	Kerala Vision Broadband Ltd.	1305774	RO Bhopal
7	Tata Play Broadband Private Limited	555592	RO Bhopal
8	Tikona Infinet Ltd.	204786	RO Bhopal
9	YOU Broadband India Ltd.	131935	RO Bhopal
10	UCN Fibrenet Private Limited	34523	RO Bhopal
11	Siti Broadband Services Pvt. Ltd.	109665	RO Bhopal
12	Weebo Networks Pvt. Ltd.	12118	RO Bhopal
13	Triple Play Broadband Pvt Ltd	74600	RO Bhopal
14	ANONET COMMUNICATIONS PVT LTD	201315	RO Delhi
15	Bharti Airtel Ltd.	8553479	RO Delhi
16	DEN Broadband Limited	44658	RO Delhi
17	Excitel Broadband Pvt. Ltd.	966630	RO Delhi
18	Fusionnet Web Services Pvt. Ltd.	96115	RO Delhi
19	HYOSEC SOLUTIONS Pvt. LTD	22305	RO Delhi
20	Mahanagar Telephone Nigam Limited	334840	RO Delhi
21	Multicraft Digital Technologies Pvt. Ltd.	23832	RO Delhi
22	Netplus Broadband Services Pvt. Ltd	739630	RO Delhi
23	SHYAM SPECTRA PRIVATE LIMITED	17215	RO Delhi
24	Blue Lotus Support Services Pvt Ltd.	308556	RO Hyderabad
25	D-ATUM VILCOM PRIVATE LIMITED	22863	RO Hyderabad
26	Pioneer eLabs Limited	283205	RO Hyderabad
27	SRI SAI COMMUNICATION AND INTERNET PRIVATE LIMITED	14053	RO Hyderabad

S. No.	Name of service provider	Broadband (Wireline) Subscriber as on 31.03.2025	Mapped to RO for the purpose of PMR Audit of Broadband (Wireline) Service
28	Asianet Satellite Communications Ltd.	467265	RO Jaipur
29	Atria Convergence Technologies Limited	2291265	RO Jaipur
30	Honeycomb Telnet Private Limited.	16053	RO Jaipur
31	ONEOTT ENTERTAINMENT LIMITED	910285	RO Jaipur
32	RailTel Corporation of India Ltd.	578341	RO Jaipur
33	GTPL Broadband Pvt. Ltd.	758645	RO Jaipur
34	Ishan Netsol Pvt. Ltd.	77902	RO Jaipur
35	RI NETWORKS PRIVATE LIMITED	12299	RO Jaipur
36	Alliance Broadband Services Pvt. Ltd.	551282	RO Kolkata
37	Indinet Service Pvt. Ltd.	125047	RO Kolkata
38	Meghbela Cable & Broadband Services (P) Ltd.	38146	RO Kolkata
39	BALAJI TELEWORKS DEVELOPMENTPRIVATE LIMITED	12517	RO Kolkata

(B) Other Service Providers who are submitting PMR on ‘LSA basis’. These Service providers, in addition to ISPs Category ‘A’ in table ‘A’ above, has been mapped to the respective RO against each LSA for the purpose of Clause 3.4.5.2.

S.No.	Name of Service Providers	Broadband (Wireline) Subscriber as on 31.03.2025	Service Area	Mapped to RO for the purpose of PMR Audit of Broadband (Wireline) Service
1	AERPACE COMMUNICATIONS PRIVATE LIMITED	48108	Maharashtra, Mumbai	RO Bengaluru
2	Airnet Cable and Datacom Pvt. Ltd.	116634	Maharashtra, Mumbai	RO Bengaluru
3	ANTARIKSH SOFTTECH PRIVATE LIMITED	124822	Maharashtra, Mumbai	RO Bengaluru
4	Deshkal Network Pvt. Ltd.	30676	Karnataka	RO Bengaluru
5	Digital Networks Associates Pvt. Ltd.	25548	Maharashtra	RO Bengaluru
6	DNA Infotel Pvt. Ltd.	41383	Maharashtra	RO Bengaluru
7	Ethernet Xpress(I) Pvt. Ltd.	44884	Maharashtra	RO Bengaluru
8	FUTURE CONNECT BROADBAND PRIVATE LIMITED	10304	Kerala	RO Bengaluru
9	Gazon Communications India Limited	36353	Maharashtra	RO Bengaluru
10	Genstar Network Solutions Pvt. Ltd.	15256	Mumbai	RO Bengaluru

S.No.	Name of Service Providers	Broadband (Wireline) Subscriber as on 31.03.2025	Service Area	Mapped to RO for the purpose of PMR Audit of Broadband (Wireline) Service
11	INFOCUS NETWORKS Pvt Ltd.	39187	Mumbai	RO Bengaluru
12	Instanet Technologies Pvt. Ltd.	39476	Maharashtra	RO Bengaluru
13	Intech Online Pvt. Ltd.	86865	Maharashtra, Mumbai	RO Bengaluru
14	Juweriyah Networks Pvt. Ltd.	38723	Maharashtra, Mumbai	RO Bengaluru
15	KARNATAKA FASTNET PRIVATE LIMITED	12816	Karnataka	RO Bengaluru
16	KERALA FIBRE OPTIC NETWORK LIMITED	55124	Kerala	RO Bengaluru
17	MANGALURU BROADBAND NETWORK Pvt Ltd.	10174	Mangalore	RO Bengaluru
18	MICROSCAN INTERNET LIMITED	197742	Mumbai, Maharashtra	RO Bengaluru
19	Navkar Supertech Pvt. Ltd	27764	Maharashtra	RO Bengaluru
20	Nuron Networks India Private Limited	30214	Karnataka	RO Bengaluru
21	Paradise Telecom Pvt. Ltd.	10092	Maharashtra	RO Bengaluru
22	Rajesh Digital & DataCom Pvt. Ltd.	13604	Mumbai	RO Bengaluru
23	Sancfil Technologies Internet Services Pvt. Ltd.	12283	Maharashtra	RO Bengaluru
24	SHINE COMMUNICATIONS PRIVATE LIMITED	10742	Kerala	RO Bengaluru
25	Shree Omkar Infocom Pvt. Ltd	17933	Maharashtra	RO Bengaluru
26	Snet Networks Pvt. Ltd..	41775	Mumbai	RO Bengaluru
27	Specific Net Pvt. Ltd	12216	Maharashtra	RO Bengaluru
28	Tata Teleservices(Maharashtra) Ltd.	24064	Maharashtra, Mumbai	RO Bengaluru
29	VORTEX INFOCOM PRIVATE LIMITED	31182	Maharashtra	RO Bengaluru
30	Vortex Netsol Pvt. Ltd.	92433	Gujarat, Maharashtra, Mumbai	RO Bengaluru
31	Wan and Lan Internet Pvt. Ltd.	12153	Mumbai	RO Bengaluru
32	WEONE BROADBAND PRIVATE LIMITED	14920	Kerala	RO Bengaluru
33	Yashash Cable Network Pvt Ltd	14819	Karnataka	RO Bengaluru
34	Five Net Service Provider Pvt. Ltd.	12474	Madhya Pradesh	RO Bhopal
35	Radinet Info Solutions Pvt. Ltd.	46207	Madhya Pradesh,	RO Bhopal

S.No.	Name of Service Providers	Broadband (Wireline) Subscriber as on 31.03.2025	Service Area	Mapped to RO for the purpose of PMR Audit of Broadband (Wireline) Service
			Maharashtra, Rajasthan, Uttar Pradesh (West)	
36	ADN BROADBAND PRIVATE LIMITED	53390	Delhi	RO Delhi
37	Quadrant Televentures Ltd.	260253	Punjab	RO Delhi
38	R.G. Technosolutions Pvt. Ltd.	13112	Uttar Pradesh (East)	RO Delhi
39	Sikka Broadband Private Limited	17236	Uttar Pradesh (East)	RO Delhi
40	TACHYON COMMUNICATIONS PRIVATE LIMITED	23465	Uttar Pradesh (East)	RO Delhi
41	Airfiber Networks Pvt. Ltd.	23373	Karnataka, Tamilnadu	RO Hyderabad
42	Andhra Pradesh State FibreNet Pvt. Ltd.	520309	Andhra Pradesh	RO Hyderabad
43	Excell Media Pvt. Ltd.	121981	Andhra Pradesh	RO Hyderabad
44	K Net Solutions Pvt. Ltd.	68887	Tamilnadu	RO Hyderabad
45	Readylink Internet Services Limited	23095	Tamilnadu	RO Hyderabad
46	Tata Teleservices Limited	24304	Andhra Pradesh, Bihar, Delhi, Gujarat, Karnataka, Kolkata, Punjab, Tamilnadu	RO Hyderabad
47	Thamizhaga InternetCommunications Pvt. Ltd.	89098	Tamilnadu	RO Hyderabad
48	VAINAVI INDUSTRIES LIMITED	11207	Andhra Pradesh	RO Hyderabad
49	VIJAYALAKSHMI NET SERVICES PRIVATE LIMITED	11496	Andhra Pradesh	RO Hyderabad
50	WAVE FIBER PRIVATE LIMITED	42084	Andhra Pradesh	RO Hyderabad
51	Charotar Telelink Pvt. Ltd..	20332	Gujarat	RO Jaipur

S.No.	Name of Service Providers	Broadband (Wireline) Subscriber as on 31.03.2025	Service Area	Mapped to RO for the purpose of PMR Audit of Broadband (Wireline) Service
52	DL GTPL Broadband Pvt. Ltd.	11004	Gujarat, Maharashtra	RO Jaipur
53	Fibervalley communications Pvt Ltd	17216	Gujarat	RO Jaipur
54	Five Internet Solutions Pvt. Ltd.	20204	Haryana, Punjab	RO Jaipur
55	NEXTGEN BROADBAND PRIVATE LIMITED	21451	Gurugram	RO Jaipur
56	Quest Consultancy Pvt. Ltd.	15966	Gujarat	RO Jaipur
57	Spiderlink Networks Pvt. Ltd.	20813	Rajasthan	RO Jaipur
58	CANDOR INFOSOLUTION PVT LTD.	24490	Bihar, Delhi	RO Kolkata
59	GTPL KCBPL Broadband Private Limited	173180	Kolkata, Odisha, West Bengal	RO Kolkata
60	Pacenet Meghbela Broadband Pvt. Ltd.	13027	Kolkata	RO Kolkata
61	Siliguri Internet & Cable TV Pvt. Ltd.	10785	West Bengal	RO Kolkata
62	Sristi Sanchar Webnet Ltd.	20714	Kolkata	RO Kolkata
63	Wish Net Pvt. Ltd.	126334	Assam, Bihar, Kolkata, Madhya Pradesh, Odisha, West Bengal	RO Kolkata
64	ZITA TELECOM PRIVATE LIMITED	15897	WB, Bihar, Kolkata	RO Kolkata

UNDERTAKING
(On Company's letter head)

M/s. _____ is not an access or internet service licensee under the Indian Telegraph Act, 1885.

(Signature of Agency)

Name of Authorized Signatory: _____

Designation: _____

Mobile/Telephone No.: _____

Email: _____

(Company Seal)

UNDERTAKING
(On Company's letter head)

M/s. _____ have not been blacklisted or barred from participation in bidding processes either individually or as a member of a consortium as on the date of submission of bid, due to any reasons including poor or non- performance/delayed delivery or for any other reason by any Central/State Government departments, PSUs and/or autonomous bodies.

(Signature of Agency)

Name of Authorized Signatory: _____

Designation: _____

Mobile/Telephone No.: _____

Email: _____

(Company Seal)

BID SECURITY DECLARATION

(On Company's letter head)

(To be submitted by the Agency, who is claiming exemption from payment of Bid Security, as per Rule 170 of General Financial Rules, 2017)

I, _____, authorized representative of M/s _____, submitting the bids for the Limited Tender Enquire No. _____ dated _____, claim exemption from paying bid security since we are registered as Micro/ Small/ Start-up with NSIC/ MSME/ DIPP, etc. We hereby undertake that if we withdraw or modify our bids during the period of validity, or if we are awarded the contract and fail to sign the contract, or to submit a Performance Bank Guarantee (PBG) before the deadline defined in the bid document, we are liable to be suspended from participating in future tenders of TRAI for a period up to 3-years and/or may be removed from the panel of Auditors of TRAI.

(Signature of Agency)

Name of Authorized Signatory	:	_____
Designation	:	_____
Mobile/Telephone No.	:	_____
Email	:	_____

(Company Seal)

UNDERTAKING
(On Company's letter head)

I, _____, an authorized representative of
M/s _____ to submit the bid(s) for the Limited Tender Enquire No.
_____ dated _____.

2. We hereby undertake that our organisation does not have a business relationship as on the date of submission of bid, with regard to the PMR Audit of Access (Wireline and Wireless) Service and Broadband (Wireline and Wireless) or their network operations with any of the Licensed Service Provider in India, in the _____ Zone(s) (name of the Zones for which bid(s) submitted), which may result in conflict of interest.

3. We further undertake that in the event of award of work in any of the Zone(s), M/s _____ shall not enter into a business relationship with regard to the PMR Audit of Access (Wireline and Wireless) Service and Broadband (Wireline and Wireless) or their network operations with any of the Licensed Service Provider in India, in the awarded Zone(s), during the currency of the contract.

(Signature of Bidder)

Name of Authorized Signatory : _____

Designation : _____

Mobile/Telephone No. : _____

Email : _____

(Company Seal)