



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
 भारत सरकार / Government of India



Date: October 1, 2025

ORDER

Subject: Order under regulation 30 of the Rating of Properties for Digital Connectivity Regulations, 2024 (7 of 2024) read with clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) regarding validity period of the rating.

F. No. AU-4/2/2(2)/2024-QoS--- Whereas the Telecom Regulatory Authority of India (hereinafter referred to as the “Authority”), established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as “TRAI Act”), has been entrusted with discharge of certain functions, *inter-alia*, to ensure compliance of terms and conditions of licence; 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 interest of the consumers of telecommunication service;

2. And whereas the Authority, in exercise of the power conferred upon it under section 36, read with sub-clauses (i) and (v) of clause (b), clause (c) and clause (d) of sub-section (1) of section 11 of TRAI Act, made the Rating of Properties for Digital Connectivity Regulations, 2024 (7 of 2024) dated the 25th October, 2024 (hereinafter referred to as the “regulations”), laying down the framework for evaluating and rating of property for digital connectivity;

3. And whereas regulation 3 of the regulations provides the classification of properties for the purpose of rating for digital connectivity and the said regulation reads as under: -

“3. Categories of properties for evaluation and assessment of digital connectivity.– (1) The properties shall, for the purpose of rating for digital connectivity, be classified under the following categories:-

Sl. No.	Classification	Category	Type of Property
1.	Residential	A	Apartments, independent houses, gated communities or societies, etc.
2.	Government Properties	A	All properties of the Central Government, the State Government, Courts, Public Sector Undertakings, Local Bodies, Heritage Sites, etc.
3.	Commercial Establishments	A	Commercial office complex, shopping malls, industrial estates, SEZs, multi-modal logistic parks, convention centres, etc.
4.	Other private or public areas	B	Airport, Bus Station, Railway Station, Hospitals, Hotels, Educational Institutions, etc.

5.	Stadiums or Sport Arenas or spaces of frequent gathering	B	Stadiums or permanent spaces of gathering with seating capacity of more than 5000 persons
6.	Transport corridors	B	Expressways, Highways, Railways routes, etc.

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4. And whereas regulation 24 of the regulations provides, *inter alia*, the criteria, weightage and sub-criteria as per which a Digital Connectivity Rating Agency shall evaluate category ‘A’ property;

5. And whereas regulation 25 of the regulations provides, *inter alia*, the criteria, weightage and sub-criteria as per which a Digital Connectivity Rating Agency shall evaluate category ‘B’ property;

6. And whereas regulation 26 of the regulations provides, *inter alia*, for the awarding of different Digital Connectivity Rating after evaluation of property and assignment of score against each rating criteria and sub-criteria specified under regulation 24 or regulation 25 of the regulations and the said regulation reads as under:-

“26. Evaluation, assessment and award of rating.– (1) The rating process shall be implemented through the rating platform only.

(2) DCRA shall evaluate the property and assign scores, on the rating platform, against each rating criteria and sub-criteria, as provided under regulation 24 or regulation 25, as the case may be, and award rating as under: -

S. No.	Score Range	Digital Connectivity Rating to be awarded
1	25-40	
2	41-55	
3	56-70	
4	71-85	
5	More than 85	

(3) DCRA shall update the rating awarded to the property on the rating platform and issue the rating certificate through the rating platform, which shall be digitally signed by the DCRA.

(4) The rating certificates may be downloaded by the property manager through the rating platform.

(5) The ratings awarded for different properties shall also be available on rating platform for viewing by end users and public.

(6) The Authority may specify the manner and process of evaluation and assessment of digital connectivity for award of ratings to the property, including the timelines, from time to time.”;

7. And whereas regulation 28 of the regulations provides for review of ratings awarded and the said regulation reads as under:-

“28. Review of ratings.- (1) DCRA may review the ratings awarded, based on the feedback of the consumer or service provider or on complaints, and modify the ratings based on such review, if required:

Provided that DCRA shall not modify the ratings awarded to the property unless the property manager has been given an opportunity to remove such defects or deficiencies and resolve complaints, within ninety days of the date of receipt of communication from DCRA through the rating platform.”;

8. *And whereas regulation 29 of the Regulations provides for Re-rating of property within the validity of the rating certificate and the said regulation reads as under: -*

“29. Re-rating of property within the validity of the rating certificate.- (1) The property manager shall be eligible to apply for re-rating of the property during validity period of rating certificate, after paying applicable fees to DCRA, in case: -

- a) DCI has been fully upgrades;*
- b) There has been a change or upgradation in the implemented technology leading to demand for re-rating by their end users;*
- c) of any change which may affect the rating as per the criteria specified in these regulations.”;*

9. *And whereas regulation 30 of the Regulations provides, inter alia, that the Authority may, by order, direction or guidelines, specify the validity of the rating provided and the said regulation reads as under:- ,*

“30. Validity period of ratings.-(1) The Authority may, by order, direction or guidelines, specify the validity period of the rating.

Provided that the Authority may specify different validity periods for different categories of properties.”

10. Now, therefore, in exercise of the powers conferred upon it under regulation 30 of the Rating of Properties for Digital Connectivity Regulations, 2024 (7 of 2024), read with clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), the Authority, hereby, orders that the validity of the ratings shall be five years from the date of issuance of Rating Certificate subject to the provisions of regulation 28 and 29 of the regulations.

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