

**Information note to the Press (Press Release No. 25/2025)**

**For Immediate Release**  
**Telecom Regulatory Authority of India**

**Automation of process of submission of Performance Monitoring Report (PMR) of various services by telecom service providers.**

**New Delhi, 17<sup>th</sup> April 2025** – Earlier, TRAI had released revised QoS Regulations namely “The Standards of Quality of Service of Access (Wirelines and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)’ on 02<sup>nd</sup> August 2024. These regulations have become effective from 1<sup>st</sup> October, 2024 and applicable for both access and broadband services provided on wireline as well as wireless media.


2. The regulations mandate that every service provider shall create or upgrade their system within six months of notification of these regulations for collection of primary data, its storage, processing, performance report generation and their online submission to the Authority.

3. Accordingly, the Authority, vide Direction dated 19.09.2024 and 03.01.2025, mandated the service providers to submit the performance monitoring report (PMR) of various services like access service (wireless), access service (wireline) and broadband (wireline) service within a period of fifteen (15) days from the end of the reporting period in the prescribed format.

4. In a major step towards automation of processes and ease of doing business for the service providers, the Authority has implemented digital and paperless process for submission of QoS performance monitoring report by the telecom service providers. PMR data submission for access service (wireless) has been automated through Application Programmable Interfaces (APIs) considering the large size of data whereas PMR for access service (wireline) and broadband (wireline) service are being submitted through a user-friendly interface provided on PMR portal. In a significant milestone, PMRs for the quarter ending March 2025 have been submitted through the automated route by all the telecom service providers.

5. The automation of PMR submission helps to reduce human errors in the reports, simplifies the process, and minimizes the effort required by service providers.

6. For any clarification/information, Shri Tejpal Singh, Advisor (QoS-I) TRAI may be contacted on email: **adv-qos1@traigov.in** or at Tel. No. **+91-11-20907759**.

  
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Secretary