



MAHANAGAR TELEPHONE NIGAM LIMITED

(A GOVERNMENT OF INDIA ENTERPRISE)

CIN L32101DL1986GOI023501

Registered and Corporate Office: Mahanagar Doorsanchar Sadan 5th Floor, 9 CGO Complex, Lodhi Road, New Delhi - 110 003. Tel: 011-24319020, Fax: 011-24324243, Website: www.mtnl.in Email: mtnlcsc@gmail.com

MTNL/SECTT/SE/2026

February 02, 2026

To, BSE Limited, Phiroze Jeejeebhoy Towers, Dalal Street, Fort, Mumbai – 400 001. Scrip Code: 500108	To, National Stock Exchange of India Limited (NSE) Exchange Plaza, Plot No. C/1, G Block Bandra Kurla Complex, Bandra (East), Mumbai – 400 051 Scrip Symbol: MTNL
---	---

SUB: COMPLIANCE OF REGULATION 30 OF SEBI (LODR) REGULATIONS, 2015- DISCLOSURE OF EVENTS OR INFORMATION – DISCLOSURE OF IMPOSITION OF FINES OR PENALTIES BY TRAI - reg

Dear Sir,

In compliance of Regulation 30 of SEBI (LODR) Regulations, 2015 and in terms of Sub-Para 20 of Para A of Part A of Schedule III, this is to inform you that MTNL has received order dated 02.02.2026 from Telecom Regulatory Authority of India (TRAI) for payment of financial disincentive amounting to Rs 4,00,000/- (Rupees Four Lakhs only) for the Month of May 2025 & Rs 6,00,000/- (Rupees Six Lakhs only) for the Quarter ending June 2025 for Contravention of the Provisions of the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) for Access Service (Wireless) respectively.

Details pursuant to Sub-Para 20 of Para A of Part A of Schedule III is attached herewith.

Kindly take the same on record.

Thanking You
Yours Faithfully

(RATAN MANI SUMIT)
COMPANY SECRETARY

DETAILS OF IMPOSITION OF FINE OR PENALTY DURING THE QUARTER IN TERMS OF SUB -PARA 20 OF PARA A OF PART A OF SCHEDULE III ARE GIVEN BELOW

S. No.	Name of the Authority	Nature and details of the action(s) taken, initiated or order(s) passed	Date of receipt of direction or order, including any ad-interim or interim orders, or any other communication from the authority	Details of the violation(s)/contravention(s) committed or alleged to be committed	Impact on financial, operation or other activities of the listed entity, quantifiable in monetary terms to the extent possible
1.	TRAI	Financial Disincentive of Rs.4,00,000/-	TRAI order dated 02.02.2026 for Rs 4,00,000 Penalty.	Failure for Contravention of the Provisions of the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) for Access Service (Wireless) for the month of May 2025.	<p>Total Penalty of Rs. 4,00,000/-</p> <p>Further, there is no material impact on the Financial, Operation or other activities of MTNL.</p>
2.	TRAI	Financial Disincentive of Rs.6,00,000/-	TRAI order dated 02.02.2026 for Rs 6,00,000 Penalty.	Failure for Contravention of the Provisions of the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) for Access Service (Wireless) for the quarter ending June 2025.	<p>Total Penalty of Rs. 6,00,000/-</p> <p>Further, there is no material impact on the Financial, Operation or other activities of MTNL.</p>



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



Dated: 02.02.2026

ORDER

Subject: Order for payment of financial disincentive for contravention of the provisions of the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) by M/s. Mahanagar Telephone Nigam Limited for Access Service (Wireless) for the month of May 2025.

F No. RP-4/4/2(4)/2025-QoS. Whereas the Telecom Regulatory Authority of India (hereinafter referred to as the "Authority" or "TRAI"), 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"), made the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) dated the 2nd August 2024 (hereinafter referred to as "regulations"), laying down the Quality of Service parameters to be met by service providers providing Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service;

2. And whereas regulation 6 and regulation 10 of the regulations, *inter alia*, provides that every service provider providing access service (wireless) shall meet the benchmark for the Quality of Service as specified under regulation 6 and regulation 10, respectively;

3. And whereas regulation 13 of the regulations, *inter alia*, provides that every service provider shall create or upgrade their system within six months of notification of the regulations for collection of primary data, its storage, processing, performance report generation and their online submission to the Authority, in respect of each QoS parameters specified under regulation 6 and regulation 10 in such manner and format, at such intervals and within such time limit as may be specified by the Authority, from time to time, by an order or direction;

4. And whereas the Authority, vide its Direction No. RG-17/(3)/2022-QoS dated the 19th September 2024 and its amendment dated the 3rd January 2025, directed all the service providers to submit the compliance report (hereinafter referred to as "Performance Monitoring Report" or "PMR") within a period of fifteen (15) days from the end of respective quarter or month, as applicable, in the formats provided in the said directions;

5. And whereas the Authority analysed the PMR for the month of May 2025 submitted by M/s. Mahanagar Telephone Nigam Limited, through TRAI's PMR Portal (<https://pmr.trai.gov.in/>), and observed that M/s. Mahanagar Telephone Nigam Limited has, *prima facie*, failed to meet the benchmark of the Quality of Service parameters specified under regulation 6 of the regulations in different service areas as detailed in **Annexure-I** to this order;

6. And whereas vide Direction No. F. No. RG-17/(3)/2022-QoS dated 22nd November 2024, the Authority directed all service providers offering access services (wireless), to publish on their website the service-wise (2G/3G/4G/5G) geospatial coverage maps for the geographical areas where wireless voice or wireless broadband service is available for consumer subscription and it has been observed that M/s Mahanagar Telephone Nigam Limited has not published the said information on its website, despite having reported hundred (100) percent compliance in the Performance Monitoring Report (PMR);

7. And whereas condition 29 of Chapter IV of License Agreement for Unified License, *inter alia*, provides that the Licensee shall operate and maintain the licensed network conforming to Quality of Service standards subject to such directions as Licensor/TRAI may give from time to time and failure to adhere to such Quality of Service standards is liable to be treated as breach of terms and conditions of the license and the relevant para of condition 29 reads as under:-

"29. Quality of Service:

29.1 The LICENSEE shall ensure the Quality of Service (QoS) as may be prescribed by the Licensor or TRAI. The LICENSEE shall operate and maintain the licensed Network conforming to Quality of Service standards subject to such other directions as Licensor / TRAI may give from time to time. The LICENSEE shall adhere to such QoS standard and provide timely information as required therein. Failure on part of LICENSEE to adhere to the Quality of Service stipulations by TRAI/Licensor is liable to be treated as breach of terms and conditions of License.

The LICENSEE shall provide periodic information on compliance of QoS standards to TRAI/Licensor as per schedule notified.";

8. And whereas condition 10 of Chapter I of License Agreement for Unified License, *inter alia*, provides that the Licensor may impose a financial penalty and/or terminate/revoke the license of the Licensee by a written notice to the Licensee for failure to perform any obligation under the license or on recommendation by TRAI for non-compliance of the terms and conditions of the license and the relevant paras of condition 10 read as under:-

"10. Penalty, Suspension, Surrender, Termination/Revocation of License:

10.1 (i) The Licensor may impose a financial penalty not exceeding the amount shown in Annexure-VI for each service as per applicable service area per occasion for violation of terms and conditions of license agreement. This penalty is exclusive of Liquidated Damages, if any, as prescribed in this License Agreement.

10.1 (ii)

10.2 (i) The Licensor may, without prejudice to any other remedy available for the breach of any conditions of License, by a written notice to the Licensee at its registered office, terminate/revoke this License in whole or in part or any of the authorized service(s) under any of the following circumstances:

If the Licensee:

a) fails to perform any obligation(s) under the License including timely payments of fee and other charges due to the Licensor, including securitization of dues;

b) fails to rectify, within the time prescribed, any defect/ deficiency/ correction in service/ equipment as may be pointed out by the Licenser/ TRAI.

c)

d) is recommended by TRAI for revocation of License for non-compliance of the terms and conditions of the License.

e)

f)" ;

9. And whereas regulation 16 of the regulations, provides for the levy of a financial disincentive on the service provider providing access service (wireless) for their failure to meet the Quality of Service benchmark, which reads as under:-

"16. Consequences for the failure of service providers to meet the benchmark of Quality of Service parameters.-

(1) If a service provider fails to meet the benchmark of QoS parameters specified under sub-regulation (1) of regulation 4 or sub-regulation (1) of regulation 6 or sub-regulation (1) of regulation 9 or sub-regulation (1) of regulation 10, it shall, without prejudice to the terms and conditions of its license, or the Act or rules or regulations or orders made, or directions issued, thereunder, be liable to pay an amount, by way of financial disincentive, not exceeding rupees one lakh per benchmark for the first contravention as the Authority may, by order, direct:

Provided that if the service provider fails to meet the benchmark of the same parameter consecutively in two or more subsequent months or quarters, as applicable, he shall be liable to pay, by way of financial disincentives, an amount not exceeding rupees two lakhs for the second consecutive contravention and not exceeding rupees three lakhs for each consecutive contravention occurring thereafter:

(2) If the compliance report furnished by the service provider under regulation 13 is found to be false, it shall, without prejudice to the terms and conditions of its license or authorization, or the Act or rules or regulations or orders made, or, directions issued thereunder, be liable to pay an amount, by way of financial disincentive, not exceeding rupees two lakhs per benchmark, for which such false report has been furnished, for the first contravention as the Authority may, by order, direct:

Provided that if the compliance report furnished by the service provider under regulation 13 is found to be false for the same parameter consecutively in two or more subsequent months or quarters, as applicable, the service provider shall be liable to pay, by way of financial disincentives, an amount not exceeding rupees five lakhs for the second consecutive false reporting and not exceeding rupees ten lakhs for each consecutive false reporting occurring thereafter.

(3) No order for payment of any amount by way of financial disincentive shall be made by the Authority unless the service provider has been given a reasonable opportunity of representing against the contravention of the regulation observed by the Authority.

(4) The amount payable by way of financial disincentive under these regulations shall be remitted to such head of account as may be specified by the Authority.";

10. And whereas regulation 18 of the regulations, provides for consequences of failure of the service provider to pay financial disincentive within the stipulated time, which reads as under:

"18. Consequences for the failure of the service providers to pay financial disincentive within the stipulated time.-

(1) If a service provider fails to make payment of financial disincentive under regulation 16 or regulation 17 within a period of twenty one days from the date of issue of order for payment of financial disincentive or as stipulated in the order for payment of financial disincentive, it shall be liable to pay interest at a rate which will be 2% above the one year Marginal Cost of Lending Rate (MCLR) of State Bank of India existing as on the beginning of the Financial Year (namely 1st April) in which last day of the stipulated period falls and such interest shall be compounded annually.

Explanation: For the purposes of this regulation, a part of the month shall be reckoned as a full month for the purpose of calculation of interest and a month shall be reckoned as an English calendar month.”;

11. And whereas the Authority observed that M/s. Mahanagar Telephone Nigam Limited has, *prima facie*, failed to meet the benchmark of the Quality of Service parameters specified under regulation 6 of the regulations in different service areas and therefore, issued a Show Cause Notice No. RP-4/4/2(4)/2025-QoS dated 4th August 2025, directing M/s. Mahanagar Telephone Nigam Limited to submit its explanation, in writing, within fifteen days from the date of issue of the said notice, as to why appropriate action for contravention of the provisions of the regulations should not be initiated against them for their failure to meet the Quality of Service benchmarks for the month of May 2025;

12. And whereas M/s. Mahanagar Telephone Nigam Limited, in response to the Show Cause Notice referred to in the preceding paragraph, vide their letter No. MTNL/RA/Quarterly-Quarterly Cellular/2020 dated the 14th October 2025, furnished the reasons for its failure to meet the Quality of Service benchmarks for the month of May 2025;

13. And whereas the Authority, upon examining the reply submitted by M/s. Mahanagar Telephone Nigam Limited to the Show Cause Notice found the reply to be unsatisfactory for the reasons detailed in **Annexure-I** to this order and accordingly, the Authority concluded that M/s. Mahanagar Telephone Nigam Limited has contravened the provisions of regulation 6 of the regulations which also amounts to violation of the terms and conditions of registration/license;

14. And whereas the details of financial disincentive payable by M/s. Mahanagar Telephone Nigam Limited for their failure to meet the benchmark of the Quality of Service parameters in different service areas along with the details of such failure, reasons thereof as furnished by M/s. Mahanagar Telephone Nigam Limited and the analysis of the Authority thereon are contained in **Annexure-I** to this order;

15. Now, therefore, in exercise of the powers conferred upon it under regulation 16 of the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024), the Authority hereby directs M/s. Mahanagar Telephone Nigam Limited to pay, within twenty one days from the date of issue of this order, an amount of **Rs. 4,00,000/- (Rupees Four Lakhs only)**, by way of financial disincentive, for contravention of the provisions of the regulations for the month of May 2025, through a

demand draft/pay order, drawn on any scheduled bank in favour of "Telecom Regulatory Authority of India-Financial Disincentive" payable at New Delhi or through NEFT/RTGS as per details given below and intimate the same to the Authority and if the same is not paid within twenty one days from the date of issue of this order, the TSP shall be liable to pay interest in accordance with regulation 18 of the regulations.

Account No.: 520101223026413

Bank and Branch: Union Bank of India, Bhikaji Cama Place Branch,
South-West Delhi - 110066

IFSC Code: UBIN0903736

Digitally signed by
TEJPAL SINGH
Date: 02-02-2026
12:57:26

Advisor (QoS-I)

To,

Shri Ravi A Robert Jerard,
Chairman & Managing Director,
M/s. Mahanagar Telephone Nigam Limited,
5th Floor, Mahanagar Door Sanchar Sadan
9, CGO Complex, New Delhi 110003.

Annexure-I**Details of Financial Disincentive payable for non-compliance of the QoS Parameters by M/s. Mahanagar Telephone Nigam Limited for the month of May 2025, reasons for such failure and analysis of the Authority.**

Parameter & Benchmark	LSA	Performance in April 2025	Performance in May 2025	Explanation furnished by Service Provider	Observation of the Authority	Financial Disincentive imposed (in Rs.)
Call Set-up Success Rate: Intra-Service provider (within service provider's network) ≥ 98%	DL	Not Submitted	71.81%	<p>Due to technical constraints of the performance system of 3G services, the required data was not directly available. Despite engaging OEM and multiple iterations, the data couldn't be retrieved. After extensive deliberations, the OEM provided the closest possible estimates, which were shared for the May 2025 PMR report.</p> <p>Again, to address the issue, discussions were held with other TSPs, whereby it is planned to adopt their methodology in future reports. Specifically:-</p> <p>Intra CSSR data for mobile originating traffic in MSS; Inter CSSR data from POIs at GMSC</p>	<p>Reply not found satisfactory and not accepted as meeting the benchmark of Call Set-up Success Rate parameter is the responsibility of the TSP. Further, TSP has not provided any documentary evidence to substantiate its submission, in accordance with TRAI SCN and letter no. N-2/2/3(1)/2021 - QoS dated 03.02.2022.</p>	1,00,000
Availability of service wise geospatial coverage map on service provider's website for percentage of working cells ≥ 99%	DL	Not Submitted	100.00%	"MTNL has already complied with the directions given by authority to publish geospatial coverage maps of Wireless services available for customer subscription on website. Following link is given https://omcr.mtnl.mumbai.in:8080/Map/geoMap_3G_Delhi.php for your reference."	<p>Reply not found satisfactory and not accepted as the link provided is non-functional and does not display the required information.</p>	1,00,000

	MUM	100.00%	100.00%	MTNL has published the said information on its website " https://mtnlmumbai.in " under tabs Customer Care/2G Coverage Map' and 'Customer care/3G Coverage Map'.		2,00,000
					Total	4,00,000/-

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली - 110029

World Trade Centre, Tower-F, Nauroji Nagar New Delhi - 110029



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



Dated: 02.02.2026

ORDER

Subject: Order for payment of financial disincentive for contravention of the provisions of the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) by M/s. Mahanagar Telephone Nigam Limited for Access Service (Wireline) for the quarter ending June 2025.

No. RP-4/2/1(3)/2025-QoS. Whereas the Telecom Regulatory Authority of India (hereinafter referred to as the "Authority" or "TRAI"), 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 made the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) dated the 2nd August 2024 (hereinafter referred to as "regulations"), laying down the Quality of Service parameters to be met by service provider providing Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service;

2. And whereas regulation 4 and regulation 10 of the regulations, *inter alia*, provides that every service provider providing access service (wireline) shall meet the benchmark for the Quality of Service as specified under regulation 4 and regulation 10, respectively;

3. And whereas regulation 13 of the regulations, *inter alia*, provides that every service provider shall create or upgrade their system within six months of notification of the regulations for collection of primary data, its storage, processing, performance report generation and their online submission to the Authority, in respect of each QoS parameters specified under regulation 4 and regulation 10 in such manner and format, at such intervals and within such time limit as may be specified by the Authority, from time to time, by an order or direction;

4. And whereas the Authority, vide its Direction No. RG-17/(3)/2022-QoS dated the 19th September 2024 and Direction dated the 3rd January 2025, directed all the service providers to submit the compliance report (hereinafter referred to as "Performance Monitoring Report" or "PMR") within a period of fifteen (15) days from the end of respective quarter or month, as applicable, in the formats provided in the said directions;

5. And whereas the Authority analysed the PMR for quarter ending June 2025 submitted by M/s. Mahanagar Telephone Nigam Limited, through TRAI's PMR Portal (<https://pmr.trai.gov.in/>), and observed that M/s. Mahanagar Telephone Nigam Limited has, *prima facie*, failed to meet the benchmark of the Quality of Service parameters specified under regulation 4 and regulation 10 of the regulations in different service areas, as detailed in **Annexure-I** to this order;

6. And whereas condition 29 of Chapter IV of License Agreement for Unified License, *inter alia*, provides that the Licensee shall operate and maintain the licensed network

conforming to Quality of Service standards subject to such directions as Licensor/TRAI may give from time to time and failure to adhere to such Quality of Service standards is liable to be treated as breach of terms and conditions of the license and the relevant para of condition 29 reads as under:-

"29. Quality of Service:

29.1 *The LICENSEE shall ensure the Quality of Service (QoS) as may be prescribed by the Licensor or TRAI. The LICENSEE shall operate and maintain the licensed Network conforming to Quality of Service standards subject to such other directions as Licensor / TRAI may give from time to time. The LICENSEE shall adhere to such QoS standard and provide timely information as required therein. Failure on part of LICENSEE to adhere to the Quality of Service stipulations by TRAI/Licensor is liable to be treated as breach of terms and conditions of License.*

The LICENSEE shall provide periodic information on compliance of QoS standards to TRAI/Licensor as per schedule notified.";

7. And whereas condition 10 of Chapter I of License Agreement for Unified License, *inter-alia*, provides that the Licensor may impose a financial penalty and/or terminate/revoke the license of the Licensee by a written notice to the Licensee for failure to perform any obligation under the license or on recommendation by TRAI for non-compliance of the terms and conditions of the license and the relevant paras of condition 10 read as under:-

"10. Penalty, Suspension, Surrender, Termination/Revocation of License:

10.1 (i) *The Licensor may impose a financial penalty not exceeding the amount shown in Annexure-VI for each service as per applicable service area per occasion for violation of terms and conditions of license agreement. This penalty is exclusive of Liquidated Damages, if any, as prescribed in this License Agreement.*

10.1 (ii)

10.2 (i) *The Licensor may, without prejudice to any other remedy available for the breach of any conditions of License, by a written notice to the Licensee at its registered office, terminate/revoke this License in whole or in part or any of the authorized service(s) under any of the following circumstances:*

If the Licensee:

- a) *fails to perform any obligation(s) under the License including timely payments of fee and other charges due to the Licensor, including securitization of dues;*
- b) *fails to rectify, within the time prescribed, any defect/ deficiency/ correction in service/ equipment as may be pointed out by the Licensor/TRAI.*
- c)
- d) *is recommended by TRAI for revocation of License for non-compliance of the terms and conditions of the License.*
- e)
- f)";

8. And whereas regulation 16 of the regulations provides for the levy of a financial disincentive on the service provider providing access service (wireline) for their failure to meet the Quality of Service benchmark, which reads as under: -

"16. Consequences for the failure of service providers to meet the benchmark of Quality of Service parameters.-

(1) If a service provider fails to meet the benchmark of QoS parameters specified under sub-regulation (1) of regulation 4 or sub-regulation (1) of regulation 6 or sub-regulation (1) of regulation 9 or sub-regulation (1) of regulation 10, it shall, without prejudice to the terms and conditions of its license, or the Act or rules or regulations or orders made, or directions issued, thereunder, be liable to pay an amount, by way of financial disincentive, not exceeding rupees one lakh per benchmark for the first contravention as the Authority may, by order, direct:

Provided that if the service provider fails to meet the benchmark of the same parameter consecutively in two or more subsequent months or quarters, as applicable, he shall be liable to pay, by way of financial disincentives, an amount not exceeding rupees two lakhs for the second consecutive contravention and not exceeding rupees three lakhs for each consecutive contravention occurring thereafter:

(2) If the compliance report furnished by the service provider under regulation 13 is found to be false, it shall, without prejudice to the terms and conditions of its license or authorization, or the Act or rules or regulations or orders made, or, directions issued thereunder, be liable to pay an amount, by way of financial disincentive, not exceeding rupees two lakhs per benchmark, for which such false report has been furnished, for the first contravention as the Authority may, by order, direct:

Provided that if the compliance report furnished by the service provider under regulation 13 is found to be false for the same parameter consecutively in two or more subsequent months or quarters, as applicable, the service provider shall be liable to pay, by way of financial disincentives, an amount not exceeding rupees five lakhs for the second consecutive false reporting and not exceeding rupees ten lakhs for each consecutive false reporting occurring thereafter.

(3) No order for payment of any amount by way of financial disincentive shall be made by the Authority unless the service provider has been given a reasonable opportunity of representing against the contravention of the regulation observed by the Authority.

(4) The amount payable by way of financial disincentive under these regulations shall be remitted to such head of account as may be specified by the Authority.";

9. And whereas regulation 18 of the regulations provides for consequences of failure of the service provider to pay financial disincentive within the stipulated time, which reads as under:

"18. Consequences for the failure of the service providers to pay financial disincentive within the stipulated time.-

(1) If a service provider fails to make payment of financial disincentive under regulation 16 or regulation 17 within a period of twenty one days from the date of issue of order for payment of financial disincentive or as stipulated in the order for payment of financial disincentive, it shall be liable to pay interest at a rate which

will be 2% above the one year Marginal Cost of Lending Rate (MCLR) of State Bank of India existing as on the beginning of the Financial Year (namely 1st April) in which last day of the stipulated period falls and such interest shall be compounded annually.

Explanation: *For the purposes of this regulation, a part of the month shall be reckoned as a full month for the purpose of calculation of interest and a month shall be reckoned as an English calendar month.”;*

10. And whereas the Authority observed that M/s. Mahanagar Telephone Nigam Limited has, *prima facie*, failed to meet the benchmark of the Quality of Service parameters specified under regulation 4 and regulation 10 of the regulations in different service areas and therefore, issued a Show Cause Notice No. RP-4/2/1(3)/2025-QoS dated the 20th August 2025, directing M/s. Mahanagar Telephone Nigam Limited to submit its explanation, in writing, within fifteen (15) days from the date of issue of the said notice, as to why appropriate action for contravention of the provisions of the regulations should not be initiated against them for their failure to meet the Quality of Service benchmarks for the quarter ending June 2025;

11. And whereas M/s. Mahanagar Telephone Nigam Limited, in response to the Show Cause Notice referred to in the preceding paragraph, vide their letter No. MTNL/RA/Quarterly-Basic/2023 dated the 29th September 2025, furnished the reasons for its failure to meet the Quality of Service benchmarks for the quarter ending June 2025;

12. And whereas, after examination of the reply submitted by M/s. Mahanagar Telephone Nigam Limited to the Show Cause Notice, the Authority found the same to be non-satisfactory for the reasons stated in **Annexure-I** to this order and accordingly, arrived at the finding that M/s. Mahanagar Telephone Nigam Limited has contravened the provisions of regulation 4 and regulation 10 of the regulations, which also amounts to violation of the terms and conditions of registration/license;

13. And whereas the details of financial disincentive payable by M/s. Mahanagar Telephone Nigam Limited for their failure to meet the benchmark of the Quality of Service parameters in different service areas along with the details of such failure, reasons thereof as furnished by M/s. Mahanagar Telephone Nigam Limited and the analysis of the Authority thereon are contained in **Annexure-I** to this order;

14. Now, therefore, in exercise of the powers conferred upon it under regulation 16 of the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024), the Authority hereby directs M/s. Mahanagar Telephone Nigam Limited to pay, within twenty one (21) days from the date of issue of this order, an amount of Rs. 6,00,000/- (Rupees Six Lakh only), by way of financial disincentive, for contravention of the provisions of the regulations for the quarter ending June 2025, through a demand draft/pay order, drawn on any scheduled bank in favour of “Telecom Regulatory Authority of India-Financial Disincentive” payable at New Delhi or through NEFT/RTGS as per details given below and intimate the same to the Authority and intimate the same to the Authority and if the same is not paid within twenty one (21) days from the date of issue of this order, the TSP shall be liable to pay interest in accordance with regulation 18 of the regulations.

Account No.: 520101223026413

Bank and Branch: Union Bank of India, Bhikaji Cama Place Branch,
South-West Delhi - 110066

IFS Code: UBIN0903736

Digitally signed by
TEJPAL SINGH
Date: 02-02-2026
15:51:40

Advisor (QoS-I)

To,

Shri Ravi A Robert Jerard,
Chairman & Managing Director,
M/s. Mahanagar Telephone Nigam Limited,
5th Floor, Mahanagar Door Sanchar Sadan
9, CGO Complex, New Delhi 110003

Annexure-I**Details of Financial Disincentive payable for non-compliance of the QoS Parameters by M/s. Mahanagar Telephone Nigam Limited for the QE of June 2025, reasons for such failure and analysis of the Authority.**

Parameter & Benchmark	LSA	Performance in the QE June 2025	Explanation furnished by Service Provider	Observation of Authority	Financial Disincentive imposed (in Rs.)
Provision of a service within 7 working days of payment of demand note by the customer ($\geq 98\%$)	MUM	85.59%	The reason for the customer was not available at home and was residing at some other place. Work orders were not able to complete due to customer reasons like unavailability of own ADSL modem, PC fault, internal wiring issues, etc.	Reply not found satisfactory and not accepted as it is the responsibility of TSP to provision a service within 7 working days of payment of demand note by the customer. Further, TSP has not provided any documentary evidence to substantiate its submission, in accordance with TRAI SCN and letter no. N-2/2/3(1)/2021-QoS dated 03.02.2022.	1,00,000
Fault repair by next working day ($\geq 85\%$)	MUM	50.10%	<ul style="list-style-type: none"> Due to Mumbai having long stretches of cables routes stretching for long kilometers along the road sides and due to works of road widening and concretization. The long stretch of cable gets 	Reply not found satisfactory and not accepted as maintenance of network and restoration of cables is the responsibility of the TSP. Further, TSP has not provided any documentary evidence to substantiate	1,00,000

			<p>damaged at multiple locations and therefore attending the single fault in this long stretch do not give results as per the Bench marks and the result expected, hence such multiple faults results in failing.</p> <ul style="list-style-type: none">• Mumbai is having many sensitive area with sensitive customers like BAARC, Navy Defense etc, and thus to look into faults in those area needs special permission for entry by lineman until that permission the fault cannot be attended. BAARC faults alone take around one month at least for permission of entry to attend the faults. Thus, such type of faults does not fulfill the criteria of TRAI Bench Mark and result expected.• It may be noted that in many cases without proper intimation,	its submission, in accordance with TRAI SCN and letter no. N-2/2/3(1)/2021-QoS dated 03.02.2022.	
--	--	--	--	--	--

			<p>the authorities like BMC, TMC & NMMC carry out digging and damages lots of primary and LI cables which are subsequently identified after a fault is recorded in system, thus faults lies for long duration unattended.</p> <ul style="list-style-type: none"> Customer reasons like customer owning ADSL modem are faulty & there is no ok modem for replacement, when the persons goes to attend the faults, <p>Many subscribers' internal wiring issues are the main reasons for faults and thus unable to be attended as per TRAI requirements.</p>		
Fault repair within three working days ($\geq 99\%$)	MUM	59.60%	<ul style="list-style-type: none"> Due to Mumbai having long stretches of cables routes stretching for long kilometers along the road sides and due to works of road widening and concretization. The long stretch of 	<p>Reply not found satisfactory and not accepted as maintenance of network and restoration of cables is the responsibility of the TSP. Further, TSP has not provided any documentary evidence to</p>	1,00,000

			<p>cable gets damaged at multiple locations and therefore attending the single fault in this long stretch do not give results as per the Bench marks and the result expected, hence such multiple faults results in failing.</p> <ul style="list-style-type: none">• Mumbai is having many sensitive area with sensitive customers like BAARC, Navy Defense etc, and thus to look into faults in those area needs special permission for entry by lineman until that permission the fault cannot be attended. BAARC faults alone take around one month at least for permission of entry to attend the faults. Thus, such type of faults does not fulfill the criteria of TRAI Bench Mark and result expected.• It may be noted that in many cases without proper	<p>substantiate its submission, in accordance with TRAI SCN and letter no. N-2/2/3(1)/2021-QoS dated 03.02.2022.</p>	
--	--	--	---	--	--

			<p>intimation, the authorities like BMC, TMC & NMMC carry out digging and damages lots of primary and LI cables which are subsequently identified after a fault is recorded in system, thus faults lies for long duration unattended.</p> <ul style="list-style-type: none"> Customer reasons like customer owning ADSL modem are faulty & there is no ok modem for replacement, when the persons goes to attend the faults, Many subscribers' internal wiring issues are the main reasons for faults and thus unable to be attended as per TRAI requirements. 		
Mean Time to Repair (MTTR) (\leq 10 hrs)	MUM	131.24	<ul style="list-style-type: none"> Due to construction activities carried out by Metro, MCGM, MMRDA, Coastal Road construction at various locations, cables was damaged. Units put maximum efforts to restore the 	<p>Reply not found satisfactory and not accepted as maintenance of network and restoration of cables is the responsibility of the TSP. Further, TSP has not provided any documentary</p>	1,00,000

			<p>services at the earliest possible.</p> <ul style="list-style-type: none"> Without proper intimation authorities like BMC, TMC & NMMC carried out digging and damaged lots of primary and LI cables Authorities are not giving timely permission to rectify damaged primary and LI cable faults. The fault rectification took time as the ageing life of copper cables reduced the quality of cables due to multiple fault occurrences Migration to LMG network from old conventional exchanges also affected the services at few exchanges during the transition period. 	<p>evidence to substantiate its submission, in accordance with TRAI SCN and letter no. N-2/2/3(1)/2021-QoS dated 03.02.2022.</p>	
Termination/ closure of service within seven working days of receipt of customer's request (100%)	MUM	99.47%	<ul style="list-style-type: none"> The reason for not meeting benchmark has been analyzed. 100% work orders are completed at exchange level but 	<p>Reply not found satisfactory and not accepted as it is the responsibility of TSP to close the service within seven</p>	1,00,000

			not reflected in the CSMS system.	working days of receipt of customer's request. Further, TSP has not provided any documentary evidence to substantiate its submission, in accordance with TRAI SCN and letter no. N-2/2/3(1)/2021-QoS dated 03.02.2022.	
Refund of deposits within 45 days of closure of service or non-provisioning of service (100%)	MUM	83.64%	<ul style="list-style-type: none"> In case of delay in refund beyond 45 days, interest at the rate of 10% per annum for the number of days refund is delayed beyond 45 days is paid to customers as per TRAI regulations. Since refund along with interest is being paid as per regulations, customers are not affected. Hence, imposing of penalty on this regard may please be reconsidered. 	Reply not found satisfactory and not accepted as even if interest is paid to the customers for delay in payment of dues by TSP, it does not absolve the Service Provider from the responsibility of meeting the benchmark.	1,00,000
				Total	6,00,000

वर्ल्ड ट्रेड सेंटर, टावर-एफ, नौरोजी नगर, नई दिल्ली-110029
World Trade Centre, Tower-F, Nauroji Nagar New Delhi - 110029