



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: mtnlcscos@gmail.com

MTNL/SECTT/SE/2026

February 04, 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
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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 03.02.2026 from Telecom Regulatory Authority of India (TRAI) for payment of financial disincentive amounting to Rs 8,00,000/- (Rupees Eight Lakhs only) 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 June 2025.

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.8,00,000/-	TRAI order dated 03.02.2026 for Rs 8,00,000 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 June 2025.	<p>Total Penalty of Rs. 8,00,000/-</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: 03.02.2026

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 June 2025.

No. RP-4/4/2(5)/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 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 the said regulation, 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 Direction No. RG-17/(3)/2022-QoS 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 June 2025 submitted by M/s. Mahanagar Telephone Nigam Limited, through TRAI's PMR Portal (<https://pmr.trai.gov.in/>), and observed that:-

(i) 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; and

(ii) the performance of the QoS parameters Cumulative Downtime (Cells not available for service), having benchmark of $\leq 2\%$, and Worst Affected Cells due to downtime, having benchmark of $\leq 2\%$, reported by the service provider for the month of June 2025 does not match with the performance calculated by the Authority using the primary data submitted by M/s. Mahanagar Telephone Nigam Limited for the same month and the details of such mismatch are contained in **Annexure-II** to this order;

6. And whereas, vide Direction No. F. No. RG-17/(3)/2022-QoS dated the 22nd November 2024, the Authority directed all service providers offering access services (wireless) to publish on their respective websites the service-wise (2G/3G/4G/5G) geospatial coverage maps for the geographical areas where wireless voice or wireless broadband service is available for subscription by consumer 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 percent (100%) 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 Lessor 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 Lessor, 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 Lessor/ 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 the performance reported by the service provider does not match with the performance calculated by the Authority using the primary data and, therefore, the Authority issued a Show Cause Notice No. RP-4/4/2(5)/2025-QoS dated the 17th September 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 and for the mismatch observed for the month of June 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 8th December 2025, furnished the reasons for its failure to meet the Quality of Service benchmarks and for the mismatch observed for the month of June 2025;

13. And whereas, upon examination of the reply submitted by M/s. Mahanagar Telephone Nigam Limited to the Show Cause Notice, the Authority observed as under:-

(i) with respect to the failure to meet the specified Quality of Service benchmarks, the reply was found to be unsatisfactory for the reasons detailed in **Annexure-I** to this order and accordingly the Authority arrived at the finding 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; and

(ii) with regard to the issue of mismatch, considering the corrective action taken by M/s. Mahanagar Telephone Nigam Limited to reduce the instances of mismatch in subsequent months, the Authority has decided not to take any action, as detailed in **Annexure-II**;

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 (21) days from the date of issue of this order, an amount of **Rs. 8,00,000/- (Rupees Eight Lakh only)**, by way of financial disincentive, for contravention of the provisions of the regulations for the month of 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 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

IFSC Code: UBIN0903736

Digitally signed by
TEJPAL SINGH
Date: 03-02-2026
17:36:24

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 June 2025, reasons for such failure and analysis of the Authority.

Parameter & Benchmark	LSA	Performance in April 2025	Performance in May 2025	Performance in June 2025	Explanation furnished by Service Provider	Observation of Authority	Financial Disincentive imposed (in Rs.)
Call Set-up Success Rate: Intra- Service provider (within service provider's network) ≥ 98%	DL	PMRN not Submitted	71.81 %	71.83 %	Reported values for June-2025 were impacted due to non-availability of explicit counters in the deployed 3G systems. Data was shared during ongoing OEM deliberations, which might have led to inaccuracies. Revised formulations finalized with OEMs and other TSPs are now adopted and reflected from July-2025 onwards.	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, TS P 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.	2,00,000
Call Set-up Success Rate: Inter- Service provider (incoming from other service providers' network) ≥ 95%	DL	PMR Not Submitted	95.59%	93.65 %	The June-2025 dip was seems to be due to temporary media-related issues, now fully resolved.		1,00,000
Availability of service wise geospatial coverage map	DL	PMR not submitted	100%	100%	"MTNL has already complied to the directions given by Authority to publish	Reply not found satisfactory and not	2,00,000

on service provider's website for percentage of working cells ≥ 99%					geospatial coverage maps of Wireless services available for esteemed customer subscription on website. Following link is given https://omcr.mtnlmumbai.in:8080/Map/geoMap_3G_Delhi.php for your kind reference. "Due to server failure, 2G maps and coverage is not feasible."	accepted as the link Provided is non-functional and does not display the required information.	
	MU M	100%	100%	100%	MTNL has already complied with the directions given by Authority to publish geospatial coverage maps of Wireless services available for the esteemed customer subscription on the website. Following links are given https://omcr.mtnlmumbai.in:8080/Map/geoMap_3G.php and https://omcr.mtnlmumbai.in:8080/Map/geoMap_2G.php		3,00,000
							Total 8,00,000

Annexure-II

Details of the mismatch between the performance reported by M/s. Mahanagar Telephone Nigam Limited and the performance calculated by TRAI based on the primary data submitted for the month of June 2025, along with the reasons for such failure and the analysis of the Authority.

QoS Parameter and benchmark	LSA	Performance reported in the PMR	Performance calculated by TRAI using the raw data	Difference	Explanation furnished by Service Provider	Observation of Authority
Cumulative downtime (Cells not available for service) $\leq 2\%$	MUM	0.49	0.02	0.47	While uploading the data in PMR portal, data may be missed. Due to this difference occurred but it is as per benchmark value i.e. $\leq 2\%$.	Considering the corrective action taken by TSP to reduce the instances of mismatch in subsequent months, the Authority has decided not to take any action in this regard. However, TSP is advised to take appropriate action to ensure submission of error free PMR in future.
Worst Affected Cells due to downtime $\leq 2\%$	MUM	1.34	0	1.34		

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

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