



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



Dated : 23rd February, 2023

DIRECTION

Subject: Direction under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), and regulation 9 of the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March, 2009, to submit compliance reports of benchmarks of Quality of Service parameters for each State and Union Territory.

F.No. D-22/1/(2)/2023-QoS. Whereas the Telecom Regulatory Authority of India (hereinafter referred to as “the Authority”), established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as “TRAI Act, 1997”), has been entrusted with discharge of certain functions, *inter alia*, to regulate the telecommunication services; protect the interests of consumers of the telecom sector; ensure technical compatibility and effective inter-connection between different service providers; lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect the interest of the consumers of telecommunication services;

2. And whereas the Authority, in exercise of the powers conferred upon it under section 36, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of TRAI Act, 1997, made the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March, 2009 (hereinafter referred to as “the regulations”);

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“प्रभावी विनियमन - सुगम संचार”
“Effective Regulation - Ease of Communication”

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आजादी का
अमृत महोत्सव

3. And whereas the Authority has observed that submission of State and Union Territory-wise data for Quality of Service parameters to the Authority is an essential requirement for optimum analysis of quality of service provided in various States and Union Territories;

4. And whereas the Authority, vide letter no. N-2/8/(2)/2022-QoS dated 01.07.2022, formed a Working Group consisting of the officers of the Authority and the members of the Telecom Service Providers to, *inter alia*, give recommendations for submission of State and Union Territory-wise data for Quality of Service parameters specified under regulation 3 and regulation 5 of the regulations;

5. Now, therefore, the Authority, in exercise of the powers conferred upon it under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (l) of section 11, of the Telecom Regulatory Authority of India, Act, 1997 and regulation 9 of the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations (7 of 2009), hereby directs that;

(i) All the Basic Telephone Service Providers and Cellular Mobile Telephone Service Providers to submit the State and Union Territory-wise data, in respect of Quality of Service parameters specified in regulation 3 and at Serial No. A of regulation 5 of the regulations, on quarterly basis, starting from the quarter ending 31.03.2023.

(ii) Data shall be submitted in electronic form in Microsoft Excel format, duly signed by the authorized signatory of the service provider, within forty five (45) days from the end of each quarter for Basic Telephone Service (Wireline) in the format specified at Annexure-I to this Direction and within twenty one (21) days from the end of each quarter for Cellular Mobile Telephone Service in the format specified at Annexure-II to this Direction.

(iii) LSA wise data as currently being submitted through various PMRs shall continue to be submitted as per scheduled defined.


(Tejpal Singh)
Advisor (QoS)-I

To,

All Service Providers (TSPs) including BSNL & MTNL

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Basic Telephone Service (Wireline) for Q1...

Report for Quarter ending :																	
Name of the Service Provider :																	
Name of Regulations		The Standards of Quality of Service of Basic Telephone (Wireline And Cellular Mobile Telephone Service, Regulations, 2009, (7 of 2009)															
Sl No.	Name of State/UT	Faults Incidences (No. of faults/100 Subs/month)	Fault Repair				Rent Rebate	Mean Time to Repair (MTTR)	PCI	Metering and Billing				response time to the customer for assistance		Termination / Closure of Service	
			% of faults repaired by next working day	% of faults repaired within 5 days	% of faults repaired by next working day	% of faults repaired within 7 days				Point of Interconnection (POI) Congestion (No. of times meeting)	Metering and Billing Creditibility - Postpaid	Metering and Billing Creditibility - Prepaid	Reduction of Billing/ Charging/ utility complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	Days requests for Termination/ Closure of service received within 7 days
Benchmarks																	
		≤ 7	For urban areas by next working day: ≥ 85%	For urban areas : 100%	For rural and hilly areas: ≥ 75%	For rural and hilly areas: 100%	≤ 10 hrs	≤ 0.5%	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 6 weeks	100% within 1 week of resolution of complaint	≥ 95%	≥ 95%	100% within 7 days	100% within 60 days
1	AP																
2	Andhra Pradesh																
3	Assam																
4	Bihar																
5	Chhattisgarh																
6	Goa																
7	Gujarat																
8	Haryana																
9	HP																
10	Jharkhand																
11	Karnataka																
12	Kerala																
13	MP																
14	Maharashtra																
15	Manipur																
16	Meghalaya																
17	Mizoram																
18	Nagaland																
19	Odisha																
20	Punjab																
21	Rajasthan																
22	Sikkim																
23	TN																
24	Teleghana																
25	UP																
26	Uttarakhand																
27	WB																
Union Territories :																	
1	AN																
2	Chandigarh																
3	Dadra & Nagar Haveli																
4	Delhi																
5	Jammu & Kashmir																
6	Lakshadweep																
7	Ladakh																
8	Puduchery																

Format No. TRAI/QoS/ CMTS- PMR																		Annexure-II
Quarterly Network Service Performance Report of Cellular Mobile Telephone Service																		
Report for the Quarter ending :																		
Name of the Service Provider :																		
Name of Regulations :			The Standards of Quality of Service of Basic Telephone (Wireline And Cellular Mobile Telephone Service, Regulations, 2009, (7 of 2009)															
SL No	Name of State/UT	TCBH	Network Availability					Connection Establishment			Connection Maintenance (Retainability)					POI		
			Total no. of BS in the licensed service area	Sum of downtime of BS in a Quarter in hours i.e. total outage time of all BS in hours during the Quarter	BS Accumulated downtime (not available for service) (%age)	No. of BS having accumulated downtime of >24 hours in the Quarter	Worst affected BSs due to down-time (%age)	Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VoLTE as applicable (within licensee's own network)	SDCCH/Paging Channel Congestion/ RRC Congestion (%age)	TCH, RAB and E-RAB Congestion (%age)	Total no. of cells in the network	Total No. of cells not considered for DCR computation	Network QoS DCR Spatial Distribution Measure [Network_QSD(90,90)]	Network QoS DCR Temporal Distribution Measure [Network_QTD(97,90)]	Connections with good voice quality, Circuit Switched Voice Quality and VoLTE quality	Down Link (DL) Packet Drop Rate or DL-PDR	Up Link (UL) Packet Drop Rate or UL-PDR	Point of Interconnection (POI) Congestion (on individual POI) - No. of POIs not meeting the benchmark
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	
Benchmarks																		
					≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%				≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 2%	≤ 2%
The achievement of benchmark against each parameter is to be averaged over a period of one quarter for 2G, 3G and 4G VoLTE Services (combined) as per the measurement methodology explained in Explanatory Memorandum to regulations																		
1	AP																	
2	Arunachal Pradesh																	
3	Assam																	
4	Bihar																	
5	Chattisgarh																	
6	Goa																	
7	Gujarat																	
8	Haryana																	
9	HP																	
10	Jharkhand																	
11	Karnataka																	
12	Kerala																	
13	MP																	
14	Maharashtra																	
15	Manipur																	
16	Meghalaya																	
17	Mizoram																	
18	Nagaland																	
19	Odisha																	
20	Punjab																	
21	Rajasthan																	
22	Sikkim																	
23	TN																	
24	Telegana																	

Sl. No	Name of State/UT	TCBH	Network Availability				Connection Establishment			Connection Maintenance (Retainability)						POI		
			Total no. of BS in the licensed service area	Sum of downtime of BS in a Quarter in hours i.e. total outage time of all BS in hours during the Quarter	BS Accumulated downtime (not available for service) (%)	No. of BS having accumulated downtime of >24 hours in the Quarter	Worst affected BSs due to down-time (%)	Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VoLTE as applicable (within licensee's own network)	SDCCH/Paging Channel Congestion/ RRC Congestion (%)	TCH, RAB and E-RAB Congestion (%)	Total no. of cells in the network	Total No. of cells not considered for DCR computation	Network QoS DCR Spatial Distribution Measure [Network_GSD(90,90)]	Network QoS DCR Temporal Distribution Measure [Network_QTD(97,90)]	Connections with good voice quality, Circuit Switched Voice Quality and VoLTE quality		Down Link (DL) Packet Drop Rate or DL-PDR	Up Link (UL) Packet Drop Rate or UL-PDR
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	
Benchmarks																		
					≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%				≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 2%	≤ 2%
<i>The achievement of benchmark against each parameter is to be averaged over a period of one quarter for 2G, 3G and 4G VoLTE Services (combined) as per the measurement methodology explained in Explanatory Memorandum to regulations</i>																		
25	UP																	
26	Uttarakhand																	
27	WB																	
Union Territories																		
1	A&N																	
2	Chandigarh																	
3	Dadra & Nagar Haveli																	
4	Delhi																	
5	Jammu & Kashmir																	
6	Lakshadweep																	
7	Ladakh																	
8	Puducherry																	