

**Information and Communication Technologies (Quality of Service) Regulations  
2014**

**GN No. 72 of 2014**

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**THE INFORMATION AND COMMUNICATION TECHNOLOGIES ACT**

**Regulations made by the Minister, after consultation with the Information and  
Communication Technologies Board, under section 48 of the Information and  
Communication Technologies Act**

1. These regulations may be cited as the **Information and Communication Technologies (Quality of Service) Regulations 2014**.

2. In these regulations —

“Act” means the Information and Communication Technologies Act;

“quality of service”, in relation to any information and communication services, including telecommunication services, means the quality of the service which is required to satisfy the needs of the user of a service as determined by the Authority;

“reporting period” means the period during which quality of service measurements are taken and recorded, as specified in such directives as the Authority may issue.

3. For the purpose of section 18(1)(n) of the Act, every public operator shall, at all material times —

(a) meet the minimum requirements for quality of service specified in such directives as the Authority may issue; and

(b) record measurements of all relevant quality of service parameters in accordance with such directives as the Authority may issue.

**4.** (1) Every public operator shall, in respect of each reporting period, report to the Authority the result of its quality of service measurement by submitting, at such intervals as the Authority may determine, a quality of service monitoring report.

(2) The quality of service monitoring report referred to in paragraph (1) shall be in such form as the Authority may approve.

**5.** Every public operator shall, at all reasonable times, give unlimited access to its facilities to any officer of the Authority, or such auditor as the Authority may appoint, for the purpose of—

(a) allowing records in relation to quality of service to be inspected;

(b) allowing quality of service measurements to be carried out in the presence of the officer or auditor, as the case may be; or

(c) installing equipment on network of the public operator for the purpose of quality of service testing and measurements.

**6.** Every public operator shall, for the purpose of these regulations, retain, in such form and manner as the Authority may approve, quality of service data, including all measurements and related records, for a period not exceeding 3 years after the end of each reporting period.

**7.** The Authority may, for the information of the general public, publish such quality of service results and monitoring report data of public operators in such form and manner as it may determine.

**8.** A public operator which furnishes any information to the Authority which is false in a material particular shall commit an offence and shall, on conviction, be liable to a fine not exceeding 10,000 rupees and to imprisonment for a term not exceeding one year.

**9.** These regulations shall come into operation on 1 May 2014.

Made by the Minister, after consultation with the Information and Communication Technologies Board, on 16 April 2014.