



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



No. R/(3)/2023-QoS-II

Dated: 20 July, 2023

To

The Secretary,
Ministry of Communications,
Sanchar Bhawan
New Delhi -110001

Sub: Recommendations of TRAI on 'Leveraging Artificial Intelligence and Big Data in Telecommunication Sector'.

The National Digital Communications Policy (NDCP)- 2018 seeks unlocking of the transformative power of digital communications networks for achieving the goal of digital empowerment. NDCP-2018 motivates towards harnessing the power of emerging digital technologies, including 5G, AI, Internet of Things (IoT), Cloud and BD to catalyse the fourth industrial revolution. In order to create a roadmap for AI, emerging technology and its use in the communication sector, vide letter dated 6th June 2019, Department of Telecommunication (DoT) sought recommendation of TRAI on the provision no. 2.2(g) of NDCP-2018 i.e. *"Leveraging Artificial Intelligence and Big Data in a synchronised and effective manner to enhance the overall quality of service, spectrum management, network security and reliability"*.

2. The impact of AI is not limited to only telecom sector. AI has the potential to impact a wide range of sectors including healthcare, finance, transportation, education, agriculture and many others. Therefore, it is important to take a holistic approach for examining the impact of AI across all sectors rather than focusing only on telecom. As AI technology is still evolving, it took time to examine and bring out the multiple aspects of AI/ML in the telecommunication and other sectors by studying various international practices which are also in the nascent stage. TRAI issued Consultation Paper (CP) on "Leveraging Artificial Intelligence and Big Data in telecommunication sector" on 05th August 2022. In the Consultation Paper (CP), wide ranging issues covering all sectors were included.

3. Based on the comments of the stakeholders, discussion during the Open House Discussion and analysis thereof, the Authority has finalized these Recommendations. In view of the impact of AI in all sectors, the framework which has to be suggested for telecom cannot be treated in isolation and hence a common framework covering all the sectors is being proposed.



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4. A copy of the recommendation is also available on the website of TRAI (www.trai.gov.in).

Encl: As above


(V. Raghunandan)

Secretary, TRAI