

Telecom Regulatory Authority of India

Order to Distribution Platform Operators (DPOs) to submit Performance Monitoring Reports on Monthly and Quarterly basis.

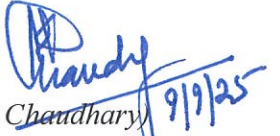
New Delhi, 9th September, 2025 – The Telecom Regulatory Authority of India (TRAI) has issued an Order today under section 12 of the Telecom Regulatory Authority of India Act, 1997, directing Distribution Platform Operators (DPOs), i.e. DTH operators, Multi System Operators (MSOs), Headend-in-the-Sky (HITS) operators and Internet Protocol Television (IPTV) operators to furnish Performance Monitoring Reports (PMRs) on a monthly and quarterly basis for broadcasting services.

2. The Authority had earlier, vide its Order dated 24th July 2008, mandated Direct-to-Home (DTH) operators to submit quarterly performance monitoring reports (Q-PMRs). Subsequently, in June 2019, TRAI revised the formats and extended the reporting requirement to DTH operators, Multi System Operators (MSOs), Headend-in-the-Sky (HITS) operators.
3. In view of the amendments notified in the regulatory framework, including the Tariff Order, Interconnection Regulations and Quality of Service Regulations, TRAI has now updated the reporting formats. These formats have been annexed to the present order to submit reports by all DPOs.
4. Accordingly, all the DPOs are required to furnish the following reports to TRAI:
 - (i) Monthly Performance Monitoring Report (M-PMR) in the prescribed format (Annexure-I), within ten days from the end of each month; and
 - (ii) Quarterly Performance Monitoring Report (Q-PMR) in the prescribed format (Annexure-II), within fifteen days from the end of each quarter.
5. The furnishing of Q-PMR shall be optional for DPOs whose active subscriber base, as on the last day of the preceding financial year, does not exceed thirty thousand.

6. The reporting framework is aimed at ensuring effective monitoring of compliance, promoting transparency, protecting consumer interest, and facilitating the orderly growth of the broadcasting and cable TV services sector.

7. A copy of the Order is available on TRAI's website (www.trai.gov.in).

8. For clarification/information, if any, Shri Abhay Shanker Verma, Principal Advisor (B&CS), may be contacted at email: pradvbcs@trai.gov.in or Telephone: +91-11-20907761.


(Atul Kumar Chaudhary) 9/9/25
Secretary, TRAI