

To: adv-qos1@traf.gov.in

Subject: Comprehensive Consultation Response on the Draft Notifications for 'The Standards of Quality of Service of Access and Broadband Service Regulations, 2024' (First Amendment, 2026) – Evidential Case Study of Central Grievance No. DOTEL/E/2026/0046454 and Rural Infrastructure Deadlocks in Koraput, Odisha.

Dear Sir/Madam,

This submission is in formal response to the Telecom Regulatory Authority of India's (TRAI) Press Release No. 112/2026, dated August 05, 2026, inviting comments and counter-comments on the draft notification for the First Amendment Regulations, 2026.

As a grassroot consumer from a rural sector, I strongly welcome the Authority's objective to tighten the Quality of Service (QoS) and broadband framework. However, to ensure that these regulations are enforceable, the amended 2026 framework must address the chronic negligence of Telecom Service Providers (TSPs) in rural pockets and their failure to coordinate with local state administrations.

To support the Authority with empirical, multi-layered evidence, I present an irrefutable case study from my own locality (**Village- Bondaguda, Koraput District, Odisha**). This case involves active scrutiny by the **Department of Telecommunications (DoT), Government of India**, alongside local revenue findings and live network diagnostics.

THE GROUND REALITY: A THREE-TIERED EVIDENCE OF QoS COLLAPSE

1. Official Recognition of QoS Failure by Central Government (DoT)

The severe network crisis affecting over 1,000 residents in our village is a documented matter of record at the highest regulatory levels. An official public grievance stands registered with the Department of Telecommunications under **Registration Number: DOTEL/E/2026/0046454** (Date of Receipt: 24/07/2026) against the service provider, **Reliance Jio Infocomm Limited**.

2. Local Administration Field Validation ("Very Poor" & "Genuine")

The statutory claims of the TSP regarding rural coverage are completely disproved by local government machinery:

- **The Field Inquiry:** The **Office of the Tahasildar, Borigumma**, conducted a formal on-site field investigation vide **Letter No. 1999/GRV/2026 (Dated 15/05/2026)** and officially certified the network quality in our village as "**Very Poor**" and declared our public grievance as "**Genuine**".
- **The Jurisdictional Deadlock:** Despite this, a subsequent official Action Taken Report by the Tahasildar vide **Letter No. 3157/GRV/2026 (Dated 10/08/2026)** revealed a massive structural loop—stating that the local revenue office is not the competent authority for telecom clearances, and further disclosing that **no formal infrastructure requisition has been filed by Jio till date**.

3. Live Empirical Network Diagnostics (-106 dBm and 0.21 Mbps)

While the TSP delays administrative filings, consumers remain under a total digital blackout. A verified network performance test conducted via the Jio 4G network at our exact coordinate (**Location: Bijapur/Bondaguda, Latitude: 19.06537, Longitude: 82.531547**) on **August 11, 2026, at 04:48 PM** shows:

- **Download Speed: 0.21 Mbps** (Completely breaching functional broadband norms; useless for basic banking, citizen services, or UPI).
- **Upload Speed: 0.49 Mbps.**
- **Signal Strength/Coverage: -106 dBm** (Representing a critical, severe network shadow zone that violates universal service availability).

STRATEGIC RECOMMENDATIONS FOR THE FIRST AMENDMENT REGULATIONS, 2026

Based on this multi-layered evidence of systemic and technical failure, I urge TRAI to mandate the following provisions in the final QoS regulations:

1. **Mandatory TSP Accountability for Land/Tower Requisitions:** In populated rural zones where signal metrics drop below -100 dBm or data throughput falls below 1 Mbps, it must be made legally binding for the licensed TSP to file a formal infrastructure/land requisition with the competent district authorities within a strict 30-day window. Leaving a community stranded at -106 dBm while failing to approach local land authorities should be treated as a major license violation.
2. **Automatic Escalation of Administratively Validated Shadow Zones:** The amended regulations must include a clause stating that if a local government body

(such as a Tahasildar or District Magistrate) officially validates a network as "Very Poor" via a field inquiry report (akin to Letter No. 1999/GRV/2026), it must trigger mandatory, time-bound installation of telecom infrastructure (like Cell on Wheels - COW or permanent towers) within 60 days.

3. **Penalization for Unresolved Central DoT Grievances:** TSPs must face escalating daily financial penalties if public grievances forwarded or monitored by the Department of Telecommunications (DoT) regarding rural coverage are left unresolved due to the operator's structural delays or commercial unwillingness.
4. **Unified Single-Window Enforcement for Rural Infrastructure:** TRAI should mandate that TSPs operate through a unified, time-bound portal linked with State IT Departments and District Collectors to eliminate jurisdictional confusion and ensure immediate clearances for tower installations in shadow zones.

I request the Authority to include these ground-level solutions in the final 2026 regulations to save distant tribal and rural communities like Koraput from digital exclusion.

The scanned copies of the **Central DoT Grievance Details (DOTEL/E/2026/0046454)**, the **Tahasildar's official field letters (No. 1999 and No. 3157)**, and the certified **0.21 Mbps Network Speed Test** are attached herewith for your official regulatory record.

Thanking you.

Yours faithfully,

Dinesh Kumar Nayak & Fellow Residents

Address: At- Bondaguda, PO- Bijapur, PS- Borigumma, Dist- Koraput, Odisha, PIN- 764056

Contact Number: +91-8114619858

Central Grievance ID: DOTEL/E/2026/0046454

State Janasunani ID: DM2020261699080



OFFICE OF THE TAHASILDAR, BORIGUMMA

(ବହସିଲଦାରଙ୍କ କାର୍ଯ୍ୟାଳୟ, ବୋରିଗୁମ୍ମା)

Mail Id: tah.bori@nic.in

Letter No 2244...../ GRV/2026

Date-05./06./2026

To,

The Collector and District Magistrate, Koraput.

Sub: - Submission of action taken report for the grievance on Janasunani portal vide **DM20261621582**, by Sri Papu Pangi & Others of Vill- Bondaguda under Konagam RI Circle.

Sir,

In inviting a kind reference to the subject cited above, the grievance by Sri Dinesh Ku Nayak & Others of Vill- Bondaguda under Konagam RI Circle regarding poor connectivity of mobile network. In this matter a spot enquiry was conducted by the concerned R.I and upon enquiry it is revealed that **Bondaguda is a hemlet village of Bijapur revenue village under Konagam R.I circle and network connectivity of mobile is very poor in this area. The population of the hemlet village Bondaguda is approx 1000 and situated about 3.5 kilometers away from the Borigumma town towards Kotpad NAC.** Upon field verification the grievance raised by the villagers found genuine.

This is for favour of kind information and necessary action.

Yours faithfully,


Tahasildar, Borigumma

← Speed Test Result

0.21 Mbps

Download Speed ↓

0.49 Mbps

Upload Speed ↑

Latency

91 ms

Packet Loss

0.00 %

Jitter

8.93 ms

 Coverage
-106 dBm

 Tech
4G

 Operator
Jio

 Date
August 11, 2...

 Time
04:48 PM

 Test ID
136

 Test Server
JIO - Lucknow

 Location
Bijapur, Bijapur

 Latitude
19.06537

 Longitu...
82.531547



OFFICE OF THE TAHASILDAR, BORIGUMMA

(ତହସିଲଦାରଙ୍କ କାର୍ଯ୍ୟାଳୟ, ବୋରିଗୁମ୍ମା)

Mail Id: tah.bori@nic.in

Letter No...**3157**.../ GRV/2026

Date-**10**./**08**./2026

To,

The Collector and District Magistrate, Koraput.

Sub: - Submission of action taken report for the grievance on Janasunani portal vide **DM20261699080**, by Sri Dinesh Ku Nayak & Others of Vill- Bondaguda under Konagam RI Circle.

Sir,

In inviting a kind reference to the subject cited above, the grievance by Sri Dinesh Ku Nayak & Others of Vill- Bondaguda under Konagam RI Circle regarding administrative permission and allocation of land for installation of Jio mobile tower. In this connection I am to draw your kind attention that Tahasildar Borigumma is not competent authority for the administrative clearance of telecom services and regarding land permission, till now no requisition has been received from the concerned telecom operator.

This is for favour of kind information and necessary action.

Yours faithfully,


Tahasildar, Borigumma
Tahasildar
Borigumma

← Grievance Details



Grievance Details

Registration Number

DOTEL/E/2026/0046454

Name

<https://pgportal.gov.in/NewGrievance/Details/1737A4054996C1B311310C77F3CA9A03B878C34575664D12C369B0855289AE96>

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08/08/2026, 11:03

Grievance Details

DINESH KUMAR NAYAK

Date of receipt

24/07/2026

Address

BONDAGUDA, BIJAPUR, KORAPUT-764056 BORIGUMMA

State

Odisha

District

Koraput

Mobile Number

81xxxxxxx58

Email ID

dixxxxxxxxxxxx6@gmail.com

Phone Number

Not Provided

Grievance Description

Telecommunications >> Tower/ radiation Issues/ Infrastructure related >> Tower/ Radiation related >> Request for new Tower installation

Service Provider : Reliance JIO Infocom Limited

Circle/ LSA : Odisha

To, The Public Grievance Officer, Department of Telecommunications (DoT), Government of India. Subject: Urgent intervention required for unresolved mass network failure in Bondaguda, Koraput – Reg. Respected Sir/Madam, I am writing to demand immediate intervention regarding the ongoing, severe 4G network failure of Reliance Jio Infocomm Ltd.

<https://pgportal.gov.in/NewGrievance/Details/1737A4054996C1B311310C77F3CA9A03B878C34575664D12C369B0855289AE96>

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08/08/2026, 11:03

Grievance Details

in Bondaguda village, Koraput district, Odisha (PIN: 764056). This mass connectivity crisis is severely affecting over 1,000 residents, and the service provider has failed to deliver any permanent ground resolution for months. Please find the solid evidence attached with this grievance: Double Verification by Local Government Administration: Letter No. 1999/GRV/2026 (Dated 15/05/2026): Office of the Tahasildar, Borigumma, conducted a field inquiry (Grievance ID: DM20261593732) and declared the network as "very poor" and the grievance as "genuine". Letter No. 2244/GRV/2026 (Dated 05/06/2026): A separate mass grievance (ID: DM20261621582 via Sri Papu Pangi & Others) was re-investigated by the

This is an update on Service Request number SR00003CT615 for your Jio number regarding Network connectivity issue.

We Regret to inform you that the location for which you raised a concern may face intermittent issues. We have noted your concern and will be taking steps to improve coverage in that area as we expand our network in the near future. We appreciate your patience.

We'd love your feedback on this resolution:

<http://tiny.jio.com/Ne7FGZ>

For any assistance, call us at 199 from your Jio number or chat with us by clicking

https://www.jio.com/dl/live_chat

To view the regulatory redressal policy and Appellate Authority details for your region, visit:

<http://tiny.jio.com/mobile>

RESOLVED

DATA RELATED

31 Jul, 2026 6:54 PM

View less



Request ID

SR00003CT615

Resolved on

06 Aug, 2026 1:19 PM

Description

We have limited network coverage in this location currently. We have noted your concern and will try to take steps to improve coverage in this location in future.