

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA
UNSTARRED QUESTION NO. 2698
TO BE ANSWERED ON 7TH AUGUST, 2024**

REGULATION OF COMMUNICATION SERVICES

2698 SHRI BAIJAYANT PANDA:

Will the Minister of COMMUNICATION be pleased to state:

- (a) whether the Government has introduced any new regulations or policies to improve the quality and affordability of communication services;
- (b) if so, the details of these regulations including the specific services targeted;
- (c) the measures being taken to protect consumer rights and ensure fair practices by service providers; and
- (d) the penalties for service providers in case of violation of these regulations?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

(a) & (b) On 2nd August 2024, Telecom Regulatory Authority of India (TRAI) has released revised Regulations “The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)”. These Regulations are applicable for Access (Wireline and Wireless) and Broadband (Wireline and Wireless) services and will be effective from 1st October 2024. The copy of the Regulation is available at TRAI's website on the link https://traigov.in/sites/default/files/Regulation_02082024.pdf.

Moreover, to facilitate faster and easier deployment of telecom infrastructure, Government has amended the Indian Telegraph Right of Way (RoW) Rules, 2016 on 17th August 2022 and 7th August 2023. These amendments pave the way for deployment of 5G small cells, optical fibre cable on existing street infrastructure and also rationalize the fees and charges paid by the Telecom Licensees for the RoW permissions.

(c) To protect the interest of telecom consumers, TRAI had notified the regulation on "Telecom Consumers Protection Regulations, 2012 (2 of 2012)" dated 6th January 2012.

(d) Section-VIII of “The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024” provides provisions for consequences for failure to comply with the regulations.
