



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: mtnlcso@gmail.com

MTNL/SECTT/SE/2026

April 15, 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 & 51 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 & 51 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 13.04.2026 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 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 September 2025. The order was received by CS Section MTNL on 15.04.2026.

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 13.04.2026 for Rs 8,00,000/- Penalty.	Contravention of the provisions of 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) Quarter ending September 2025.	Total Penalty of Rs. 8,00,000/- Further, there is no material impact on the Financial, operation or other activities of MTNL.



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



Dated: 13.04.2026

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 September 2025.

No. RP-4/2/1(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"), 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 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 quarter ending September 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 and 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 inter-alia, provides that the service provider shall be liable to pay interest, as provided therein, if it fails to make payment of financial disincentives and 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, it issued a Show Cause Notice No. RP-4/2/1(4)/2025-QoS dated the 14th November 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 September 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 2nd March 2026, furnished the reasons for its failure to meet the Quality of Service benchmarks for the quarter ending September, 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/licence;

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. 8,00,000/- (Rupees Eight Lakh only)**, by way of financial disincentive, for contravention of the provisions of the regulations for the quarter ending September 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 service provider shall be liable to pay interest under regulation 18 of the regulations and in the event of non-compliance of this order it shall also be liable to be proceeded against under the provisions of TRAI Act.

Account No.: 520101223026413

Bank and Branch: Union Bank of India, Bhikaji Cama Place Branch,

IFS Code: South-West Delhi - 110066
UBIN0903736

Digitally signed by
Tejpal Singh
Date: 13-04-2026
12:39:09

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

Parameter & Benchmark	LSA	Performance in QE June 2025	Performance in QE Sept 2025	Explanation furnished by Service Provider	Observation of Authority	Financial Disincentive imposed (in Rs.)
Fault repair by next working day ≥ 85%	MUM	50.10%	56.50%	Having done analysis, it has been found that the above parameters could not be met.	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 its submission, in accordance with TRAI SCN and letter no. N-2/2/3(1)/2021-QoS dated 03.02.2022.	200000
Fault repair within three working days ≥ 99%	MUM	59.60%	67.50%	<ul style="list-style-type: none"> Due to construction activities carried out by Metro, MCGM, MMRDA, Coastal Road construction at various locations, cables were damaged. Units put maximum effort to restore the services at the earliest possible. Due to sensitive areas like BAARC, Navy Defence etc, it takes longer time to clear the fault with in time. 	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 its submission, in accordance with TRAI SCN and letter no. N-2/2/3(1)/2021-QoS dated 03.02.2022.	200000
Mean Time to Repair (MTTR) ≤ 10 hrs	MUM	131.24	49.97	<ul style="list-style-type: none"> Major authorities like BMC, TMC & NMMC dig the road without any intimation thereby subscriber fault clearance takes longer time by MTNL. Customer reasons like customers owning ADSL modem are faulty & there is no ok modem for replacement, when the person goes to attend the faults, Many subscribers' internal wiring issues are the main 	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 its submission, in accordance with TRAI SCN and letter no. N-2/2/3(1)/2021-QoS dated 03.02.2022.	200000

				<p>reasons for faults and thus unable to be attended as per TRAI requirements.</p> <ul style="list-style-type: none"> 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. 		
Refund of deposits within 45 days of closure of service or non-provisioning of service 100%	MU M	83.64%	78.55%	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.	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.	200000
					Total	8,00,000

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