



भारतीय दूरसंचार विनियामक प्राधिकरण  
TELECOM REGULATORY AUTHORITY OF INDIA

भारत सरकार/Government of India

महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg  
(पुराना मिनटो रोड) नई दिल्ली/(Old Minto Road), New Delhi-110002  
फैक्स/Fax : +91-11-23213294, ईपीबीएक्स नं०/ EPBX No. : +91-11-23664145



Dated: the 29<sup>th</sup> July, 2015

**DIRECTION**

**Subject:** Direction under section 13 read with sub-clauses (i) and (v) of clause (b) of sub-section (i) of section-11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and regulation 9 of the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20<sup>th</sup> March, 2009 to submit compliance reports of benchmarks of quality of service parameters.


F.No.305-7/2013 (QoS)-----Whereas the Telecom Regulatory Authority of India [hereinafter referred to as the Authority], established under section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as TRAI Act, 1997), has been entrusted with discharge of certain functions, *inter alia*, to 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 the interest of the consumers of telecommunication services;

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2. And whereas the Authority, in exercise of the powers conferred upon it under section 36, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of TRAI Act, 1997, made the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20<sup>th</sup> March, 2009 (hereinafter referred to as the regulations);
3. And whereas the Authority vide its Direction F.No.305-25/2008-QOS (Pt.II) dated the 10<sup>th</sup> August, 2009, inter alia, directed all the Access Providers to submit, the compliance report, in writing and also in the electronic form in Microsoft Excel format, duly signed by the authorized signatory of the service provider, on monthly basis, in the format annexed as Annexure III to the said direction, in respect of the quality of service parameters of the Cellular Mobile Telephone Service, mentioned at serial numbers (i), (ii) and (iii) under Network Service Quality Parameters at serial Number A of regulation 5 of the regulations;
4. And whereas under the Direction, referred to in the preceding Para, the Access providers are mandated to furnish the monthly performance reports of Cellular Mobile Telephone service, in the format annexed as Annexure III with the said Direction, service area wise including some major cities;
5. And whereas the Authority received complaints from the consumers alleging frequent call drop in the network of different service providers;
6. And whereas the Authority has after examining the complaints, referred to in the preceding para, decided to monitor the compliance of parameter of quality of service relating to call drop up to sub-service area;
7. Now, therefore, in exercise of the powers conferred upon it under section 13 read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11

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of the Telecom Regulatory Authority of India, Act, 1997 and regulation 9 of the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 dated the 20<sup>th</sup> March, 2009, the Authority hereby directs all the Unified Access Service providers and Cellular Mobile Service providers including Bharat Sanchar Nigam Ltd. and Mahanagar Telephone Nigam Ltd. to submit, in addition to the compliance report being furnished under the Direction F. No. 305-25/2008-QoS (Part II), dated the 10<sup>th</sup> August, 2009; within twenty one days of end of each calendar month, compliance report, in writing and also in the electronic form in Microsoft Excel format, duly signed by the authorized signatory of the service provider, in respect of parameters of quality of service for the Cellular Mobile Telephone Service mentioned at serial numbers (i), (ii) and (iii) of regulation 5, of the regulations, in the format number TRAI/QoS/CMTS/PMR/City in Annexure-I in respect of forty two cities including four Metro cities (district wise), in Annexure II, annexed with this Direction.

  
(A Robert Jerard Ravi)  
Advisor (QoS)

To,

All Unified Access Service Providers,  
Cellular Mobile Service Providers,  
BSNL and MTNL





Name of Service Area	City/District
Delhi(District wise)	South Delhi
	South West Delhi
	South East delhi
	NewDelhi
	North delhi
	North West Delhi
	Central delhi
	Sahadra
	East delhi
	West Delhi
	North East delhi
	Ghaziabad/Gaodham Budha Nagar
	Gurgaon
Faridabad	
Mumbai(District wise)	Mumbai City
	Mumbai Suburban
Chennai(Districtwise)	Thane
	Chennai
	Thiruvallur
Kolkata(District wise)	Kanchipuram
	Kolkata
AndhraPradesh	Howrah
	Chandannagore
	Hugli-Chuchura
	Serampore
	Hyderabad
AndhraPradesh	Vishakapatnam
Assam	Guwahati
Uttar	Patna
Bihar	Ranchi
Gujarat	Ahmedabad
Gujarat	GandhiNagar
Gujarat	Vadodara
Haryana	Ambala
Himachal	Shimla
JammuandKashmir	Srinagar(J&K)
Karnataka	Bangalore
Karnataka	Mysore
Kerala	Thiruvanthapuram
MadhyaPradesh	Bhopal
MadhyaPradesh	Indore
MadhyaPradesh	Rajpur
Maharashtra	Aurangabad
Maharashtra	Nagpur
Maharashtra	Nashik
Maharashtra	Pune
North East	Shillong
North East	Aizawl
Orissa	Bhubaneswar
Punjab	Amritsar
Punjab	Chandigarh
Rajasthan	Jaipur
Rajasthan	Jodhpur
TamilNadu	Coimbatore
TamilNadu	Puducherry
UPF	Alahabad
UPF	Lucknow
UPF	Varanasi
UPW	Agra
UPW	Dehradun
UPW	Meerut
WestBengal	Darjeeling
WestBengal	Gangtok