

**TO BE PUBLISHED IN THE GAZETTE OF INDIA,
EXTRAORDINARY, PART III, SECTION 4
TELECOM REGULATORY AUTHORITY OF INDIA
NOTIFICATION**

NEW DELHI, THE 13th May, 2026

F. No. AU-4/2/2(2)/2024-QoS-Part(1): In exercise of the powers conferred by 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 the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), the Telecom Regulatory Authority of India hereby makes the following regulations further to amend the Rating of Properties for Digital Connectivity Regulations, 2024 (7 of 2024), namely:-

**RATING OF PROPERTIES FOR DIGITAL CONNECTIVITY (AMENDMENT) REGULATIONS, 2026
(3 of 2026)**

- 1. Short title, extent and commencement.**— (1) These regulations may be called the Rating of Properties for Digital Connectivity (Amendment) Regulations, 2026.

(2) They shall come into force from 13th May 2026.
2. In regulation 1 of the Rating of Properties for Digital Connectivity Regulations, 2024 (7 of 2024) (hereinafter referred to as the “principal regulations”), for sub-regulation (2), the following sub-regulation shall be substituted, namely:-

“(2) These regulations shall apply to -
 - (i) property managers who intend to get their property, of minimum specified size, rated or audited for digital connectivity, either voluntarily or under the provisions of other applicable laws, rules or regulations;
 - (ii) digital connectivity rating agencies, who intend to award ratings to the property or audit it for digital connectivity under these regulations;
 - (iii) the In-Building Solution Providers, who intend to establish their IBS within the property for providing IBS to service providers; and
 - (iv) the service providers, who intend to integrate their telecommunication network with the digital communication infrastructure, including In-Building Solution, of the property for providing telecommunication services in the property.”
3. In regulation 2 of the principal regulations, in sub-regulation (1), -
 - (a) after clause (f), the following clause shall be inserted, namely:-
 - “(fa) **“In-Building Solution”** or **“IBS”** means a telecommunication network which is used to extend and distribute the wired or wireless connectivity within a specific area, including large buildings, stadiums, airports, or campuses, but does not cross or pass under or over a public road;
 - (fb) **“In-Building Solution Provider”** or **“IBS Provider”** means any entity authorised to establish, operate, maintain or expand IBS under section 3 of the Telecommunications Act, 2023 or licensed under section 4 of the Indian Telegraph Act, 1885;”;


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(b) for clause (p), the following clause shall be substituted, namely:-

“(p) **“service provider”** means any entity authorised under section 3 of the Telecommunications Act, 2023, or licensed under section 4 of the Indian Telegraph Act, 1885, to provide telecommunication service;”

4. In regulation 3 of the principal regulations, in sub-regulation (1), for the table, the following table shall be substituted, namely:-

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 and other Establishments	A	Commercial office complex, shopping malls, industrial estates, SEZs, convention centres, Hospitals, Hotels, Educational Institutions, etc.
4.	Other private or public areas	B	Airport, Bus Station, Railway Station, multi-modal logistic parks, etc.
5.	Stadiums or Sport Arenas or spaces of frequent gathering	B	Stadiums or permanent spaces of gathering
6.	Transport corridors	B	Expressways, Highways, Railways routes, Metro corridors, etc.

5. In regulation 9 of the principal regulations, -

(a) for sub-regulation (1), the following sub-regulation shall be substituted, namely:-

“(1) Every DCRA shall disclose the fee to be charged and other terms and conditions, if any, to the property manager and get their acceptance before commencement of any rating activity, or any optional digital connectivity audit activity, as the case may be.”;

(b) for sub-regulation (3), the following sub-regulation shall be substituted, namely:-

“(3) DCRA shall offer suitable fee terms to the property manager, in a transparent manner, based on its obligations for the rating of the property, or for optional digital connectivity audit of the property, as the case may be.”

6. In regulation 10 of the principal regulations, -

(a) for the existing heading, the following heading shall be substituted, namely:-

“**Evaluation and award of ratings and digital connectivity audit**”;

(b) for sub-regulation (2), the following sub-regulation shall be substituted, namely:-

“(2) No DCRA shall undertake evaluation and rating of any property which may result in potential conflict of interest with property owners or property manager, infrastructure providers, service providers, or IBS Providers, which may directly or indirectly affect the transparency of the rating process.”;

(c) after sub-regulation (2), the following sub-regulations shall be inserted, namely:-

“(3) Every DCRA shall, in respect of properties under construction, -

a) evaluate the design stage DCI based on approved DCI design documents and declaration submitted

- by the property manager, and issue an evaluation report along with a 'Designed For' certificate for the proposed DCI design of the property;
- b) upon completion of construction and installation of IBS in the property, evaluate DCI implementation and issue an evaluation report along with an 'Installation Completed For' certificate; and
- c) undertake evaluation and award of 'Final' rating only after issuance of the certificate referred to in clause b) of this sub-regulation and after the digital connectivity services become operational.
- (4) The DCRA shall, where a property manager of a property whose construction has been completed opts for optional digital connectivity audit, -
- a) carry out digital connectivity audit based on the criteria and sub-criteria specified in these regulations; and
- b) prepare and share the audit report with the property manager, in the format specified by the Authority.”
7. In regulation 13 of the principal regulations, for sub-regulation (3), the following sub-regulation shall be substituted, namely:-
- “(3) The fees for rating of property, or for optional digital connectivity audit of property, as the case may be, shall be mutually decided by DCRA and the property manager as provided under regulation 9.”
8. In regulation 14 of the principal regulations, -
- (a) for the existing heading, the following heading shall be substituted, namely:-
- “**Application for rating of property for digital connectivity or digital connectivity audit**”;
- (b) after sub-regulation (1), the following provisos shall be inserted, namely:-
- “Provided that an application for rating of properties under construction, shall be accompanied with approved design documents and other relevant details as may be specified by the Authority:
- Provided further that the property manager of any property whose construction has been completed may also apply for optional digital connectivity audit through the registered DCRA's without applying for rating for digital connectivity.”
9. For regulation 20 of the principal regulations, the following regulation shall be substituted, namely:-
- “**20. No exclusive arrangement with the service providers.**— (1) No property manager or IBS Provider shall enter into an exclusive arrangement or tie-up arrangement with any service provider for providing access to its digital connectivity infrastructure in their property.”
10. In the principal regulations, in Section VI, for the existing heading, the following heading shall be substituted, namely:-
- “**GENERAL OBLIGATIONS OF SERVICE PROVIDERS AND IBS PROVIDERS**”
11. For regulation 23 of the principal regulations, the following regulation shall be substituted, namely:-
- “**23. No exclusive arrangement with Property Manager or IBS Provider.**— (1) No service provider shall

enter into an exclusive arrangement or tie-up arrangement with any property manager or IBS Provider to provide telecommunication service in the property.”

12. In regulation 24 of the principal regulations, in sub-regulation (1), -
- in the table, under the column ‘Sub-Criteria’, in serial number (6), for the entry “6.1 Backhaul fibre connectivity (service provider to property)”, the entry “6.1 Backhaul fibre/ wireless connectivity (service provider to property)” shall be substituted;
 - in the table, under the column ‘Criteria’, in serial number (1), for the entry “Compliance to applicable Model Building Bye Laws (MBBL) and National Building Code (NBC) for digital connectivity”, the entry “Compliance to applicable Model Building Bye Laws (MBBL) and National Building Construction Standards (NBCS) for digital connectivity” shall be substituted;
 - in the table, under the column ‘Criteria’, in serial number (2), for the entry “Provision in civil infrastructure, over and above MBBL and NBC requirements, for ensuring robust digital connectivity”, the entry “Provision in civil infrastructure, over and above MBBL and NBCS requirements, for ensuring robust digital connectivity” shall be substituted;
 - in the table, under the column ‘Criteria’, in serial number (3), for the entry “Provision in power infrastructure, over and above MBBL or NBC requirements, for ensuring reliable digital connectivity”, the entry “Provision in power infrastructure, over and above MBBL or NBCS requirements, for ensuring reliable digital connectivity” shall be substituted;
 - for Note (ii), the following note shall be substituted, namely:-

“(ii) For the purposes of rating for digital connectivity, MBBL (Model Building Bye Laws) issued by Ministry of Housing and Urban Affairs (MoHUA) shall be referred in cases where Building Byelaws of Cities/State or Union Territory do not have provisions for digital connectivity infrastructure.”
13. In regulation 25 of the principal regulations, in sub-regulation (1), in the table, under the column “Sub-Criteria”, in serial number (4), for the entry “4.1 Backhaul fibre connectivity (service provider to property)”, the entry “4.1 Backhaul fibre/ wireless connectivity (service provider to property)” shall be substituted.
14. In regulation 26 of the principal regulations, in sub-regulation (2), for the table, the following table shall be substituted, namely:-

S. No.	Score Range	Digital Connectivity Rating to be awarded
1	>=25-32	★
2	>32-40	★★
3	>40-48	★★★
4	>48-56	★★★★

5	>56-64	★★★
6	>64-72	★★★★
7	>72-80	★★★★★
8	>80-88	★★★★★★
9	More than 88	★★★★★★★

15. In Schedule-I of the principal regulations, -

(a) for item (i), the following item shall be substituted, namely:-

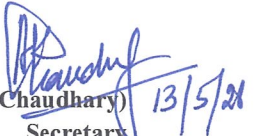
“(i) **Impartiality and independence:** DCRA shall remain impartial and independent during digital connectivity assessment and entire rating process. DCRA should not have any financial interest or ownership or operational interests in the property under evaluation and assessment. To ensure objectivity and neutrality, any DCRA in the business of providing DCI shall not undertake digital connectivity assessment of properties where another DCRA has provided DCI. DCRA shall establish policy and procedures for reviewing the work of its agents/employees to ensure independence of evaluation and assessment without external influences.”;

(b) for item (vii), the following item shall be substituted, namely:-

“(vii) **Clear fee structure:** DCRAs shall establish a clear and transparent fee structure for different categories of properties as per regulations and declare Maximum Chargeable Fee (MCF) for rating of the property and for optional digital connectivity audit of the property. MCF should be commensurate with the scope of work, and not excessive. MCF should be based on the complexity and size of the property. The broad fee structure and criteria shall be displayed on the rating platform to all relevant stakeholders.”;

(c) for item (xi), the following item shall be substituted, namely:-

“(xi) **Conflict of interest:** DCRA shall not rate a property that has a stake in the DCRA or its associated business. DCRA shall not undertake evaluation, assessment and rating of any property which may result in potential conflict of interest with property owners or property manager, infrastructure providers, service providers, or IBS Providers, which may directly or indirectly affect the transparency of the rating process including any commercial engagement other than that which is permissible under these regulations.”


 (Atul Kumar Chaudhary) 13/5/24
 Secretary

Note 1. - The principal regulations were published in the Gazette of India, Extraordinary, Part III, Section 4 dated the 25th October 2024 vide notification number No. C-2/3/(2)/2021-QoS dated the 25th October 2024 (7 of 2024).

Note 2. - The Explanatory Memorandum explains the objects and reasons of the Rating of Properties for Digital Connectivity (Amendment) Regulations, 2026 (3 of 2026).

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Explanatory Memorandum

1. Background

- 1.1. Digital connectivity has become a fundamental enabler of modern socio-economic development. Over the past decade, rapid digitalisation has transformed the way individuals interact with governance, education, healthcare, commerce, financial services, and social platforms. As reliance on digital platforms continues to grow, seamless and reliable digital connectivity has become essential for ensuring inclusive growth, economic productivity, and improved quality of life.
- 1.2. With the widespread adoption of smartphones, cloud-based applications, high-definition video services, and emerging digital technologies, the demand for high-speed and reliable connectivity has increased significantly. A substantial proportion of digital data consumption now occurs within buildings such as residential complexes, offices, educational institutions, hospitals, commercial establishments and transportation terminals/interchanges, etc. However, modern building materials and architectural designs often attenuate wireless signals, especially in the case of higher frequency bands used in advanced mobile technologies such as 4G and 5G. Consequently, in-building digital connectivity has emerged as a key determinant of overall Quality of Service (QoS) experienced by users.
- 1.3. The Telecom Regulatory Authority of India Act, 1997 (24 of 1997), inter alia, mandates the Authority under sub-clause (v) of clause (b) of sub-section (1) of section 11 to lay down the standards of quality of service to be provided by service providers and to ensure the quality of service so as to protect the interests of consumers of telecommunication services.
- 1.4. In order to address issues related to in-building digital connectivity in a systematic manner, the Telecom Regulatory Authority of India (TRAI) issued its recommendations on “Rating of Buildings or Areas for Digital Connectivity” to the Government on 20th February 2023. The recommendations proposed the establishment of a structured framework through building bye laws, National Building Code, ecosystem capacity building for development of digital connectivity infrastructure as a part of building development, and, evaluating and rating properties based on their digital connectivity readiness and infrastructure provisioning.
- 1.5. Based on these recommendations, TRAI notified the “**Rating of Properties for Digital Connectivity Regulations, 2024**” on 25th October 2024 (hereinafter referred to as the “regulations”). The regulations introduced a structured framework for assessing and rating properties based on the availability and robustness of digital connectivity infrastructure. The framework aims to promote collaboration among Property Managers, Digital Connectivity Infrastructure Providers (DCIPs), Digital Connectivity Rating Agencies (DCRAs), service providers, and other stakeholders, while enabling transparency and informed decision-making for consumers.
- 1.6. To operationalise the provisions of the regulations, TRAI released the **Draft Manual for Assessment of Digital Connectivity** on 13th May 2025 for stakeholder consultation. After examining the comments received from stakeholders and incorporating suitable suggestions, the final **Rating Manual for Assessment of Digital Connectivity** was issued on 13th August 2025. The manual provides detailed operational procedures including roles and responsibilities of stakeholders, assessment methodologies, criteria and sub-criteria for rating, scoring mechanisms, and procedures for application, evaluation, certification, renewal, and appeals.

- 1.7. Subsequently, the Authority initiated the implementation phase of the Digital Connectivity Rating framework. Applications were invited for registration of Digital Connectivity Rating Agencies (DCRAs), and capacity building activities are undertaken for different stakeholders from time-to-time to familiarise them with the framework and its operational processes. Property Managers have also begun registering properties to seek their digital connectivity ratings.
- 1.8. During the course of implementation of the rating framework and interactions with stakeholders across the digital connectivity and real estate ecosystem, certain practical aspects relating to the implementation of the framework were brought to the attention of the Authority. These aspects included issues relating to the differentiation of star rating levels, applicability of the rating framework to properties under construction, categorisation of certain property types under the rating framework, and the need for enabling property managers to undertake digital connectivity assessment prior to applying for formal ratings.
- 1.9. In view of these inputs and based on its assessment of the early implementation experience of the framework, the Authority considered it appropriate to examine certain provisions of the Rating of Properties for Digital Connectivity Regulations, 2024 and the Rating Manual for Assessment of Digital Connectivity with a view to improving clarity, enhancing transparency, and facilitating smoother adoption of the framework by stakeholders.
- 2. Notice Inviting Comments from Stakeholders on proposed amendments to the Rating of Properties for Digital Connectivity Regulations, 2024 and the Rating Manual.**
- 2.1. In this context, TRAI issued a Consultation Paper on **Review of Rating of Properties for Digital Connectivity Regulations, 2024** on 27th February 2026, seeking views of stakeholders on certain proposed amendments to the Rating of Properties for Digital Connectivity Regulations, 2024 and the Rating Manual for Assessment of Digital Connectivity. In addition to comments on the proposed amendments, stakeholders were also invited to submit their comments, feedback, or suggestions on any other provisions of the Regulations and Rating Manual.
- 2.2. The consultation paper examined the early implementation experience of the Digital Connectivity Rating framework and highlighted certain areas where additional clarity, refinement, or alignment with on-ground practices may be beneficial. In particular, the consultation paper sought stakeholder views on the following aspects:
- i. Review of Star Rating Levels under the rating framework
 - ii. Rating of Properties under Construction
 - iii. Categorisation of Property Types under the regulations; and
 - iv. Optional Digital Connectivity Audit mechanism.
- 2.3. Stakeholders were invited to submit their comments on the consultation paper by 23rd March 2026. Keeping in view of the requests received from Industry Associations and Stakeholders for an extension of time for submission of inputs/ comments, the last date to submit comments was extended to 30th March 2026.
- 2.4. In response to the consultation paper, the Authority received comments from seventeen stakeholders which are available on TRAI website at <https://traigov.in/consultation-paper-review-rating-properties-digital-connectivity-regulations-2024>.
- 2.5. The comments received from stakeholders have been examined by the Authority. For ease of summarisation and analysis, the comments received from stakeholders have been grouped into two sections:
- i. **Section-A:** General comments which are not specific to the issues raised in the consultation paper

ii. **Section-B:** Comments on proposed amendments in Regulations

A. General Comments

3. General Inputs, Analysis and Conclusion

3.1. Support for the Digital Connectivity Rating Framework

a) Inputs of Stakeholders

- i. Several stakeholders welcomed the initiative of the Authority to introduce and refine the Digital Connectivity Rating framework for properties, stating that the framework represents a forward-looking step towards improving in-building digital connectivity and infrastructure readiness across the country.
- ii. It was submitted that digital connectivity has become an essential utility comparable to electricity and water, and therefore assessing properties based on digital connectivity infrastructure and service performance would improve the overall consumer experience.
- iii. Stakeholders noted that the rating framework could enhance transparency in the real estate market by enabling prospective buyers and tenants to compare properties based on their digital connectivity readiness.
- iv. Some stakeholders also observed that higher-rated properties may attract greater consumer preference and potentially command higher value in the real estate market, thereby incentivising developers to integrate digital connectivity infrastructure during the design stage itself.
- v. A few stakeholders highlighted that the framework could support future-ready infrastructure development by encouraging the deployment of fibre networks, distributed antenna systems (DAS), small cells and other advanced digital connectivity solutions compatible with evolving technologies such as 5G and future communication standards.
- vi. It was also submitted that the rating framework could promote collaboration among property managers, telecom service providers, infrastructure providers and Digital Connectivity Rating Agencies (DCRAs), thereby creating an ecosystem for planning, design, deployment and evaluation of digital connectivity infrastructure within properties.

b) Analysis and Conclusion

The Authority notes the views expressed by stakeholders. The objective of the Digital Connectivity Rating framework is to promote the development of robust and future-ready digital connectivity infrastructure within properties and to provide consumers with transparent information regarding the digital connectivity readiness of buildings.

The Authority is of the view that improved in-building connectivity is increasingly essential for supporting modern digital services such as remote working, digital education, telemedicine, and e-governance applications. The rating framework is expected to encourage property managers and developers to incorporate adequate digital connectivity infrastructure (DCI) during the planning and construction stages, thereby improving the overall quality of digital connectivity experienced by users at the optimal cost as retrofitting of DCI is cumbersome and costly.

The Authority is of the view that the rating framework will help to create a collaborative ecosystem involving property managers, service providers, infrastructure providers and rating agencies, which would contribute towards development of properties with robust digital connectivity infrastructure across the country.

3.2. Role and Responsibilities of Property Managers

a) Inputs of Stakeholders

- i. Several stakeholders submitted that property managers should bear the primary responsibility for provisioning digital connectivity infrastructure within buildings, as such infrastructure forms an integral part of modern building utilities similar to electricity, water, and gas.
- ii. It was suggested that the cost of deploying in-building digital connectivity infrastructure, including in-building solutions (IBS), should be treated as part of the overall project development cost and should not be recovered from telecom service providers through access fees, revenue sharing arrangements or other charges.
- iii. Some stakeholders emphasised that property managers should ensure adequate physical infrastructure such as telecom rooms, ducts, risers and pathways within buildings to facilitate installation of digital connectivity infrastructure by service providers.
- iv. Stakeholders also submitted that property managers should ensure non-discriminatory access to in-building infrastructure for all authorised telecom service providers so that consumers have access to multiple service providers within a property.
- v. It was further suggested that property managers may adopt standardised procedures for access requests, infrastructure sharing, and operational coordination with service providers in order to ensure transparency and fairness.

b) Analysis and Conclusion

The Authority notes the views expressed by stakeholders. The provisioning of digital connectivity infrastructure within buildings is an important element in ensuring reliable digital connectivity for occupants or users.

With regard to stakeholder suggestions on cost allocation, the Authority notes that issues relating to commercial arrangements, cost sharing, and recovery of costs between property managers and service providers are outside the scope of the present regulations and Rating Manual. Such aspects are being examined separately by the Authority in the context of broader regulatory and policy framework governing provisioning of in-building digital connectivity infrastructure.

The Authority observes that the role of property managers in facilitating digital connectivity infrastructure has been recognised in the regulatory framework as well as in relevant building standards such as the Model Building Bye-Laws (MBBL) and the National Building Code (NBC), now revised as the National Building Construction Standards (NBCS). The Addendum to MBBL, issued by Ministry of Housing and Urban Affairs (MoHUA) in March 2022 and Part D Section 6 of NBCS titled "Information and Communication Enabled Installations" clearly requires property managers to ensure adequate space, pathways, and access for telecom infrastructure within properties for deployment of digital connectivity networks.

The Authority is of the view that collaboration between property managers, telecom service providers, and infrastructure providers is necessary for effective deployment of digital connectivity infrastructure. The

extant regulatory framework seeks to encourage such collaboration and cost sharing while promoting non-discriminatory access to infrastructure for multiple service providers.

3.3. Non-Discriminatory Access and Competition Among Service Providers

a) Inputs of Stakeholders

- i. Several stakeholders emphasised the importance of ensuring non-discriminatory access to digital connectivity infrastructure within buildings for all authorised telecom service providers.
- ii. Stakeholders submitted that property managers should avoid exclusive arrangements with any single service provider and should ensure that multiple service providers are able to access the in-building infrastructure.
- iii. Some stakeholders suggested the adoption of a common minimum framework or standardised procedures for granting access to service providers, including clearly defined timelines, documentation requirements, and points of contact.
- iv. It was also suggested that property managers should maintain transparent records of telecom infrastructure within the property, including ducts, risers, and telecom rooms, so that service providers can deploy networks efficiently.
- v. Stakeholders noted that such measures would promote competition among service providers and enhance consumer choices and service quality within buildings.

b) Analysis and Conclusion

Ensuring non-discriminatory access to digital connectivity infrastructure within buildings is an important principle for promoting competition among telecom service providers and improving consumer choice. Many of the States /UTs and Local Bodies have already adopted the relevant provisions of MBBL which also envisage that the property manager should not enter into exclusive arrangement with any service provider or not treat digital connectivity infrastructure as a source of revenue.

Further, the authorised Licensees including service providers are equally responsible for implementation of these provisions and spread awareness among property managers. They should themselves avoid entering in any such arrangement with the property manager which may result into denial of access of DCI to any other service provider. The condition 38.6 of Chapter-V of License Agreement for Unified License states that *“Licensee shall not enter into any exclusive contract for establishing public network to provide public telecom services or Right of Way (RoW) with any Public entity or any Person.”*

The Authority is of the view that facilitating access for multiple service providers can help in ensuring choice to consumers, competition, redundancy, improved service quality, and greater resilience of digital connectivity services within buildings. The rating framework seeks to encourage property managers to design and maintain infrastructure that can accommodate multiple service providers and evolving technologies and these aspects are part of rating criteria.

3.4. Consumer Awareness, Transparency and Protection

a) Inputs of Stakeholders

- i. Multiple stakeholders highlighted the importance of ensuring transparency and consumer awareness in relation to digital connectivity ratings of properties.

- ii. It was suggested that digital connectivity ratings should be prominently disclosed through property websites, sale or lease agreements and other public interfaces so that consumers can make informed decisions while purchasing or leasing properties.
- iii. Some stakeholders also recommended that consumers should have access to relevant information regarding the availability of telecom service providers, signal coverage, and digital connectivity infrastructure within properties.
- iv. Stakeholders further suggested the introduction of consumer grievance mechanisms through which users may report issues related to misleading rating claims or poor connectivity despite high ratings.
- v. It was also suggested that periodic reassessment of ratings may be undertaken to ensure that the ratings remain accurate over time.

b) Analysis and Conclusion

The Authority notes the views expressed by stakeholders regarding the importance of transparency, consumer awareness, and availability of relevant information relating to digital connectivity ratings of properties.

The digital connectivity rating framework is designed to improve transparency by providing consumers with reliable and standardised information regarding the digital connectivity readiness of properties. The Authority is of the view that greater transparency with respect to digital connectivity infrastructure and service performance within buildings can enable consumers to make informed decisions while purchasing or leasing properties and also promote accountability among Property Managers.

In this regard, the rating framework is being brought on a dedicated digital platform by the Authority, wherein ratings awarded to properties, along with relevant details like city, location, etc shall be made accessible to consumers. The framework also envisages appropriate visibility of ratings to facilitate informed decision-making.

With respect to stakeholder suggestions on availability of information relating to service providers, signal coverage, and digital connectivity infrastructure, the Authority notes that such aspects are inherently reflected in the Star Ratings of the property which can be easily understood by the users.

Further, regarding stakeholder suggestions on consumer grievance redressal, the Authority notes that provisions relating to grievance redressal are within the scope of the Regulations and are being operationalised through the digital platform to enable consumers to give feedback, including those relating to misleading claims or discrepancies in connectivity experience. Feedback received from consumers will be periodically reviewed by the DCRA / TRAI.

With regard to periodic reassessment of ratings, it may be noted that the regulatory framework already provides for validity and reassessment of ratings. In this context, regulation 19 and regulation 29 of the regulations enable reassessment of properties through provisions pertaining to renewal and re-rating, respectively so as to ensure that ratings remain updated and reflective of the prevailing digital connectivity conditions.

3.5. Implementation and Institutional Mechanisms

a) Inputs of Stakeholders

- i. Some stakeholders suggested the establishment of advisory or coordination mechanisms involving relevant government departments, industry stakeholders and technical experts to support the implementation and adoption of the digital connectivity rating framework.
- ii. Stakeholders also highlighted the need for coordination between the rating framework and related regulatory instruments such as the National Building Code, Model Building Bye-Laws and other telecom infrastructure related regulations.
- iii. It was further suggested that mechanisms should be put in place to facilitate efficient engagement between property managers and empanelled Digital Connectivity Rating Agencies (DCRAs) to ensure timely assessments and ratings.
- iv. Some stakeholders recommended that clear timelines and operational procedures should be defined for various stages of the assessment process in order to ensure smooth implementation.

b) Analysis and Conclusion

Effective implementation of the digital connectivity rating framework requires coordination among multiple stakeholders including property managers, IBS Providers, telecom service providers and Digital Connectivity Rating Agencies.

The Authority is of the view that continued stakeholder engagement and capacity-building initiatives will play an important role in facilitating adoption of the rating framework across different property segments. The Authority is continuously engaging with concerned stakeholders for effective implementation of the rating framework including Central Government Ministries, State/Union Territories, Real Estate Regulatory Authorities, Bureau of Indian Standards, Ministry of Housing and Urban Affairs, and real estate developer associations, etc. Regional Offices of TRAI, in collaboration with States/UTs have already conducted a number of awareness workshops among the stakeholders including property managers, IBS Providers and DCRAs. As regard to clear timelines and operational procedure for rating by DCRAs is concerned, the rating manual provides clear guidelines and timelines for completion of assessment subject to property manager's readiness.

3.6. Technical and Operational Aspects of the Framework

a) Inputs of Stakeholders

- i. Some stakeholders suggested that the framework should remain technology-neutral and allow flexibility in the deployment of different connectivity solutions including fibre, wireless and other emerging technologies.
- ii. It was submitted that evaluation methodologies, documentation requirements, and testing procedures should be standardised to ensure consistency across assessments conducted by different rating agencies.
- iii. Stakeholders also recommended the development of standardised documentation checklists, testing tools and measurement methodologies for evaluating connectivity performance.
- iv. Some stakeholders suggested that the framework should account for practical deployment constraints in different types of properties including heritage buildings or older structures where infrastructure deployment may be restricted.

b) Analysis and Conclusion

The Authority notes the views expressed by stakeholders regarding the need for a technology-neutral framework, standardisation of assessment methodologies, and consideration of practical deployment constraints across different types of properties.

The Authority is of the view that maintaining a largely technology-neutral approach is useful to promote innovation and enable adoption of appropriate connectivity solutions based on techno-commercial feasibility and evolving technologies. In this regard, the regulatory framework and the Rating Manual are designed to be largely agnostic to specific technologies and focus on outcomes in terms of digital connectivity. Further, to strengthen this approach, provisions relating to backhaul have been refined to allow flexibility in the use of both fibre and wireless backhaul under the relevant criteria specified in the Regulations.

With regard to standardisation of evaluation methodologies, documentation, and testing procedures, the Authority notes that the Rating Manual already provides a structured and standardised framework, including detailed criteria, sub-criteria, scoring methodology, and measurement approaches for assessment of digital connectivity. Digital Connectivity Rating Agencies (DCRAs) are required to carry out assessments in accordance with these specified methodologies to ensure consistency and comparability across properties.

On the issue of practical deployment constraints, including those relating to heritage buildings or existing structures, the Authority observes that the objective of the rating framework is to assess the level of digital connectivity available within a property based on defined criteria. At the same time, it is recognised that certain categories of properties may face structural, regulatory, or conservation-related constraints in deploying digital connectivity infrastructure. The rating framework, being assessment-based in nature, reflects the existing level of digital connectivity in such properties. Stakeholders may adopt appropriate solutions within applicable constraints to enhance connectivity, wherever feasible.

3.7. Affordability and Inclusiveness

a) Inputs of Stakeholders

- i. Some stakeholders expressed concerns that the costs associated with deployment of digital connectivity infrastructure and certification processes may increase property development costs and could potentially be passed on to consumers.
- ii. Stakeholders suggested that appropriate measures should be considered to ensure that the rating framework does not disproportionately impact affordability of housing.
- iii. It was also suggested that the framework should encourage adoption across different categories of properties, including affordable housing and properties in smaller towns and cities, in order to avoid widening the digital divide.

b) Analysis and Conclusion

The objective of the digital connectivity rating framework is to promote good digital connectivity infrastructure across properties while balancing practical implementation considerations.

The Authority is of the view that the framework should encourage widespread adoption across different property categories and geographical regions, thereby supporting inclusive digital infrastructure development. The Authority notes that the cost of retrofitting digital connectivity infrastructure will always be higher compared to properties where DCI is planned as a part of construction plan and shared among different service providers. Therefore, State/UTs and Local Bodies may encourage the property managers to integrate

DCI as a part of building plan through suitable amendments in their building bye laws. The wide scale adoption across real estate sector will further drive down the cost of DCI with minimal incremental impact on the consumer. Pre-planned DCI provisioning will also save consumer from investing large amount in retrofitting of DCI in their properties or specific units when they need digital connectivity.

B. Comments on proposed amendments in the regulations

4. Comments regarding Consultation Paper on Review of Rating of Properties for Digital Connectivity Regulations, 2024

4.1. General Inputs:

a) Inputs of Stakeholders:

- i. Some stakeholders expressed appreciation for the Authority's continued efforts to strengthen the Digital Connectivity Rating (DCR) framework and noted that the proposed amendments reflect a pragmatic and forward-looking approach aimed at improving the implementation and effectiveness of the framework.
- ii. Stakeholders generally supported the proposal to refine the existing five-star rating system by introducing additional half-star rating levels, stating that this would enable better differentiation between properties with varying levels of digital connectivity readiness and performance.
- iii. Stakeholders also welcomed the proposal to introduce a design-stage evaluation mechanism for properties under construction. It was submitted that such a mechanism would enable prospective buyers to obtain visibility into the planned level of digital connectivity in properties during the construction phase and would encourage property managers to integrate digital connectivity infrastructure at the design stage itself.
- iv. Stakeholders supported the proposal to revise the categorisation of certain property types under Category 'A' and Category 'B', noting that such realignment would help ensure better alignment between property usage patterns and the applicable digital connectivity assessment criteria.
- v. The proposal to enable an Optional Digital Connectivity Audit mechanism was also supported. Stakeholders noted that such a provision would allow property managers of existing properties to assess the current level of digital connectivity infrastructure, identify gaps, and undertake improvements before applying for a formal rating.
- vi. Some stakeholders further submitted that the proposed refinements would improve the robustness, transparency, and usability of the Digital Connectivity Rating framework, thereby encouraging wider adoption by property managers and contributing to improved digital connectivity infrastructure across properties.

b) Analysis and Conclusion:

The Authority notes the views expressed by stakeholders. The broad support expressed by stakeholders for the proposed amendments indicates general acceptance of the measures aimed at strengthening the Digital Connectivity Rating framework and facilitating its effective implementation. The Authority has considered these views while finalising the amendments proposed in the regulations and the Rating Manual.

4.2. Comments on Review of Star Rating Levels

a) Inputs of Stakeholders:

- i. Some stakeholders supported the proposal to refine the existing star rating scale by introducing additional half-star levels, stating that it would enable better differentiation between properties with varying levels of digital connectivity readiness.
- ii. It was submitted that a more granular rating structure may encourage property managers to undertake incremental improvements in digital connectivity infrastructure within properties.
- iii. A stakeholder emphasised that the rating system should remain simple and consumer-friendly, with clear and standardised labelling so that consumers can easily understand and interpret the ratings.
- iv. It was also suggested that the rating framework should reflect the actual user experience of digital connectivity services in addition to infrastructure readiness.
- v. A stakeholder highlighted that the introduction of additional rating levels reduces the score bandwidth for each rating band, which may increase sensitivity of scoring and could potentially lead to disputes relating to marginal score differences. In this regard, it was suggested that suitable guidance on scoring interpretation or moderation mechanisms may be considered to ensure consistency in evaluation.
- vi. A stakeholder suggested that the numerical score achieved by a property may also be disclosed along with the star rating in the public domain to enhance transparency and enable consumers to better interpret the rating outcome.
- vii. It was further suggested that the rating framework may consider mapping certain quality of service parameters such as network speed or latency to star rating levels so that the ratings more closely reflect user experience.

b) Analysis and Conclusion:

The Authority notes the views expressed by stakeholders regarding the proposed refinement of the star rating scale.

With regard to stakeholder suggestions on maintaining simplicity and consumer-friendliness of the rating system, the Authority emphasises that the star-based rating format is inherently designed to be intuitive, easily understandable, and suitable for public disclosure. Appropriate measures for standardised presentation and communication of ratings are already envisaged under the framework.

The 'service performance' criteria already covers the quality of service parameters for voice and data services to closely reflect user experience. Further, the objective of digital connectivity rating framework is to provide star ratings which can be easily understood by the users without going into technical complexity. The star ratings will be awarded based on the transparent rating criteria and the score achieved. This approach is in line with other rating framework like star rating for electrical appliances. Therefore, the Authority is of the view that further disclosure of numerical score will add complexity to the simple star rating and may not add much value as far as end users are concerned.

With respect to concerns regarding increased sensitivity of scoring due to narrower score bands, the Authority notes that the assessment methodology, criteria, and scoring approach have been standardised under the Rating Manual to ensure consistency and objectivity in evaluation by Digital Connectivity Rating Agencies

(DCRAs). These measures minimise subjectivity and reduce the likelihood of disputes arising from marginal score variations.

Further, on the suggestion to map specific quality of service parameters such as speed or latency directly to star rating levels, the Authority notes that such parameters are already captured within the service performance and user experience criteria under the Rating Manual. The assigned weightages ensure that these aspects are appropriately reflected in the overall rating outcome.

4.3. Comments on Rating of Properties under Construction

a) Inputs of Stakeholders:

- i. A stakeholder appreciated the proposal to introduce a design-stage evaluation mechanism for properties under construction, stating that it would enable greater transparency regarding the planned level of digital connectivity infrastructure in properties that are marketed during the construction phase.
- ii. However, it was suggested that appropriate safeguards should be incorporated to ensure that the digital connectivity provisions promised at the design stage are actually implemented upon completion of construction. In this regard, the stakeholder recommended that mechanisms may be considered to address situations where the final implementation deviates from the planned design-stage provisions.

b) Analysis and Conclusion:

The Authority notes the views expressed by the stakeholder. With regard to stakeholder concerns on ensuring that the digital connectivity provisions committed at the design stage are actually implemented, the Authority has incorporated appropriate safeguards in the regulatory framework. In this regard, the rating process for properties under construction has been structured in a phased manner. This is reflective in amendments to regulation 10 of the regulations. The amended provisions require that, in respect of properties under construction, every DCRA shall evaluate the design stage DCI based on approved DCI design documents and declaration submitted by the property manager and issue an evaluation report along with a 'Designed For' certificate for the proposed DCI design of the property. Post this, upon completion of construction and installation of IBS, DCRA shall evaluate DCI implementation of the property and issue an evaluation report along with a 'Installation Completed For' certificate. Finally, the DCRA shall undertake evaluation and award of 'Final' rating only after issuance of the 'Installation Completed For' certificate and after the digital connectivity services become operational.

Accordingly, the final Digital Connectivity Rating is awarded only after completion of construction, deployment of DCI, and verification of installation, commissioning of services and testing of performance also. This will ensure that the final rating reflects the actual level of digital connectivity infrastructure in the property. The above measures address the need for ensuring accountability and alignment between design-stage commitments and actual implementation.

4.4. Comments on Optional Digital Connectivity Audit

a) Inputs of Stakeholders:

- i. Some stakeholders supported the proposal to introduce an Optional Digital Connectivity Audit mechanism, stating that it would enable property managers to assess the existing level of Digital

Connectivity Infrastructure (DCI), identify gaps, and undertake improvements prior to applying for a formal Digital Connectivity Rating.

- ii. It was submitted that such a mechanism may encourage wider participation in the Digital Connectivity Rating framework by enabling existing properties to better understand their current digital connectivity preparedness and plan necessary upgrades.
- iii. A stakeholder suggested that the Optional Digital Connectivity Audit and rating process should be completed within a defined timeframe so as to ensure timely evaluation of properties.
- iv. It was also suggested that the assessment and rating process should be cost-effective so that obtaining digital connectivity ratings remains affordable and accessible for property managers.
- v. The stakeholder expressed concern that where the same Digital Connectivity Rating Agency (DCRA) provides consultancy or audit services and subsequently undertakes the final rating assessment for the same property, it may give rise to perceived conflicts of interest. In this regard, it was suggested that suitable disclosure requirements may be introduced on the rating platform where the same DCRA has previously undertaken audit or consultancy services for the property. It was also suggested that the audit report may clearly specify that the findings of the optional audit are indicative and non-binding in nature and do not guarantee the final digital connectivity rating of the property.

b) Analysis and Conclusion:

The Authority notes the comments of the stakeholders regarding Optional Digital Connectivity Audit.

With regard to suggestions relating to timelines and cost-effectiveness of the assessment process, it may be noted that the rating framework already provides a structured and transparent process for digital connectivity evaluation through registered Digital Connectivity Rating Agencies (DCRAs). Further, it shall be clarified through amendment in section 3.9 of Rating Manual that such Optional Digital Connectivity Audit will be in a time-bound manner. Additionally, it has been updated that as part of Schedule I - "Code of Conduct for DCRAs" item (vii) "Clear fee structure" of the regulation, DCRA needs to also declare Maximum Chargeable Fee regarding Optional Digital Connectivity Audit. This has been also clarified vide the amendments to regulations 9 and 13 of the Regulations. Rating Manual will also be updated to also capture MCF (Maximum Chargeable Fee) for Optional Digital Connectivity Audit as well as constructed and under-construction properties. However, the DCRA and property manager may decide final rates based on mutual agreement. As there are sufficient number of DCRAs already registered and the process is ongoing, the Authority is of the view that the competition among DCRA, will enable cost effective options for the property managers.

The audit of digital connectivity is a process for objective assessment of existing DCI. This is in a way a part rating framework and does not per-se create a conflict of interest. Further, the 'Code of Conduct for DCRAs' in the Regulations provides sufficient safeguards and disclosure requirements to avoid conflict of interest.

5. Comments regarding Rating of Properties for Digital Connectivity Regulations, 2024

5.1. Regulation 3. Categories of properties for evaluation and assessment of digital connectivity:

a) Inputs of Stakeholders:

- i. Some stakeholders supported the proposed reclassification of certain property types between Category 'A' and Category 'B', stating that the revised categorisation would better align the classification of properties with their actual usage patterns and digital connectivity requirements.

- ii. Stakeholders supported the proposed reclassification of certain property types, including hospitals, hotels, and educational institutions, under Category 'A', stating that such reclassification would better reflect their high usage intensity and the importance of reliable digital connectivity in these environments.
- iii. It was suggested that critical service facilities such as hospitals may require clearly defined minimum connectivity standards, considering the importance of uninterrupted communication for safety and service delivery.
- iv. A stakeholder recommended that additional property types such as exhibition grounds, entertainment venues, and similar large gathering spaces may be included under Category 'B' for greater clarity in the classification framework.
- v. A stakeholder further suggested that educational institutions may be considered for more granular categorisation, noting that connectivity requirements may differ between campus environments, hostels, and administrative facilities.
- vi. With regard to transport corridors, a stakeholder suggested that assessment of connectivity in metro corridors and highways may consider parameters relating to uninterrupted connectivity during transit.
- vii. A stakeholder suggested that transport corridors should explicitly include underground metro stations and tunnels within the classification framework, noting that these locations often face digital connectivity challenges such as call drops and lack of data connectivity and therefore require targeted assessment.
- viii. A Stakeholder suggested that properties should be classified with priority given to buildings having higher footfall.

b) Analysis and Conclusion:

The Authority notes the views expressed by stakeholders regarding categorisation of property types and the need for appropriate consideration of specific use cases. It is pertinent to note here that the objective of classification of properties in the regulations is for the purpose of applicability of assessment criteria only.

With regard to the suggestion on defining minimum connectivity standards for critical service facilities such as hospitals, the Authority recognises the importance of reliable and uninterrupted digital connectivity in such environments. The hospitals fall under Category 'A' and relevant assessment process mentioned in Chapter 4 of Rating Manual will be applicable. Regarding the inclusion of additional property types such as exhibition grounds, entertainment venues, and similar spaces, the Authority notes that the existing categorisation under Category 'B' already encompasses public spaces and areas of large gatherings. The categorisation framework is designed to be broad-based, and such property types may be appropriately covered within the existing categories based on their nature and usage. Further, the rating framework is primarily intended for properties with defined and stable infrastructure, and its applicability may be limited in cases of temporary or non-permanent setups.

With respect to the suggestion for more granular categorisation of educational institutions, the Authority notes that while connectivity requirements may vary across different components such as campuses, hostels, and administrative blocks, the existing categorisation framework is intended to provide a simplified and implementable structure for assessment. The detailed evaluation of digital connectivity within such properties

is addressed through the criteria and sub-criteria provided in the Rating Manual, which capture variations in infrastructure and usage within the property.

As far as assessment of connectivity in metro corridors and highways is concerned, parameters relating to uninterrupted connectivity on these routes are already part of the assessment. With regard to the suggestion relating to inclusion of underground metro stations and tunnels under transport corridors, it may be noted that the proposed categorisation already provides for transport corridors including expressways, highways, railway routes, and metro corridors. The proposed amendments to the categorisation of property types are intended to better align the classification of properties with their digital connectivity usage patterns and infrastructure requirements so that appropriate assessment criteria can be applied.

Additionally, with a view to improve clarity and for broadening the scope of the classification framework, the category earlier described as “Commercial Establishments” has been amended to “Commercial and Other Establishments”. This modification is intended to better capture a wider range of properties having similar operational characteristics and connectivity requirements. Also, under the category relating to “Stadiums or Sport Arenas or spaces of frequent gathering”, the classification entry has been amended from “Stadiums or permanent spaces of gathering with seating capacity of more than 5000 persons” to “Stadiums or permanent spaces of gathering”. This change has been made to remove restrictive thresholds and enable wider coverage of such properties under the rating framework, considering that digital connectivity requirements may arise irrespective of seating capacity.

5.2. Regulation 17. Compliance to approved DCI Design:

a) Inputs of Stakeholders:

A stakeholder suggested that appropriate provisions may be considered to ensure accountability in cases where the final implementation of Digital Connectivity Infrastructure deviates from the approved design-stage provisions. In this regard, the stakeholder recommended that suitable measures such as disclosure requirements or other mechanisms may be introduced where deviations from the approved design affect the final digital connectivity rating of the property.

b) Analysis and Conclusion:

In this regard, the Authority has introduced safeguards in the regulatory framework. In this regard, the rating process for properties under construction has been structured in a phased manner. This is reflected by the amendment to the provisions contained in regulation 10 of the regulations. The amended provisions require that, in respect of properties under construction, every DCRA shall evaluate the design stage DCI based on approved DCI design documents and declaration submitted by the property manager and issue an evaluation report along with a ‘Designed For’ certificate for the proposed DCI design of the property. Post this, upon completion of construction and installation of IBS, DCRA shall evaluate DCI implementation of the property and issue an evaluation report along with an ‘Installation Completed For’ certificate. Finally, the DCRA shall undertake evaluation and award ‘Final’ rating only after issuance of the ‘Installation Completed For’ certificate and after the digital connectivity services become operational.

Accordingly, the final Digital Connectivity Rating is awarded only after completion of construction, deployment of DCI, and verification of installation, commissioning of services and testing of performance

also. This will ensure that the final rating reflects the actual level of digital connectivity infrastructure in the property.

5.3. Schedule-I: Code of Conduct for DCRA's

a) Inputs of Stakeholders:

- i. A stakeholder suggested that the disclosure requirements applicable to Digital Connectivity Rating Agencies (DCRA's) may be expanded to include public declaration of past or ongoing engagements with property developers, in order to enhance transparency and reinforce the independence of the rating process.
- ii. A stakeholder expressed concern regarding the interpretation of provisions relating to impartiality where a DCRA or related entity may have provided Digital Connectivity Infrastructure (DCI) services. It was submitted that the scope of the expression "providing DCI services" may require further clarification to avoid ambiguity, particularly in cases involving advisory or consultancy services, technology integration support, or services provided by affiliated entities.

b) Analysis and Conclusion:

The Authority notes the views expressed by stakeholders regarding transparency and impartiality in the functioning of Digital Connectivity Rating Agencies (DCRA's).

The Authority recognises that avoidance of conflict of interest is critical to maintaining the credibility and integrity of the digital connectivity rating framework. In this regard, provisions relating to conflict of interest are already prescribed under the Code of Conduct for DCRA's in the regulation. In order to further strengthen these safeguards, the relevant provision has been refined to explicitly include other existing commercial engagements, beyond the regulations, within the scope of conflict of interest. Accordingly, DCRA's are required not to undertake rating of any property where any form of commercial engagement exists, other than those permitted under the regulations.

With respect to concerns regarding interpretation of provisions relating to impartiality, particularly in cases where a DCRA or its related entities may have been involved in providing Digital Connectivity Infrastructure (DCI) services, the Authority has examined the issue. In order to ensure objectivity and neutrality, the relevant provision has been clarified to specify that any DCRA engaged in the business of providing DCI shall not undertake digital connectivity assessment of properties where another DCRA has provided DCI.

Additionally, certain amendments and clarifications have been incorporated in the regulations as necessary with a view to improve clarity, strengthen implementation, and align the framework with the evolving legal and licensing regime. Considering the merging role of neutral host in creating IBS infrastructure, regulation 2 of the regulations has been amended to incorporate the definition of the terms In-Building Solution (IBS) and In-Building Solution Provider (IBS Provider). Here IBS Provider may be any entity authorised to establish, operate, maintain or expand IBS under section 3 of the Telecommunication Act, 2023 or under Section 4 of the Indian Telegraph Act, 1885. Accordingly, regulation 1 of the regulations has been amended so that the relevant provisions of the regulations shall also apply to IBS providers, in addition to property managers, service providers and DCRA's. Further, it has been clarified that provisions relating to 'disclosure of fees and other terms and conditions to the property manager' shall also apply in cases of optional digital connectivity audit. The general obligations have also been strengthened by extending the prohibition on exclusive arrangements between IBS Providers, and service providers, so as to promote

fair and non-discriminatory access to digital connectivity infrastructure. Consequent upon the expanded stakeholder framework, Section VI of the Regulations has been suitably revised from “General Obligations of Service Providers” to “General Obligations of Service Providers and IBS Providers.” These amendments are intended to enhance regulatory clarity, facilitate participation of relevant stakeholders, and support efficient implementation of the digital connectivity rating ecosystem. Additionally, references to the National Building Code (NBC) in the Regulations have been updated to align with the latest National Building Construction Standards (NBCS), 2026 issued by the Bureau of Indian Standards (BIS). Since the NBC was revised and restructured as NBCS, 2026 during the course of finalisation of these amendments, the relevant references in the Regulations have accordingly been updated to maintain alignment with the latest building construction standards issued by BIS. Further, the revised Rating Manual, incorporating changes arising from revision in regulation and consultation on the rating manual, shall be published on TRAI website.


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