



Annual Report 2024-25



Bangladesh Telecommunication Regulatory Commission



Annual Report 2024-25



Bangladesh Telecommunication Regulatory Commission

Annual Report 2024-25

Bangladesh Telecommunication Regulatory Commission

Editorial and Publication Committee

Advisor

Major General Md. Emdad Ul Bari (Retd.), Chairman, BTRC

Editorial Board

Mahmud Hossain, Commissioner (Spectrum), BTRC
Md. Mehedi-Ul-Shahid, Director General (Administration), BTRC
Brigadier General Md. Aminul Hoque, Director General (Spectrum), BTRC
Brigadier General Shafiul Azam Parvez, Director General (Engineering and Operations), BTRC
Brigadier General Shahzad Pervez Mohiuddin, Director General (Systems and Services), BTRC
Shazeda Parvin, Director (Finance, Accounts and Revenue), BTRC
Mohammad Anowar Hossain, Secretary, BTRC

Formulation & Publication Committee

Touhidur Nahar, Deputy Director (Systems and Services), BTRC
Dr. Shamsuzzoha, Deputy Director (Engineering and Operations), BTRC
Mahreen Ahsan, Deputy Director (Spectrum), BTRC
Md. Zakir Hossain Khan, Deputy Director (Finance, Accounts and Revenue), BTRC
Md. Hashibul Kabir, Deputy Director (Enforcement and Inspection), BTRC
Md. Abdush Shaahid Chowdhury, Deputy Director (Media and Publication), BTRC
Arup Barai, Senior Assistant Director (Administration), BTRC
Md. Abdul Halim, Senior Assistant Director (Media and Publication), BTRC
Md. Jahangir Alam, Senior Assistant Director (Licensing), BTRC
Mahmuda Nasrin, Senior Assistant Director (Legal), BTRC
Abdullah Al Mamun, Reporter (Media and Publication), BTRC

Published by

Bangladesh Telecommunication Regulatory Commission
Plot # E-5/A, Agargaon Administrative Area, Sher-e-Bangla Nagar, Dhaka-1207
www.btrc.gov.bd

Illustrated and printed by

Generation PPA
Generation House, 2nd Floor, 188 Fakirapool, Motijheel, Dhaka

Message

I extend my heartfelt congratulations to everyone involved in publishing the Annual Report of Bangladesh Telecommunication Regulatory Commission (BTRC) for the fiscal year 2024-25.

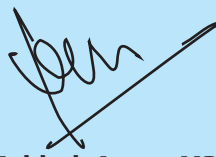
The rapid evolution of modern and emerging technologies has globally unlocked unprecedented potential for the telecommunications and ICT sectors. The expansion of these technologies coupled with innovative digital services is drastically elevating public standard of living and driving our nation's socio-economic progress. Since its inception, BTRC has steadfastly catalysed growth across Bangladesh's telecom landscape pioneering an investment-friendly ecosystem, modernizing infrastructure and ensuring quality subscriber's services.

To truly bring the fruits of modern technology to every citizen's doorstep, we must take a synchronized approach which demands deploying high-speed internet to the farthest corners of the country, bridging the digital divide, rolling out 5G technology, expanding telecom infrastructure and making essential digital services including mobile financial services more affordable and secure. At the same time, preventing the misuse of information technology and ensuring strong cybersecurity, it is imperative to enforce relevant laws while also promoting widespread public awareness.

The present Government is firmly committed to building a modern Bangladesh with information and communication technology serving as a cornerstone of its development. In line with our election manifesto, the Government has placed strategic emphasis on creating one million new employment opportunities in the ICT and telecommunications sectors, ensuring universal access to fast and reliable internet, and implementing a state-of-the-art Connectivity Master Plan through strengthened public-private partnerships. Special emphasis has also been placed on national cybersecurity, combating cyberbullying, and protecting citizen data. I am confident that by working alongside telecom entities, BTRC will successfully turn these forward-looking, dynamic initiatives into a reality ultimately forging a technologically advanced, inclusive nation.

I firmly believe that Bangladesh Telecommunication Regulatory Commission (BTRC) will continue to play a pivotal role in advancing our telecommunications sector towards a modern, sustainable, and globally competitive future. By fostering close collaboration among public and private stakeholders, BTRC can further accelerate innovation, strengthen digital connectivity, and contribute significantly to building a technology-driven Bangladesh.

I extend my sincere best wishes to Bangladesh Telecommunication Regulatory Commission (BTRC) for its continued success and achievements in fulfilling its vital mandate



(Faqir Mahbub Anam, MP)



Faqir Mahbub Anam, MP
Honorable Minister
Ministry of Posts,
Telecommunications and
Information Technology
Government of the People's
Republic of Bangladesh





Message

The global telecommunications and information technology landscape is shifting at a breath-taking pace, with frontier technologies triggering a massive wave of transformation worldwide. Anchored by the government's election manifesto and our core promise of "Bangladesh First," we are deeply committed to bridging the digital divide by extending broadband connectivity to every single household. This vision is rapidly moving forward, positioning universal access and digital inclusion as the bedrock of our national progress.

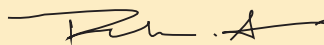
We are paving the way for seamless, effortless digital services for all citizens by bringing the concept of "One Citizen, One Digital Identity" to life. Concurrently, by building secured digital wallets and cutting-edge payment platforms, we are supercharging financial inclusion and fuelling the growth of a robust digital economy. Through these combined efforts, our pledge remains unyielding: to craft an inclusive, tech-driven Bangladesh.

As a highly effective regulatory body, Bangladesh Telecommunication Regulatory Commission (BTRC) continues to make stellar contributions to policy formulation, international collaboration, fostering innovation, creating customer-centric environments, expanding telecom networks, ensuring disciplined sector management, and modernizing technological infrastructure.

BTRC is working relentlessly to provide affordable telecom services to consumers through a host of landmark initiatives. These include high-quality spectrum management, mobility enhancement, auction and reorganization of 4G and 5G spectrums, consumer grievance redressed, and strict Quality of Service (QoS) monitoring. Furthermore, Commission has embarked on an ambitious journey to enrich the entire sector. This roadmap features the expansion of universal and affordable 4G and 5G services, rolling out the new Telecom and Licensing Policy-2025, ensuring device security, framing the National Broadband Policy, implementing practical measures to lower internet tariffs, strengthening cybersecurity, expanding satellite services, launching IoT-based smart city solutions, and constructing green telecom infrastructure. Parallely, BTRC is closely driving technological expansion through VoLTE, VoWiFi, 5G, and MVNO frameworks.

I am confident that this Annual Report for the 2024-25 fiscal year will serve as an invaluable chronicle of our telecommunication triumphs acting as a guiding light for future planning and policy architecture.

I wish BTRC absolute and continued success in all its endeavors.



(Rehan Asif Asad)



Rehan Asif Asad
Adviser
to the honorable Prime
Minister

Ministry of Posts,
Telecommunications and
Information Technology
Government of the People's
Republic of Bangladesh





Message

The publication of Bangladesh Telecommunication Regulatory Commission (BTRC) Annual Report for the fiscal year 2024-25 marks another significant milestone in the nation's digital journey. I convey my sincere greetings and profound appreciation to the Chairman, Commissioners, officers, staff, and all valued stakeholders whose dedication and collective efforts continue to strengthen Bangladesh's telecommunications sector. I firmly believe this report stands as a definitive testament to continuous development, robust governance, service elevation, and technological strides defining our nation's telecommunications sector.

In today's interconnected world, telecommunications is no longer a mere tool for basic conversation; it has evolved into the lifeblood of a new era. It sits at the absolute center of national progress, economic expansion, administrative excellence, and the creation of a knowledge-based society. Reliable, affordable, and premium telecommunication infrastructure is increasingly vital across critical sectors including education, healthcare, agriculture, trade, financial inclusion, innovation, and civic services. Against this backdrop, ensuring equitable, secure, and inclusive digital connectivity across every corner of Bangladesh remains a definitive and timely commitment.

BTRC has consistently played a pivotal role in formulating and executing strategic policies that champion good governance, competitive market dynamics, consumer rights protection, quality service delivery, and technological innovation. Ongoing initiatives of the Commission bear immense significance-ranging from efficient spectrum management and modernized licensing frameworks to the expansion of digital services, cultivating a culture of innovation, ensuring network security, and extending collaborative reach to marginalized and remote regions. Concurrently, BTRC continues to make crucial impacts by refining consumer grievance redressal systems, monitoring service quality indicators, ensuring fair market competition, and driving tech-oriented administrative transformations.

A modern, secure, and highly efficient telecommunications ecosystem does more than just upgrade physical infrastructure; it serves as a powerful catalyst for building an investor-friendly climate, generating employment, nurturing entrepreneurs, and flourishing the digital economy. Consequently, strengthening this sector is not merely about technical infrastructure development, but is deeply intertwined with enhancing overall national capabilities and institutional resilience. Viewed through this lens, BTRC's regulatory responsibility shifts beyond simple policing to that of a facilitator playing a critical role in constructing a supportive, balanced, and future-ready telecommunications ecosystem.

I believe this Annual Report for the 2024-25 fiscal year offers a beautifully consolidated chronicle of Commission's milestone activities, triumphs, underlying challenges, and future blueprints.

I wish Bangladesh Telecommunication Regulatory Commission continued success in all its endeavors.


(Bilquis Jahan Rimi)



Bilquis Jahan Rimi

Secretary

Posts and

Telecommunications Division

Ministry of Posts,

Telecommunications and

Information Technology

Government of the People's

Republic of Bangladesh





Preface

The unprecedented stride of information and communication technology is reshaping global economies, education, healthcare, business, and social paradigms. In today's interconnected world, telecommunications have transcended its traditional role as a mere infrastructural utility; it has become the absolute cornerstone of our digital economy, investments, good governance, and civic empowerment. Driven by ubiquitous connectivity, cloud-based architecture, artificial intelligence, and the rapid expansion of data-driven economics, the necessity for a modern, secure, and robust telecommunications framework is more critical now than ever before. Bangladesh Telecommunication Regulatory Commission (BTRC) is working tirelessly to build a citizen-centric, highly competitive, investment-friendly and technologically advanced telecom sector. I firmly believe that our efforts during the 2024-25 fiscal year and the roadmap laid out for the coming days will stand as a definitive milestone in this journey.

Among the standout achievements of Commission during this period is the ground-breaking initiative to draft a modern, secure and future-ready licensing framework for the country's telecom sector. Our previous network and licensing guidelines date back to 2010, conceived for a completely different technological era and market dynamic. To streamline our lengthy and complex legacy licensing system, Commission took the initiative to draft and execute the 'Telecommunication Network and Licensing Policy 2025' through rigorous collective insights of domestic and international experts, academics, industry pioneers, and key stakeholders. This policy simplifies our network architecture, cuts operational overheads, guarantees direct interconnectivity, and unlocks fresh investment avenues to accelerate Bangladesh's digital transformation.

At the same time, I am confident this policy will play an essential role in fostering a healthy competitive market, driving the swift adoption of emerging technologies and delivering cost-effective, reliable and high-quality services to all.

Parallel to policy reforms, substantial milestones have been achieved in infrastructural growth, spectrum management and technological innovation. Initiatives are underway to push the boundaries of our optical fiber resources and optimize existing infrastructure under a unified, centralized database. Recognizing the long-term demands of mobile broadband and 5G networks, Commission has drafted a comprehensive long-term spectrum roadmap which includes major



Major General Md. Emdad Ul Bari (retd)

Chairman

Bangladesh Telecommunication
Regulatory Commission (BTRC)

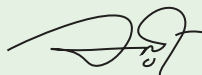


initiatives to allocate additional spectrum across highly sought-after, premium bands like 700 MHz and 2.3 GHz.

To catalyse digital service transformations and empower investors, we have successfully deployed an e-licensing system, a dedicated BTRC One-Stop Service platform, and new-generation satellite-based internet services. Simultaneously, to elevate subscribers' experience and embrace cutting-edge technology, we have enabled Voice over Wi-Fi (VoWi-Fi), Voice over LTE (VoLTE) for international roaming, and device-locking features to make high-quality smartphones more accessible to everyone.

Placing the highest priority on national security and safeguarding our digital infrastructure, BTRC has drastically reinforced its Cyber Threat Detection and Response (BTRC-CMBT) initiatives, alongside launching the National Equipment Identity Register (NEIR). Concurrently, to guarantee quality of service (QoS), swiftly resolve consumer grievances and extend broadband and 4G services to underprivileged areas, we have rolled out diverse projects driven by the Social Obligation Fund (SOF). Furthermore, to ensure public health and environmental safety, EMF radiation monitoring and the establishment of proper e-waste management systems are being actively pursued.

This annual report offers a beautifully consolidated, yet precise reflection of BTRC's activities, milestones, challenges, and future blueprints over the past year, alongside the audited financial statements for the 2024-25 fiscal year. I extend my deepest gratitude to all stakeholders for their invaluable cooperation and unwavering support in developing the country's telecom sector. BTRC remains absolute in its commitment to fulfilling its legal and institutional mandates to forge an inclusive, secure, and digitally seamless Bangladesh. I am confident that Commission's strategic initiatives, innovation-driven projects, and developmental focus will continue to fortify our digital economy and leave a lasting impression on our journey toward building a technologically advanced, smart nation.



Major General Md. Emdad Ul Bari (Retd.)



Contents

Introduction

Vision, Mission, and Objectives of the Commission	14
Evolution of Regulatory Regime in Bangladesh	16
Organizational Structure of the Commission	17
Profile of the Commissioners	18
Bangladesh Telecom Sector at a Glance	21

Commission's Report (2024-25)

■ Reform of the Telecom Sector	27
■ Introduction of New Services and Systems	33
■ Telecommunication Network and Service Development	43
■ Inspection Activities	53
■ Seminars, Symposiums, and Workshops	55
■ Human Resource Development and Employee Welfare Activities of the Commission	64

Future Plan

69

Financial Report and Audit Activities

74



- **Vision, Mission & Objectives of the Commission**
- **Evolution of Regulatory Regime in Bangladesh**
- **Organizational Structure of the Commission**
- **Profile of the Commissioners**



Commission's Vision

To bring unconnected populations under the umbrella of connectivity by providing affordable and quality telecommunication services through the introduction of new technologies



Commission's Mission & Objectives

- (a) To architect a high-performing telecommunications ecosystem that serves as a cornerstone for the country's socio-economic advancement.
- (b) To establish a robust, reliable, and cutting-edge telecom and ICT infrastructure across the nation, ensuring equitable and consumer-centric access to services for all communities, regardless of their geographic location.
- (c) To strengthen Bangladesh's competitiveness and core capabilities in the telecommunications sector at both regional and global levels.
- (d) To secure the integrity and optimal utilization of the nation's sovereign resources through precise regulatory frameworks, a zero-tolerance approach toward illegal activities, and rigorous tracking of the telecom sector's performance and challenges.
- (e) To transform Bangladesh into a prominent center of technological innovation by promoting domestic and foreign investment in cutting-edge telecommunications ventures.
- (f) To play a role in eliminating inequality across any recognized digital devices (device disparity).

Evolution of Regulatory Regime in Bangladesh

To systematically develop, regulate, and streamline telecommunication services across the nation, the necessity of an autonomous regulatory body led to the enactment of the Bangladesh Telecommunication Act, 2001 (Act No. 18 of 2001). Under the statutory mandate of this Act, Bangladesh Telecommunication Regulatory Commission (BTRC) officially came into existence on January 31, 2002, charting a new era of digital governance.

1885

The earliest legal framework governing technology-driven communication services was laid down through the historic Telegraph Act of 1885.

1933

The regulatory scope was progressively broadened with the introduction of the Wireless Telegraphy Act of 1933.

1979

A definitive step toward institutional modernization was taken through the promulgation of the Bangladesh Telegraph and Telephone Board (BTTB) Ordinance.

1990

The late 1990s marked a historic shift, witnessing an unprecedented expansion in fixed-line and mobile telephony services that laid the groundwork for modern connectivity.

1995

The BTTB Ordinance of 1979 was amended, fundamentally reshaping the institutional architecture and delegating broader management responsibilities for national telecommunication.

2001

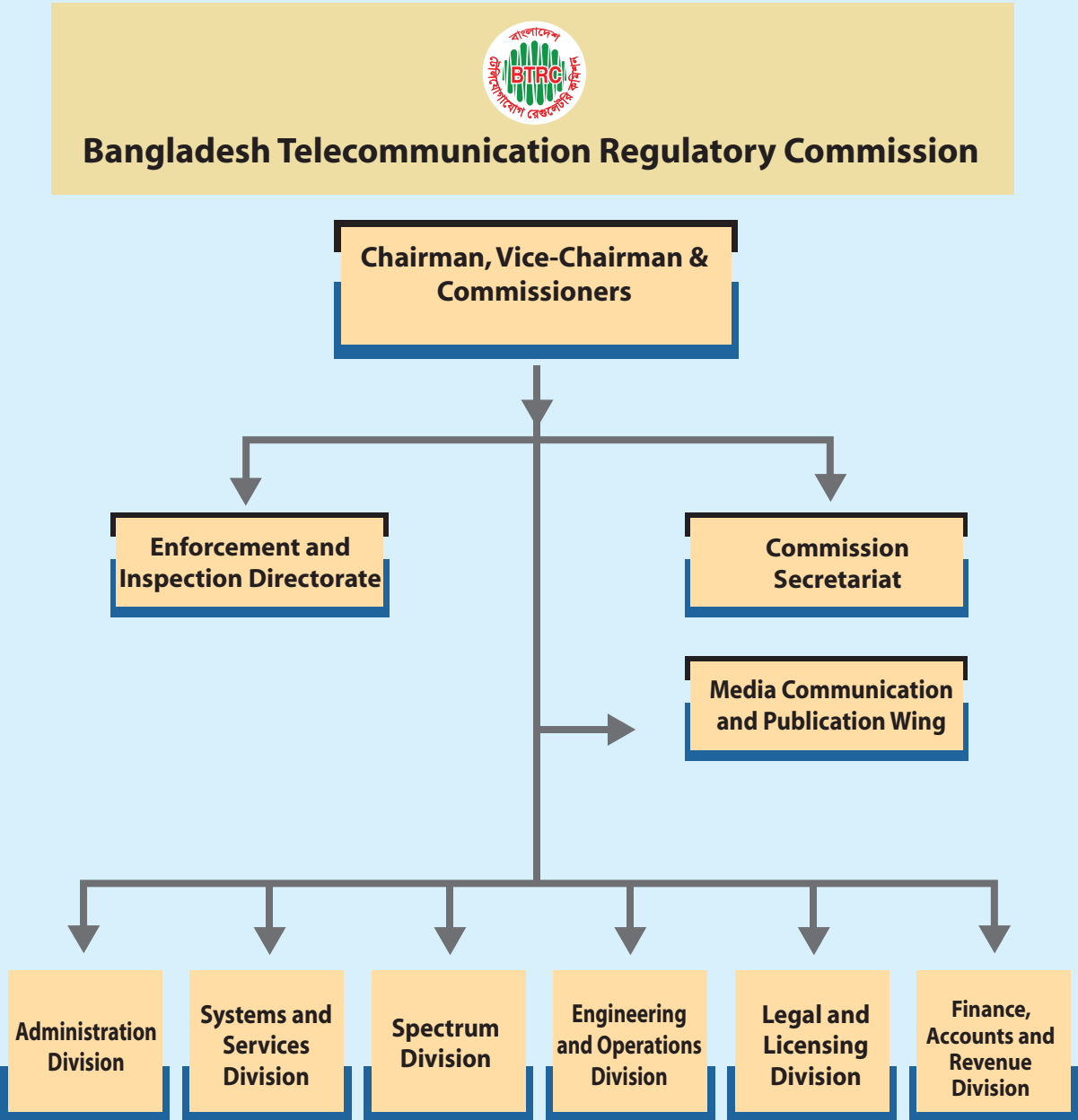
The passage of the landmark Bangladesh Telecommunication Act, 2001 (Act No. 18 of 2001) provided the legal cornerstone for independent sector regulation.

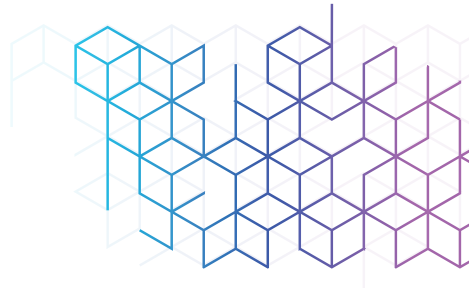
2002

On January 31, 2002, BTRC formally commenced its historic journey as the apex telecommunication regulator of the country.

Organizational Structure of the Commission

Bangladesh Telecommunication Regulatory Commission (BTRC) operates under an approved organogram comprising 455 sanctioned posts. Commission's executive leadership includes 1 Chairman, 1 Vice-Chairman, 3 Commissioners, 5 Directors General, and 1 Commission Secretary. Of the 455 approved positions, 377 posts are currently filled, while 78 positions remain vacant.





Profile of the Commissioners



Major General Md Emdad Ul Bari
OSP, ndc, psc, te (Retd)
Chairman

Major General Md Emdad Ul Bari, OSP, ndc, psc, te (Retd.) was appointed as the Chairman of Bangladesh Telecommunication Regulatory Commission (BTRC) on 10 September 2024. Prior to joining BTRC as Chairman, he served as the Vice-Chancellor of Bangladesh University of Professionals (BUP), Director General of Bangladesh Institute of International and Strategic Studies and Chief Executive Officer of Sirajganj Economic Zone Limited. He also served as a Director of Trust Bank Limited and Chairman of Dhaka Cantonment Girls' Public School and College.

Earlier, during his tenure as Director General of the Systems and Services Division at BTRC in 2015, he led the implementation of the nationwide biometric SIM registration initiative which received international recognition with the prestigious WSIS Prize-2021 awarded by International Telecommunication Union (ITU). Mr. Bari earned a bachelor's degree in science, an Honors degree in Telecommunication Engineering and a master's degree in Defense Studies.

Profile of the Commissioners



Md. Abu Bakar Siddique
Grade-1 (Retd)
Vice-Chairman

Mr. Md. Abu Bakar Siddique, Grade-1 (Retd.), was appointed as the Vice-Chairman (Grade-1) of Bangladesh Telecommunication Regulatory Commission on February 13, 2025. An officer of the 13th batch of the BCS (Administration) cadre, he started his career in 1994 as an Assistant Commissioner and Magistrate at the Office of the Deputy Commissioner, Rangpur. From 1997 to 2007, he served in the Deputy Commissioner's Office in Tangail, Public Service Commission, Election Commission, Prime Minister's Office, and Parliament Secretariat. He also served as the Upazila Nirbahi Officer (UNO) of Dhobaura in Mymensingh.

He was promoted to Deputy Secretary in 2012, Joint Secretary in 2017, Additional Secretary in 2020, and attained the rank of Grade-1 officer (Secretary) in 2024. He obtained his Bachelor's (Honours) and master's degrees in management from the University of Dhaka. Furthermore, he earned an Executive MBA from BOU in joint collaboration with Cornell University, Canada, and a Master's degree in Governance Studies from Northern University.



Mahmud Hossain
Commissioner

Mr. Mahmud Hossain was appointed as a Commissioner of Bangladesh Telecommunication Regulatory Commission on September 19, 2024. For over three decades, starting from the beginning of the 1990s, he has been an exemplary leader in this sector. He is one of the pioneering engineers who built the country's first cellular network. Subsequently, he played a leading role in the nationwide expansion of mobile networks, technological modernization, and the development of telecommunication infrastructure.

For more than two decades of his career, while holding senior management positions at various leading organizations, he made significant contributions to leadership, strategic planning, business development, and policy formulation. Alongside his professional activities, he is also actively involved in various social and development initiatives. In his academic life, he completed his graduation in EEE from BUET, earned an MBA from IBA and obtained a master's degree in Telecommunications from Concordia University in Canada.

Profile of the Commissioners



Brigadier General Iqbal Ahmed
ndc, afwc, psc (Retd)
Commissioner

Brigadier General Iqbal Ahmed ndc, afwc, psc (Retd.) was appointed as a Commissioner of Bangladesh Telecommunication Regulatory Commission on October 22, 2024. Throughout his career, he has demonstrated exceptional expertise in telecommunications planning, regulatory policymaking and strategic ICT development.

He held important positions in Bangladesh Army including Director of the Signals Directorate at Army Headquarters and Director of Information Technology Directorate. Additionally, he served as the Commandant of the Signal Training Centre and School, an institution dedicated to ICT and telecommunications human resource development within the Bangladesh Army. Mr. Iqbal Ahmed also served as the Director General of Engineering and Operations Division of BTRC for the 2014–2016 term.



Abdur Rahman Sarder
Commissioner

Mr. Abdur Rahman Sarder was appointed as a Commissioner of Bangladesh Telecommunication Regulatory Commission on August 25, 2025. Mr. Rahman completed his LLB (Honors) and LLM from University of Dhaka and joined Dhaka Bar as an advocate.

He worked for nearly 2 years as an Inspector (Gazetted) in Anti-Corruption Commission. Subsequently, joining the judiciary through 11th BCS, he served as a Chief Judicial Magistrate in multiple districts, a District and Sessions Judge and worked as a judge in the Speedy Trial Tribunal in Dhaka and the Customs, Excise and VAT Appellate Tribunal as well as serving as the Secretary of Bangladesh Bar Council on deputation. Alongside this, he taught law as a part-time faculty member at Eastern University. After retiring from the judiciary as a Grade-1 officer, he enrolled as an advocate in Supreme Court of Bangladesh.



BANGLADESH TELECOM SECTOR AT A GLANCE



BANGLADESH TELECOM SECTOR AT A GLANCE

(JUNE- 2025)



Mobile Subscribers

18.85 Million



Internet Subscribers

133.6 Million



Tele-density (Voice & Internet)

107.68%



Internet Density

76.21%



Mobile Internet Density

68.04%



Fixed Broadband Subscribers

14.32 Million

8.17%



Mobile Broadband Subscribers

103.09 Million

59.0%



Mobile Network Operators (MNOs)- 4

grameenphone

TelcelTaK

banglalink

Robi



Total Optical Fiber Network

179,775 KM



Government Optical Fiber

79,083 KM



Private Optical Fiber (NTTN)

1,00,692 KM



Government Overhead Fiber

12,120 KM



Private Overhead Fiber

67,507 KM



Government Underground Optical Fiber

42,455 KM



Private Underground Optical Fiber

33,185 KM



Total Towers

46,030

BANGLADESH TELECOM SECTOR AT A GLANCE

(JUNE- 2025)



Tower Company

4



National Internet Exchange (NIX)

11



ISP Licenses

2,462

Nationwide ISP: 115

Division ISP: 312

District ISP: 151

Thana/Upazila ISP: 1,884



NTTN

6



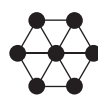
International Gateway (IGW)

24



International Internet Gateway (IIG)

34



Interconnection Exchange (ICX)

24



Submarine Cable Company

1



International Terrestrial Cable (ITC)

6



Non-Geostationary Satellite Orbit (NGSO)

1



Geostationary Satellite Orbit (GSO)

1



Bandwidth Capacity

12.24 Tbps



Bandwidth Uses

7.99 Tbps



Interconnection Exchange (ICX)

Domestic Call

10,354 Crore Minutes



Eco-Friendly E-Waste Management by Mobile Operators

2,039,495 Kg

BANGLADESH TELECOM SECTOR AT A GLANCE

(JUNE- 2025)



International Gateway (IGW)

International Incoming Call

518 (Crore Minutes)



International Gateway (IGW)

International Outgoing Call

6 (Crore Minutes)



Number of Reusable Sites of Mobile Network Operators

1,467

700 MHz Band

900 MHz Band

1800 MHz Band

2100 MHz Band

2.3 GHz Band

2.6 GHz Band

20 (MHz)

26.6 (MHz)

70 (MHz)

60 (MHz)

70 (MHz)

160 (MHz)

406.6 MHz

Allocated Access Spectrum Status for Mobile Network Operators

Smartphones



4G Devices

82,48,007

5G Devices

2,28,632

34.02%

Feature Phones



1,64,40,444

65.98%

Total Production Volume **2,49,17,083**

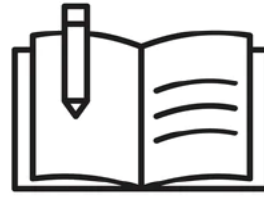
Statistics of Domestically Produced Mobile Handsets in FY 2024-25



Revenue Deposited by BTRC to the Government exchequer since inception

81,891 Crore BDT

Commission's Report (2024-25)



Executive Summary

Introduction and Strategic Direction: The unprecedented revolution in Information and Communication Technology (ICT) has emerged as the cornerstone of the 21st-century global economy and social structure. In the current global context, telecommunication is not merely a service; rather, it is the primary driving force behind a nation's socio-economic progress and a key steppingstone for citizen empowerment.

Bangladesh Telecommunication Regulatory Commission (BTRC) is working relentlessly to build a transparent, accountable, and innovative telecommunication ecosystem to meet the country's growing digital demands. The 2024-25 fiscal year and the subsequent period will be marked not only as a continuation of success for BTRC, but also as a historic milestone in radical policy reforms, modernization of the legal framework, and the practical expansion of technology.

Policy Reform and Licensing Framework Modernization: Commission's most breakthrough and visionary achievement in the past fiscal year was the effective initiative to formulate and implement the 'Telecommunications Network and Licensing Policy 2025' within the shortest possible time, achieved through intensive stakeholder consultation and the review of over seven hundred public opinions. Since the previous licensing framework formulated in 2010 was primarily built around the technological context of the past decade, it was inadequate to meet today's high-speed internet and growing digital service demands.

To overcome this limitation, the new policy introduces a modern, technology-neutral, and

integrated regulatory framework. By removing the complexities of the previous policy, the network structure has been streamlined into just three tiers, and the entire licensing classification has been reduced to the lowest logical level. As a result of this reform, operators' operational costs will decrease through direct interconnection, last-mile connectivity will accelerate, and the prices of all services-including internet-will become more affordable at the consumer level. This radical transformation of the licensing process will create a sustainable and investment-friendly environment in the country, which will play a significant role in fostering local entrepreneurship, attracting international investors, and strengthening the foundation of the digital economy.

Infrastructure and Spectrum Management:

To ensure the optimal utilization of the country's transmission network, diversified services such as 'Dark Core' and 'Lambda' capacity have been introduced for Nationwide Telecommunication Transmission Network (NTTN) operators, and restrictions on using Dense Wavelength-Division Multiplexing (DWDM) equipment have been lifted. Furthermore, to establish a 'National Fiber Bank' as a future platform, updated data for 87,400 km of public and 90,000 km of private optical fiber has been integrated into a centralized database.

Considering the upward trend in mobile data traffic and the future demands of 5G technology, Commission has formulated a far-reaching and long-term 'Spectrum Roadmap' leading up to 2035. As part of this blueprint, 40 MHz of spectrum from the 700 MHz band was allocated in the first half of 2026. Additionally, to enhance



network capacity and improve Quality of Service (QoS), an extra 40 MHz of spectrum from the 2,600 MHz band was allocated during the past fiscal year.

Digital Innovation, Services, and Security:

As part of technological modernization, Commission has launched a completely paperless e-Licensing system (LIMS) and the BTRC 'One Stop Service' (OSS) platform. To deliver high-speed internet to remote and inaccessible regions, Non-Geostationary Orbit (NGSO) satellite services like 'Starlink' have been introduced, and the Geostationary Orbit (GSO) guidelines have been revised and modernized.

For consumer convenience, device locking guidelines have been formulated to enable smartphone purchases through instalments, a successful trial of 'Voice over Wi-Fi' (VoWiFi) technology has been completed to improve indoor coverage, and VoLTE technology has been approved for international roaming. To strengthen national security and counter cyber risks, BTRC-CSIRT has been formed, and the 'National Equipment Identity Register' (NEIR) was relaunched with full functionality on January 1, 2026. Furthermore, to facilitate large-scale identity verification across the country, the 'Central Biometric Verification Monitoring Platform' (CBVMP) has been connected to 4 government departments, and ISPs at all levels have been permitted to install cache servers at their ends to reduce latency at the grassroots level.

Consumer Interest, Social Responsibility, and Environmental Protection: To achieve consumer satisfaction, a timely 'Quality of Service' (QoS) guideline was issued on



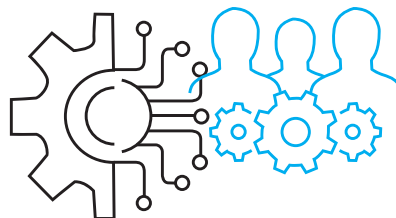
September 2, 2025, under which the quality of telecommunication services is being strictly monitored at the district and upazila levels through an advanced benchmarking system and drive tests. To protect consumer interests, 90.23% of the 11,427 complaints received through the '100' short code and web box have been successfully resolved. Funded by the Social Obligation Fund (SOF), multiple projects are being implemented to expand broadband and 4G networks in underprivileged regions such as haor, coastal, and hilly areas. To protect the environment and public health, electromagnetic field (EMF) radiation from mobile towers was measured across 25 districts of the country and found to be well below the safe limits set by international organizations (ITU and WHO). Furthermore, to promote a circular economy, 10 organizations have been approved under the 'E-Waste Management Guidelines,' through which over 2 million kg of e-waste has been successfully collected and recycled to date.

Conclusion: This annual report is comprehensive documentary evidence of BTRC's collective labor, policy transformations, and achievements over the past year and a half. BTRC remains deeply committed to fulfilling its legal and institutional pledges to build an inclusive, prosperous, and discrimination-free developed Bangladesh. Our relentless journey will play an all-out supportive role in building a modern, secure, and technology-driven smart society in the future.



1 Reform of Telecommunication Sector

1 Reform of Telecommunication Sector



1.1. Telecommunications Network and Licensing Policy 2025

With the aim of elevating Bangladesh's telecommunication sector to global standards and building an inclusive digital ecosystem, BTRC has formulated the 'Telecommunications Network and Licensing Policy 2025'. The core intent of this policy is to expand digital services for public welfare while ensuring a flexible and investment-friendly environment suitable for modern technology by reforming the long-standing traditional licensing framework. The background, objectives, and role of BTRC regarding this policy are presented in detail below:

1.1.1. Brief Background for Formulating the New Policy

The **ILDTS** Policy 2007 was primarily formulated because operators lacked responsibility and accountability in traffic monitoring and government revenue payments. Consequently, various network layers, such as IGW, ICX, and IIG, were developed. Later, to encourage local entrepreneurs and reduce illegal VoIP, it was amended to issue the ILDTS Policy 2010, based on which many licenses were granted. Since the inception of this policy, very little of these objectives have been achieved.

However, during the same period, new realities have emerged in the telecom sector; for instance, the gradual convergence of voice and data services. Under these circumstances, while moving toward building a Digital Bangladesh, if Bangladesh failed to develop an open, competitive, and above all, Converged market system, it would not only damage economic progress but also create the risk of falling behind other countries despite making massive investments in this sector.

At the same time, it was observed that NTTN licenses were issued with the aim of separating access and transmission due to a reluctance to share transmission networks, and to build a nationwide network so that everyone could focus on their respective fields and build effective networks in both areas. Although this seemed simple on the surface, the goal was not achieved due to various complexities and the lack of effective actions by the operators; instead, complexities increased over time. For these reasons, it has not been possible to separate transmission and access networks over the past 15 years. The same issue applies to Tower Operator licenses as well.

Over time, the country's entire network has become fragmented in this manner, and as a direct result, the licensing regime has also become fragmented. Due to this negative impact, the cost of telecom services has increased, while on the other hand, the quality of service cannot be improved.

These various operational layers were originally created primarily out of the government's urge to secure revenues specifically, to prevent illegal VoIP. However, everything is currently IP-based. Consequently, the justification for maintaining the existing framework to prevent this is highly questionable.

Although the telecommunications sector is one of the main drivers of a country's sustainable development, Bangladesh's current telecom ecosystem and licensing regime are outdated. There is a vast gap between this system and recent technological, business, and social demands.

The licensing framework currently in effect was primarily prepared considering the realities of the 2G or 3G eras, where services were limited, competition was low, and technological change was slow. However, innovative technologies such as 5G, IoT, Artificial Intelligence, cloud computing,

and blockchain are now spreading rapidly across the global telecom sector. These are creating new types of services for consumers and introducing complexities into network management.

To ensure the proper implementation and commercial use of these technologies, a flexible, technology-friendly, and incentive-driven policy is required, which is absent from the current framework. Currently, the complexities and delays faced by operators in obtaining licenses, renewals, changing services, or expanding infrastructure are discouraging investors, creating barriers to forming a competitive environment. Furthermore, there are insufficient incentives to extend services to rural and remote areas, causing the digital divide to become even more pronounced.

Currently, the licensing framework lacks adequate opportunities for convergence or the bundle delivery of multiple services, which has become a major limitation for the 21st-century digital service framework. For these reasons, the country's existing ecosystem can no longer properly meet the demands of the telecom sector; rather, it has become an obstacle to technological development and universal digital inclusion. Ensuring effective competition, technical adaptation, and coordination to create opportunities for delivering diverse, efficient, secure, and affordable digital services has made it an urgent necessity to transform the telecom sector into an Enabling Industry.

To address these challenges and establish an investment-friendly and competitive ecosystem, the 'Telecommunication Network and Licensing Policy 2025' has been formulated.

1.1.2. Role of BTRC and Steps Followed in Policy Formulation

To prepare a timely and modern draft policy, BTRC completed an intensive eight-month research and stakeholder coordination process. This process involved forming a draft formulation committee comprising representatives from BTRC, the Posts and Telecommunications Division, and the ICT Division. It included conducting research and analysis, seeking expert consultation, and holding regular exchanges of views with 15 local experts and 6 internationally renowned telecom policy experts from both the industry and academia.

Furthermore, feedback was gathered through

consultative workshops participating stakeholders, 700 opinions received via public consultation were thoroughly reviewed, and insights were integrated from the review committee formed by the Posts and Telecommunications Division as well as feedback from various ministries during inter-ministerial meetings.

1.1.3. Objectives and Expected Impact of the New Policy

The primary objective of the proposed network topology and licensing framework is to transform the country's telecommunications sector into a technology-neutral, simplified, and competitive model. This will ensure high-quality, reliable, and affordable voice and data services at the consumer level. Furthermore, this policy will attract both domestic and foreign investments while creating an enabling environment for the innovative growth of local small and medium enterprises (SMEs), which will play a positive role in government revenue generation in the long term.

1.1.4. Consumer Benefits and Structural Reforms

The implementation of this policy will eliminate redundant layers within the existing network architecture, directly and significantly reducing interconnection costs. As a direct benefit, call rates and internet bandwidth prices will become more affordable for consumers. Under the new framework, operators will gain the opportunity to provide multi-functional services under a single license (for instance, ISPs will achieve the capability to offer all types of fixed services, including both voice and data), which will play a crucial role in improving service quality. Additionally, the rapid expansion of "last-mile connectivity" and fixed broadband networks will further broaden the range of service choices available to consumers.

1.1.5. Introduced Licensing Framework

To resolve existing complexities in the telecommunications sector and reduce dependency on intermediary layers, the new policy reorganizes the licensing framework into five broad, technology-neutral categories:

1. International Connectivity Service Provider (ICSP)
2. National Infrastructure and Connectivity Service Provider (NICSP)

3. Access Network Service Provider (ANSP)
4. Non-Terrestrial Network and Service Provider (NTNSP)
5. Telecom Enabled Service Provider (TESP)

As a result of implementing this streamlined

framework, licensed entities will be able to build fully IP-based traffic networks by utilizing modern technologies such as fiber, wireless, satellite, or cloud computing. This will reduce operational costs for operators and play a groundbreaking role in improving service quality.

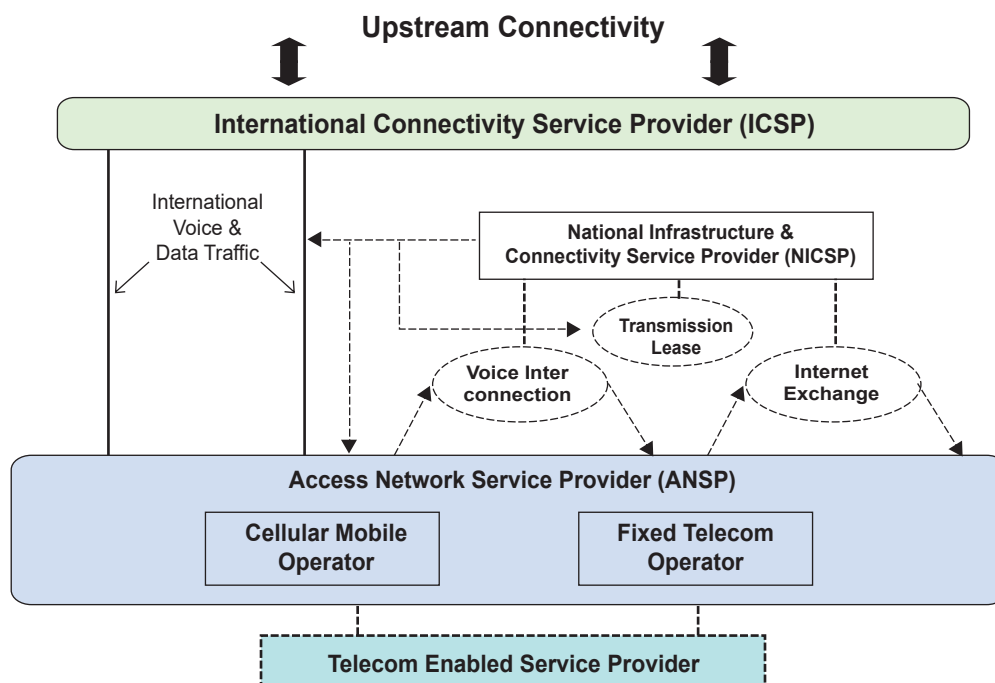


Photo 1.1: New Network Topology

1.2. Ensuring Optimal Utilization of Nationwide Optical Fiber Network

With the goal of developing an integrated and robust optical fiber transmission network in the country's telecommunications sector, Commission has granted 'Nationwide Telecommunication Transmission Network' (NTTN) licenses to 3 public and 3 private entities since 2009. In accordance with their licensing terms, NTTN operators have established their own optical fiber networks across the country. Additionally, a widespread optical fiber network exists nationwide, comprising legacy networks owned by 3 Mobile Network Operators (MNOs) and infrastructure deployed through various government projects implemented over time.

However, certain challenges have emerged due to the lack of centrally maintained accurate statistics and geographic location data regarding the fiber networks owned by these

entities. In many instances, multiple parallel networks exist along the same route; yet, due to a lack of information, 'Access Network Service' (ANS) operators face difficulties in obtaining services based on their demand. Furthermore, it has become imperative to address the lack of diversity in NTTN services and to resolve the existing regulatory limitations faced by public NTTN operators in providing services. Against this backdrop, Commission has taken the following groundbreaking decisions to introduce dynamism into transmission services and ensure the optimal utilization of the existing network:

(a) Introduction of Service Diversity:

Taking the growing market demand into consideration, NTTN operators will henceforth provide diversified services such as 'Dark Core', bandwidth capacity, and 'Lambda capacity'. This will significantly increase the operational capability and flexibility of ANS operators.

(b) Removal of Technical Restrictions:

Previous restrictions imposed on installing and utilizing 'Dense Wavelength Division Multiplexing' (DWDM) equipment over fiber leased from NTTN operators have been lifted. Consequently, the transmission costs for ANS operators, including Mobile Network Operators, have been drastically reduced, the benefits of which will also be experienced by ISP operators in the future.

(c) Creation of Network Expansion Opportunities:

Existing restrictions regarding network expansion outside the grid lines of the public NTTN licensee 'Power Grid Company of Bangladesh' (PGCB) and outside the rail tracks of 'Bangladesh Railway' have been relaxed. This has created more options and competitive opportunities for ANS operators in obtaining transmission services.

(d) Initiative to Form a National Fiber Bank / National Backbone Network:

By forming a dedicated committee, Commission collected data on optical fiber networks deployed across Bangladesh under various projects, alongside operational information from the 6 existing NTTN operators. Upon reviewing the data collected, it was observed that certain NTTN operators were reporting optical fiber routes deployed under government projects as infrastructure established under their own NTTN licenses. Subsequently, the committee separated the optical fibers deployed under various projects from those established by operators under NTTN licenses. Following this, the committee updated the detailed records by categorizing them into optical fibers deployed by NTTN operators, optical fibers established under various government projects, optical fibers previously owned and deployed by mobile operators and optical fibers leased by various operators. The detailed data of optical fiber networks deployed by the Bangladesh Computer Council under various projects is as follows:

Project Name	Own Optical Fiber (km)	Divisional Coverage	District Coverage	Upazila Coverage	Union/Ward Coverage
Info-Sarker 3	27,500	8	63	247	2600
Connected Bangladesh	8,100	8	63	241	653
Total	35,600	8	63	488	3,253

Table- 1.1: Optical Fiber Deployed by Bangladesh Computer Council

The details of optical fibers deployed by the public NTTN licensed entities are as follows:

Sl.	Operator	Total Optical Fiber
1	BTCL	39,500 km
2	Bangladesh Railway	3,805 km
3	PGCB	8,500 km

Optical Fiber of Mobile Phone Operators:

Name of Mobile Phone Operator	Own Optical Fiber	Leased Optical Fiber
Grameenphone Limited	2,746 km	12,250 km
Banglalink Digital Communications Limited	3,337 km	9,403 km
Robi Axiata Limited	2,038 km	18,303 km
Teletalk Bangladesh Limited	101 km	6,261 km

Table-1.2: Optical Fiber of Public NTTNs and Mobile Operators

The updated data collected by Commission regarding the optical fibers deployed by various government entities will pave the way for creating a National Fiber Bank / National Broadband Network through a future platform.

1.3. Spectrum Demand Assessment and Allocation Roadmap

Parallel to the continuous growth in the number of mobile subscribers in the country, an upward trend in data traffic is being observed. Concurrently, with the expansion of 5G technology, it is forecasted that the demand for Machine-to-Machine (M2M) communication will increase exponentially in the coming days. To ensure high-quality mobile and broadband services against this growing demand, it is essential to allocate additional spectrum for operators. With this objective in mind, a modern and long-term roadmap for spectrum allocation across various bands has been formulated. A far-reaching blueprint assessing and allocating the potential spectrum demand up to the year 2035 is presented below in tabular form.

Year	New Allocation / Renewal	Spectrum Band	Band Plan	Amount of Spectrum (MHz)
2024	New Allocation	2600 MHz	2500-2690	40
2024	New Allocation *	850 MHz	825-835/870-880	10+10
		900 MHz Extended	880-890/925-935	3.4+3.4
2024	New Allocation **	2300 MHz	2300-2400	20
2025	New Allocation	700 MHz	703-748/758-803	45+45
2026	Renewal	900 MHz	890-915/935-960	20+20
		1800 MHz	1710-1785- /1805-1880	39.4+ 39.4
		2100 MHz	1920-1890/2110-2170	20+20
2027	New Allocation	3.5 GHz	3340-3800	460
2028	Renewal	2100 MHz	1920-1980/2110-2170	35+35
2029		2G Network Shut down		
2030	Renewal	Extended 900 MHz	880-890/925-935	1.6+1.6
		1800 MHz	1710-1785/1805-1880	10+10
2031	New Allocation	600 MHz	617-652/663-698	35+35
	New Allocation	1400 MHz	1427-1518	91
2033	Renewal	1800 MHz	1710-1785/1805-1880	10.6+10.6
		2100 MHz	1920-1980/2110-2170	5+5
		2300 MHz	2300 -24 MHz	70
		2600 MHz	2500-2690	120
2034	Renewal	900 MHz	890-915/935-960	5.20+5.20
		1800 MHz	1710-1785/1805-1880	10+10
2035	New Allocation	6 GHz	6425-7125	700
			Total MHz.	2001

Table-1.3: Spectrum Demand Assessment and Allocation Roadmap

- Dependent on Proof of Concept (PoC) results.
- Depending on the demand of Mobile Network Operators (MNOs) operating within the specified band.



2 Introduction of New Services and Systems

2 Introduction of New Services and Systems



2.1. Introduction of E-Licensing System

To modernize the telecommunications licensing process and make it transparent and completely "paperless," Commission has introduced an integrated digital method. Previously, applicants seeking or renewing licenses had to appear in person to submit and collect hard copies, which was time-consuming and expensive, particularly for applicants from remote regions.

To make this process simpler and more citizen-friendly, the 'License Issuance and Management System' (LIMS) has been introduced. Online application acceptance through this system commenced on February 1, 2025, and subsequently, 'E-License' issuance activities were officially launched on May 17,

2025. As a result of this digital innovation, application tracking and licensing management have achieved increased dynamism and accountability.

On April 29, 2025, 'Starlink Services Bangladesh Limited' was granted the Satellite Operator and Radio Communication Apparatus License. The company has undertaken a plan to establish 10 gateways in the country, through which it will be possible to provide uninterrupted high-speed internet service in remote and inaccessible areas. Additionally, several other global organizations have expressed interest in providing this service. In the 2024-25 fiscal year, a total of 3 entities were issued e-licenses through the LIMS system. Subsequently, up to April 30, 2026, a total of 218 entities have been granted e-licenses.



Photo-2.1: E-License Issuance Ceremony by the Commission

2.2. Introduction of Non-Geostationary Orbit (NGSO) Satellite Services

In line with developed nations across the globe, effective initiatives have been undertaken to introduce Non-Geostationary Orbit (NGSO) satellite technology to ensure high-speed broadband internet services in Bangladesh. As part of this process, the 'NGSO Satellite Services Guidelines' have been formulated through intensive discussions with regulatory authorities of various countries and global service providers. Under these guidelines, licensed entities will be capable of providing broadband internet, intranet, IoT (Internet of Things), Machine-to-Machine (M2M), and backhaul services. In alignment with international standards and the 'National Frequency Allocation Table' (NFAT), radio spectrum has been initially allocated across 16 slots for this service. The following spectrum bands have been identified for providing Fixed Satellite Services (FSS) in Bangladesh, which will be allocated on a non-exclusive basis:

Sl.	Band Slot
1.	10.7 - 12.7 GHz
2.	12.75 - 13.25 GHz
3.	13.75 - 14.8 GHz
4.	15.43 - 15.63 GHz
5.	17.3 - 17.7 GHz
6.	17.8 - 18.6 GHz
7.	18.8 - 19.3 GHz
8.	19.7 - 20.2 GHz
9.	27.5 - 29.1 GHz
10.	29.5 - 31.0 GHz
11.	40.5 - 42.5 GHz
12.	71.0 - 76.0 GHz
13.	81.0 - 86.0 GHz
14.	7235 - 7250 MHz
15.	8025 - 8175 MHz
16.	235 - 243.055 MHz 273 - 287 MHz 315 - 322 MHz

Table-2.1: Spectrum Bands for Providing Fixed Satellite Services in Bangladesh



2.3. Revision of Geostationary Orbit (GSO) Satellite Guidelines

Considering the current and future landscape of the country's satellite sector, initiatives have been undertaken to modernize the 'Regulatory and Licensing Guidelines for Satellite Operator in Bangladesh' formulated in 2022. To this end, a high-level expert committee was formed on March 25, 2025. Following a thorough review and integration of feedback received from relevant stakeholders on the draft of the revised guidelines, the guidelines were issued on February 10, 2026, with the approval of the government.

2.4. Enhancing Smartphone Penetration through SIM/Device Locking-Enabled Installment Sales

The importance of mobile networks and mobile phone handsets-especially smart handsets-is immense in building a technology-driven and prosperous Bangladesh. According to data from mobile operators, 4G network coverage has already expanded across 98% of the country, with many areas capable of utilizing VoLTE technology. Currently, there are approximately 185.8 million mobile and 128.3 million internet connections in the country. However, a vast population of the country is still using 2G feature phones, thereby missing out on the proper use and application of information and communication technology. As of March 2026, smartphone usage on mobile networks stands at approximately 65%, which is considerably lower compared to neighboring countries (such as India, Sri Lanka, etc.).

Increasing smartphone penetration is critical to accessing various civic services provided through



digital mediums and to enjoying the other benefits of the nationwide 4G network expansion. In this regard, there is no alternative to increasing internet/data utilization and putting affordable smart handsets into the hands of every citizen. Due to a sharp global rise in the US Dollar rate alongside price hikes for various smartphone components, including memory, the cost of smartphones in Bangladeshi currency (Taka) has increased by 30 to 40 percent. Consequently, purchasing a smartphone has become difficult for low-income citizens.

The Commission has already adopted several strategies to increase smartphone penetration, with smartphone sales through installments being a primary measure. To ensure the public can buy smartphones easily and affordably, a provision for single SIM/Network locking was initially introduced. Later, on November 4, 2025, considering consumer interests, mobile operators were granted permission to sell smartphones on installments with provisions for all types of SIM/Network locking and/or Device locking on smartphone handsets. Under this directive, once a

customer pays off all installments or outstanding dues ahead of the scheduled period, a provision ensures that the SIM slots must be unlocked, allowing the customer to use a SIM from any operator of their choice. Through this process, mobile operators, domestic smartphone manufacturers, and various financial institutions (Banks, MFS, etc.) have simultaneously commenced operations to sell smartphones on installments, which is expected to play a significant role in increasing smartphone penetration in the country.

2.5. National Equipment Identity Register (NEIR)

To ensure the legitimacy of mobile handsets, prevent theft, and strengthen national security, BTRC launched the "National Equipment Identity Register" (NEIR) operations on November 1, 2021. However, based on policy decisions, certain critical features and functionalities of the system were initially suspended. With the objective of restarting the NEIR system with full capability within the current fiscal year, necessary software developments and database license updates were completed, and operations officially resumed on January 1, 2026. As a result, BTRC's capacity to detect illegal and counterfeit handsets, as well as control cybercrimes, will be further enhanced.

2.6. Voice over Wi-Fi (VoWiFi) Service Introduction Initiatives

In response to indoor network coverage disruptions caused by the prevalence of high-rise buildings and dense populations in urban areas, coupled with building owners' reluctance to



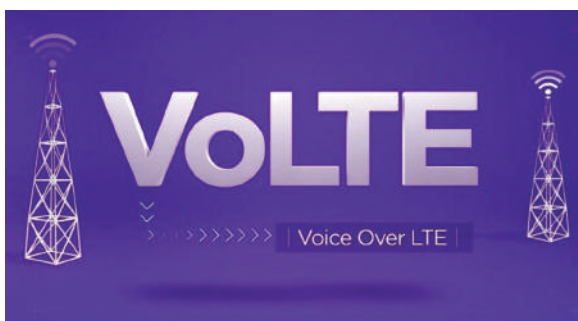
Photo-2.2: Press Conference on NEIR



install towers, initiatives have been undertaken to introduce Voice over Wi-Fi (VoWiFi) technology to improve customer service quality. Through this technology, it will be possible to ensure uninterrupted voice calls by utilizing existing Wi-Fi connections as a supplement to the mobile network. Two successful pilot programs of this technology have already been completed through Grameenphone Limited and Banglalink Digital Communications Limited. During the trials, necessary coordination meetings were held with the "National Telecommunication Monitoring Center" (NTMC) and relevant law enforcement agencies to ensure security compliance regarding lawful interception (LI), call detail records (CDR), and location tracking. Based on the satisfactory results of the pilot activities, it is expected that mobile operators will be able to launch commercial VoWiFi services within the first half of 2026.

2.7. Approval of VoLTE-Based International Roaming Services

The approval granted by BTRC for utilizing modern VoLTE (Voice over LTE) technology in international roaming services is highly timely and marks the beginning of a groundbreaking chapter in Bangladesh's mobile sector, elevating the country's telecom infrastructure to global standards. As many developed countries around



the world shut down their 2G and 3G networks, technological limitations have emerged regarding international roaming; the launch of VoLTE successfully eliminates those barriers. As a result of this technology, roaming subscribers will now enjoy high-quality HD (High Definition) voice calls and exceptionally fast call connection speeds while staying abroad.

The greatest advantage is that there will be no disruption to internet speeds during a voice call while on roaming, ensuring seamless connectivity. In addition to enhancing the network efficiency of domestic mobile network operators, this initiative will help expand their business scope with international operators. By ensuring superior telecom services in Bangladesh for foreign investors, businesspeople, and tourists, this step will boost the country's economic and strategic capabilities. Overall, this institutional approval of VoLTE roaming by BTRC will make the mobile sector of Bangladesh more modern, robust, and internationally competitive.

2.8. Initiatives Undertaken to Strengthen National Security

In accordance with the gazette notification of the Government of the People's Republic of Bangladesh and Section 15 of the Cyber Security Act, 2026, Bangladesh Telecommunication Regulatory Commission (BTRC) is recognized as a 'Critical Information Infrastructure' (CII). Pursuant to Section 9(2) of the said ordinance, an internal 'Computer Emergency Response Team' (CERT) comprising officials from all departments has been formed to ensure the security of Commission's own systems.

Additionally, a coordinated 'BTRC-CSIRT' has been established under the leadership of BTRC to ensure the overall cyber security of the telecommunications sector and to mitigate risks during national emergencies. This team includes representatives from the Posts and Telecommunications Division, the Department of Telecommunications, the Digital Security Agency, the Association of Mobile Telecom Operators of Bangladesh (AMTOB), all mobile operators, the IIG Forum, the Internet Service Providers Association of Bangladesh (ISPAB), and the National Internet Exchange (NIX).



2.9. Bangladesh Single Window (BSW) Activities

The 'Bangladesh Single Window' (BSW) is an integrated digital platform of the government, whose primary objective is to bring all agencies related to import-export and border management under a centralized system. As one of the key partners in this initiative, BTRC has successfully migrated through the entire process of issuing No Objection Certificates (NOCs) and clearances for all types of non-wireless telecommunication equipment and related products to this fully online platform.

As a result of this digital transformation, the complete process including application submission, required document uploads, fee payments, and final approval has become faster, more transparent, and highly accountable. This integrated system has significantly reduced the cost of doing business for stakeholders while simultaneously fulfilling BTRC's commitment to simplifying citizen services.

2.10. Internet Corporation for Assigned Names and Numbers (ICANN) and Global Coordination

In close cooperation with the 'Internet Corporation for Assigned Names and Numbers'



(ICANN), a global leader in internet operational and standardization processes, BTRC is playing a pioneering role in implementing the 'Label Generation Rules' for the Bangla script in the Domain Name System (DNS). Furthermore, regular data exchange and coordination activities are ongoing with ICANN's Asia-Pacific regional affiliate, 'APNIC' (Asia-Pacific Network Information Centre), to ensure the successful implementation of Internet Protocol version 6 (IPv6) in the country and to elevate the IP address allocation system to world-class standards.

2.11. Service Expansion through the Central Biometric Verification Monitoring Platform (CBVMP)

The 'Central Biometric Verification Monitoring Platform' (CBVMP) managed under the supervision of BTRC is a reliable and centralized database verified against the National Identity Card (NID) database for all mobile subscribers in the country. Considering the utility and data accuracy of this platform, various public and private organizations have expressed interest in utilizing BTRC's technical assistance to verify the identity of their respective customers or service recipients.

CBVMP is considered a strategic national asset, and Commission has initially decided to provide this verification service to various government departments and agencies. In line with this, separate Memorandums of Understanding (MoUs) were signed with four critical institutions in the 2024-25 fiscal year. These institutions are the Finance Division's 'Integrated Budget and Accounting System' (iBAS++), the National Board of Revenue (NBR), the Ministry of Land, and the Registrar of Joint Stock Companies and Firms (RJSC). This initiative will ensure transparency in government service delivery while reducing opportunities for fraud and identity concealment.

2.12 Deployment of Cache Servers at all tiers of ISP Network

BTRC has updated its cache server installation policy to improve internet service quality at the grassroots level, reduce latency, and minimize reliance on international bandwidth. Generally, the world's leading hyperscalers and Content

Delivery Network (CDN) companies install cache servers at International Internet Gateway (IIG), Mobile Network Operator (MNO), and Internet Service Provider (ISP) ends to enhance user experience. Notably, a 2021 decision had restricted the permission to install cache servers only to IIG, NIX, MNO, and Nationwide ISP ends.

Subsequently, in response to the logical demands of ISP operators and the growing demand for data, a high-level technical committee was formed in the latter half of 2024. This committee closely reviewed global CDN network architecture, bandwidth savings, and strategies to encourage global companies to establish 'Edge-PoP' (Points of Presence) in Bangladesh. The committee's technical recommendations pointed out that centralizing cache server installations is not sustainable when considering network efficiency and security.

Based on these recommendations, Commission reviewed its previous decision and, in December 2024, granted permission to install cache servers at all levels of ISPs (Nationwide, Divisional, District, and Upazila). At the same time, this approval process was streamlined and made more investment friendly. As a result of this decision by BTRC, internet speeds have increased at the grassroots level, and it is having a positive impact on protecting national revenue through international bandwidth savings.

2.13 Electronic Waste (E-waste) Management:

Abandoned telecommunication infrastructure, computer equipment, mobile handsets, and other electronic devices-collectively known as e-waste-pose a growing global risk to the

environment and public health. Because this waste contains harmful elements like lead, mercury, and cadmium, ensuring its scientific management and safe disposal is essential. BTRC has formulated a comprehensive 'E-waste Management Guideline' to ensure proper recycling of telecommunications equipment at the end of its useful lifespan.

Subject to a No Objection Certificate (NOC) from the Department of Environment and upon fulfilling the conditions set by Commission, BTRC issues special clearances for collecting obsolete and unused electronic equipment. To date, a total of 10 institutions has been granted the necessary administrative approval to conduct e-waste collection and recycling activities. This initiative not only reduces environmental pollution but also strengthens the circular economy through the reuse of valuable components. The volume of e-waste received from 2022 to 2025 is detailed in the following table-

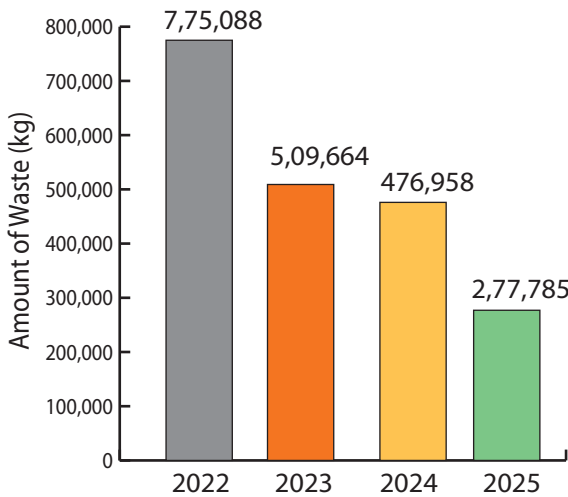


Photo 2.3: Inspection of scrapping/dismantling activities of obsolete and unused telecommunication equipment

2.14 Launch of BTRC One-Stop Service (OSS) Platform

BTRC One-Stop Service (BTRC OSS) is a service system where various types of services are provided through a single platform. Through this, customers can access all necessary services from a designated physical location or an online platform, instead of visiting different departments or directorates of BTRC separately. Due to the rapid development of the telecommunications and information technology sector in Bangladesh, the demand for services from operators, consumers, and various stakeholders is increasing day by day. To deliver services to the doorstep easily, quickly, and transparently, the One-Stop Service (BTRC OSS) was launched at BTRC in July 2025

Objectives of the One-Stop Service (OSS) Platform:

- (a) To simplify and accelerate the process of receiving services, and to make information and services easily accessible;
- (b) To provide fast and effective information regarding the progress of applications submitted to BTRC;
- (c) To provide various services of BTRC through a single platform;
- (d) To provide answers to frequently asked questions (FAQs) regarding different services, licenses, registrations, and enlistments of BTRC;
- (e) To reduce the time, cost, and harassment/hassle of service recipients;
- (f) To increase transparency and efficiency in the service delivery system;
- (g) To arrange communication with the designated official where necessary;
- (h) To maintain a system for receiving customer feedback regarding the services received.

2.15 Formulation of Data and Related Packages Guideline for Mobile Network Operators

To ensure customer-friendly service, simplify the package selection process, and guarantee the proper utilization of unused data, BTRC issued the

"Guideline on Data and Data-Related Packages of Mobile Operators" on January 12, 2025. A review of the 2023 guideline revealed that due to the limited number of packages and complex terms, operators were facing difficulties in designing diverse and affordable packages. In this context, the newly introduced guideline has categorized the scope of services into three specific classes:

- 1. Regular Packages
- 2. Customer-Centric Special Packages
- 3. Research and Development Packages

One of the most notable features of the new policy is 'Data Carry Forward,' which provides the opportunity to add unused data to the subsequent package. Additionally, directives have been given for operators to provide free data packages during emergencies or national disasters, and to inform customers about their monthly recharge and expenditure details in Bengali via SMS. As a result of this timely initiative, healthy competition has been created in the market, and opportunities for customers to select affordable packages of their choice have increased.

2.16 Designated Information Officer/ Alternative Information Officer :

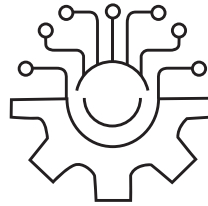
In accordance with the provisions of the Right to Information Act, 2009, an official has been assigned the role of Information Officer to provide information on behalf of the Bangladesh Telecommunication Regulatory Commission. The designated official provides requested information from time to time as per this Act. Furthermore, there is an Alternative Information Officer involved in these operations on behalf of the Commission. The designated Information Officers and alternative Information Officers of the commission are:

Touhidur Nahar Deputy Director Systems and Services Division Phone: +8801552202769 Email: nahar@btrc.gov.bd	Md. Abdush Shaahid Chowdhury Deputy Director Media Communication and Publication Wing Phone: +8801552202726 Email: shaahid@btrc.gov.bd
---	--

3 Telecommunication Network and Service Development



3 Telecommunication Network and Service Development



3.1 Quality of Service (QoS):

The quality of service (QoS) is one of the key factors in achieving customer satisfaction in the telecommunications sector. Following the guidelines of the International Telecommunication Union (ITU), BTRC gives the highest priority to protecting consumer interests. To match technological evolution and ensure service quality, a modern directive was issued on September 02, 2025, replacing the existing regulations.

Several important improvements and changes have been introduced in this new directive. While the previous regulation primarily focused on mobile and fixed internet operators, the new directive includes National Telecommunications Transmission Network (NTTN) operators as well. Additionally, it is now mandatory to monitor critical Key Performance Indicators (KPIs) like call setup or drop rates separately at the district and upazila levels rather than just nationally, which was previously quite limited. In keeping with modern technology, the new directive specifies the service quality for 4G-based Voice over LTE (VoLTE). Emphasis has also been placed on using crowdsourcing technology to verify internet service quality and on operators jointly developing a speed test app. The country and general consumers will benefit in various ways from the implementation of this new directive:

(1) Improved Services in Rural Communities: The mandate to ensure service quality at the upazila level will guarantee that consumers in remote areas receive standard network coverage, helping eliminate the digital divide.

(2) Healthy Competition and Transparency: BTRC's publication of operator rankings and Network Performance Scores (NPS) will foster competition among companies to deliver superior service, assisting consumers in choosing their service providers.

(3) Robust Internet Infrastructure: Setting strict benchmarks (such as packet loss, latency, and jitter) for transmission or NTTN networks will boost the overall speed and stability of the country's internet.

(4) Faster Resolution of Issues: Defining specific timelines for resolving customer complaints (such as answering 90% of calls within 40 seconds) and mandating root-cause analysis for technical faults will significantly minimize customer hassle.

(5) Transparency and Accountability: Conducting regular drive tests and verifying service quality through both public and private means will maintain transparency among operators and secure consumer interests.

Currently, operators submit their service quality reports to Commission monthly. To verify the accuracy of this data, BTRC's technical team regularly conducts physical inspections and drive tests. Based on the analysis of the results obtained, strict directives are issued to the respective operators to take necessary corrective measures.

An advanced 'QoS Benchmarking System' has been introduced to modernize BTRC's monitoring capacity. Under this system, a total of 4 specialized units is currently operational: 2 'vehicle-mounted chassis-based' and 2

'backpack-based' units. Through the 24 terminals of each chassis-based unit, the system evaluates the 2G, 3G, and 4G voice and data services of all mobile operators in the country, alongside assessing latency and the quality of 'Over-The-Top' (OTT) apps like Facebook and YouTube. The portable backpack systems are being utilized to verify critical indoor and outdoor network coverage.

To improve the operators' Quality of Service (QoS), BTRC formed a technical committee on April 20, 2025. Through physical inspections, the committee identified faulty network sites and microwave links. Specific directives have been issued to the respective operators to upgrade these infrastructures. This intensive supervision and reform initiative by BTRC is playing an effective role in upgrading the quality of service at the consumer level.

3.2. Spectrum Allocation

3.2.1. Spectrum Allocation for Mobile Voice and Data Services

To increase mobile network capacity and improve the quality of service, an additional 20 MHz of spectrum from the 2.6 GHz (2500-2690 MHz) band was allocated to both Grameenphone Limited and Robi Axiata Limited on November 07, 2024, totaling 40 MHz. As a result of this allocation, the total spectrum aggregation for both operators in the said band has increased to 80 MHz. To ensure uninterrupted and high-speed data services at the consumer level, the 2.6 GHz band spectrum has been rearranged into a 'contiguous spectrum block' for both operators. The latest information on spectrum allocated for mobile networks is compiled in the table below:

Current Status of Access Spectrum Allocated to Mobile Operators							
Mobile Operator	700 MHz Band Allocated Spectrum (MHz)	900 MHz Band Allocated Spectrum (MHz)	1800 MHz Band Allocated Spectrum (MHz)	2100 MHz Band Allocated Spectrum (MHz)	2.3 GHz Band Allocated Spectrum (MHz)	2.3 GHz Band Allocated Spectrum (MHz)	Total (MHz)
Grameenphone	10.0	7.4	20.0	20.0	0.0	80.0	137.4
Robi Axiata	0.0	9.0	20.0	15.0	0.0	20.0	124.0
Banglalink	0.0	5.0	20.0	15.0	40.0	0.0	80.0
Teletalk	10.0	5.2	10.0	10.0	30.0	0.0	65.2
Total	20.0	26.6	70.0	60.0	70.0	160.0	406.6

Table- 3.1: Total Spectrum Allocated to Mobile Network Operators



3.2.2. Spectrum Allocation for Satellite Television Broadcasting Services

Subject to the No Objection Certificate (NOC) from the Ministry of Information and Broadcasting, BTRC allocates spectrum to the respective satellite television channels. To date, a total of 42 satellite televisions has been allocated uplink and downlink spectrum within the 4/5/6 MHz limits in the 6725-7025 / 4500-4800 MHz band. Currently, broadcasting operations of a total of 41 satellite television channels are regularly running in the country.

3.2.3. Spectrum Allocation for Fixed Internet Services

With the aim of systematically allocating spectrum to licensed Internet Service Providers (ISPs), BTRC formulated the 'Guidelines on the Use of Radio Spectrum and Radio Equipment' in January 2024. Under these guidelines, an opportunity has been created to allocate a total of 725 MHz of spectrum in the 5.000-5.725 GHz band based on the demand of ISP licensees. Consequently, in the 2024-25 fiscal year, a total of 540 MHz of spectrum from the 5 GHz band has been allocated to 11 ISPs, including previous allocations. Furthermore, considering the same guidelines, 31 ISP organizations have been granted permission to date to use the ISM band (2.400-2.483 GHz and 5.725-5.875 GHz) on a commercial basis.

3.2.4. Spectrum Allocation for Other Services

Following the International Telecommunication Union (ITU) regulations and Bangladesh's 'National Frequency Allocation Table' (NFAT), and considering the requirements of the applicants, spectrum has been allocated from various bands for the following services:

Sl.	Service Name	Service Name	Number of Users
1	Professional Mobile Radio (PMR) Service	HF (3-30 MHz) VHF (30 – 300 MHz) UHF (300 – 3000 MHz)	142
2	Citizen Band Radio / Short Business Radio (SBR) Service	245 – 246 MHz	771
3	Terrestrial Community Radio Broadcasting	87.5- 108.0 MHz (98.80 MHz, 99.00 MHz, 99.20 MHz)	20
4	Aeronautical Radio Service	HF (3025 – 18030 KHz) VHF (117.975 – 137 MHz)	46
5	Maritime Radio Service	HF (4000 - 27500 KHz) VHF (156.025 -162.025 MHz)	264

Table-3.2 : Radio spectrum allocations across different bands

3.3. Radiation Measurement and Monitoring

To ensure public health and environmental safety, BTRC regularly monitors the levels of Electro-Magnetic Field (EMF) radiation emitted from mobile towers. Special emphasis is placed on towers installed near educational institutions, hospitals, residential areas, and crowded places. In measuring radiation, The Commission strictly follows the international limits established by criteria such as the 'International Commission on Non-Ionizing Radiation Protection' (ICNIRP), World Health Organization (WHO), and ITU.

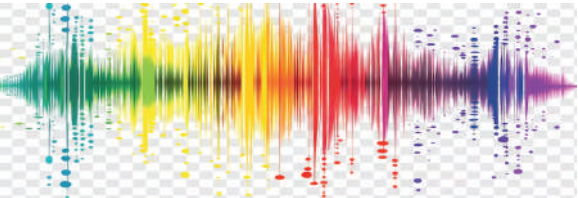
A technical expert team from BTRC has successfully completed on-site radiation monitoring activities at 312 critical locations across 25 districts, including all divisional cities in the country. This field-level monitoring has confirmed that the radiation levels of mobile towers used in Bangladesh are well below the internationally recognized limits and are safe for the human body. The latest results of monitoring EMF radiation emitted from mobile towers are compiled in the table below:

Sl. No.	District	Number of Monitored Locations in the District	Date	Measured Average Value (Watt/Square Meter)	ICNIRP Standard (Watt/Square Meter)	Percentage Exposure Ratio	Compliant (Yes/No)
1	Rangpur	12	24/11/2024	0.018	2.106	0.84%	Yes
2	Nilphamari	12	25/11/2024	0.010	2.106	0.50%	Yes
3	Dinajpur	9	26/11/2024	0.006	2.106	0.28%	Yes
4	Pirojpur	7	08/12/2024	0.007	2.106	0.33%	Yes
5	Barguna	7	0/12/2024	0.008	2.106	0.36%	Yes
6	Barishal	11	10/12/2024	0.010	2.106	0.48%	Yes
7	Rajshahi	13	23/02/2025	0.017	2.106	0.81%	Yes
8	Sirajganj	10	24/02/2025	0.009	2.106	0.44%	Yes
9	Pabna	16	25/02/2025	0.011	2.106	0.50%	Yes
10	Barguna	11	26/02/2025	0.021	2.106	0.99%	Yes
11	Cumilla	13	06/04/2025	0.0008	2.106	0.37%	Yes
12	Feni	16	07/04/2025	0.033	2.106	1.57%	Yes
13	Chattogram	15	08/04 /2025	0.068	2.106	3.24%	Yes
14	Cox's Bazar	16	09/04/2025	0.060	2.106	2.83%	Yes
15	Faridpur	7	15/04/2025	0.006	2.106	0.28%	Yes
16	Rajbari	7	16/04/2025	0.006	2.106	0.28%	Yes
17	Mymensingh	16	21/04/2025	0.006	2.106	0.28%	Yes
18	Sherpur	10	22/04/2025	0.006	2.106	0.28%	Yes
19	Jamalpur	10	23/04/2025	0.006	2.106	0.33%	Yes
20	Habiganj	15	13/05/2025	0.007	2.106	0.28%	Yes
21	Moulvibazar	19	14/05/2025	0.005	2.106	0.24%	Yes
22	Sylhet	21	15/05/2025	0.007	2.106	0.33%	Yes
23	Khulna	13	20/05/2025	0.009	2.106	0.43%	Yes
24	Jessore	14	21/05/2025	0.010	2.106	0.46%	Yes
25	Magura	12	22/05/2025	0.007	2.106	0.34%	Yes

Table-3.3: Results of mobile towers EMF radiation monitoring

A comparative analysis of the data collected in previous years indicates that the measured EMF radiation levels in the 312 locations remain well below the internationally recognized limits. According to the criteria established by the ITU, WHO, and ICNIRP, these results are safe and pose no risk to public health or the environment. It is worth noting that the monitoring activities conducted at various critical locations across the country revealed radiation levels that are completely negligible compared to the permissible limits. To protect public interest, detailed reports regarding this radiation monitoring are regularly published on Commission's website for the public. In anticipation of the future expansion of 5G and other advanced telecommunication technologies, initiatives have been undertaken to further consolidate and expand radiation monitoring activities. As part of this effort, the procurement process for advanced 'Fixed Broadband Meters' and 'Area Monitoring Devices' capable of accurately and rapidly measuring radiation is currently underway. The integration of this modern equipment will make it possible to ensure more precise and comprehensive radiation monitoring across all corners of the country.

3.4. Spectrum Monitoring



Continuous spectrum management and regular monitoring activities are essential to ensure the efficient and orderly use of radio spectrum as a valuable natural resource of the country. BTRC conducts round-the-clock surveillance and regulatory activities over the overall utilization of radio spectrum in the country. The primary objective of these activities is to prevent unauthorized use of radio spectrum and to ensure an interference-free and uninterrupted communication system for valid licensed operators.

The significant statistics of the spectrum monitoring activities conducted in the 2024-25 fiscal year are presented in the bar chart below:

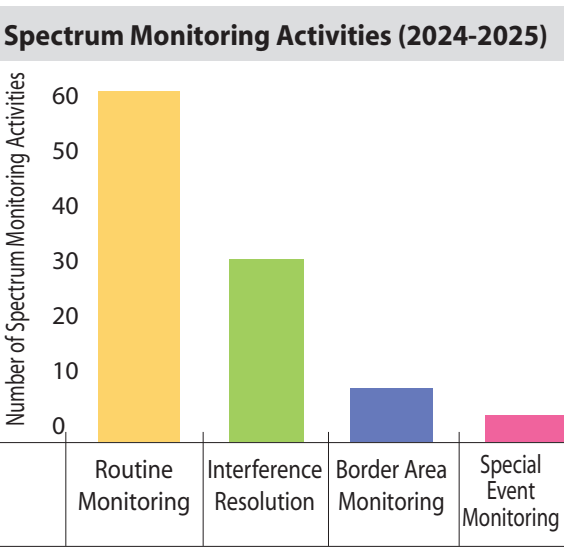


Table- 3.4: Spectrum Monitoring Activities

3.5. Local Assembly and Manufacturing of Mobile Phone Handsets

Driven by BTRC's visionary steps to reduce import dependence and foster the development of local industries in the ICT sector, a robust mobile handset manufacturing and assembly industry has emerged in Bangladesh. Following the successful implementation of the policy adopted in 2017, a total of 17 registered companies is currently manufacturing and marketing international-standard handsets in the country using the 'Semi Knocked Down' (SKD) and 'Complete Knocked Down' (CKD) methods. Notably, in the 2024-25 fiscal year, a new company was granted a handset manufacturing license. Locally manufactured handsets in the country cover a total of 95 categories, among which the prominent international and local brands are mentioned below:

Sl.	International Brand	Local Brand
1.	Samsung	Symphony Mobile
2.	Nokia	Walton
3.	REDMI	5STAR
4.	oppo	Winstar
5.	vivo	Proton
6.	realme	Winmax
7.	OnePlus	LINNEX
8.	Tecno	Helio Mobile
9.	ITEL	Marcel
10.	HONOR	NEXG
11.	INFINIX	GDL

Manufacturing rates of various types of handsets in the country during the previous fiscal year are presented in the table below:

Month	2G	4G	5G	In-total
July, 2024	2,038,114	648,581	22,803	2,709,498
August, 2024	1,644,288	699,430	60,026	2,403,744
September, 2024	1,605,696	908,672	2,806	2,517,174
October, 2024	1,487,147	617,095	22,717	2,126,959
November, 2024	1,273,891	434,603	843	1,709,337
December, 2024	1,531,778	904,834	1,050	2,437,662
January, 2025	1,181,364	632,277	4,933	1,818,574
February, 2025	807,515	555,699	24,727	1,387,941
March, 2025	1,541,960	723,128	3,945	2,269,033
April, 2025	1,083,072	475,970	1,665	1,560,707
May, 2025	1,376,778	946,848	21,476	2,345,102
June, 2025	868,841	700,870	61,641	1,631,352
Total	16,440,444	8,248,007	228,632	24,917,083

Table-3.5: Manufacturing Statistics of Local Mobile Handset

Month	2G	3G	4G	5G	Total number of mobile phones (million)
July, 2024	72,613,968	5,886,667	93,539,902	5,849,555	177.89
August, 2024	73,553,319	5,811,170	95,557,195	6,200,181	181.12
September, 2024	72,402,779	5,538,211	94,548,002	6,419,058	178.91
October, 2024	71,683,789	5,376,178	94,429,423	6,694,100	178.18
November, 2024	71,214,404	5,306,030	94,237,922	7,019,675	177.78
December, 2024	69,526,838	5,112,300	93,119,715	7,250,508	175.01
January, 2025	68,882,943	4,992,949	93,039,447	7,514,396	174.43
February, 2025	68,092,653	4,983,939	92,837,703	7,734,593	173.65
March, 2025	67,382,232	4,872,599	93,004,358	8,199,560	173.46
April, 2025	67,112,140	4,808,908	93,105,105	8,494,257	173.52
May, 2025	67,004,329	4,763,173	93,606,871	8,816,990	174.19
June, 2025	66,608,660	4,697,750	94,529,388	9,265,683	175.10

Table- 3.6: Mobile Phone Handset Usage in Mobile Network Operator (MNO) Networks in Bangladesh (as of June 2025)

Currently, this industry holds an investment of approximately 30 billion BDT (3,000 Crore Taka) and has generated employment for around 14,000 skilled professionals. Well-reputed international brands such as Samsung, Oppo, and Vivo are manufacturing their handsets locally, which ensures the availability of modern devices at affordable prices in the domestic market.

3.6. Local Production of Telecommunication Equipment and Factory Establishment

BTRC remains proactive in reducing import dependency on technical equipment alongside mobile handsets, and in implementing the government's "Made in Bangladesh" vision. To this end, Commission issued the 'Guidelines for Local Assembly and Production Factory Establishment of Other Telecommunication Services-Related Equipment' in November 2021. Under this policy, three currently registered organizations are successfully conducting their local production activities:

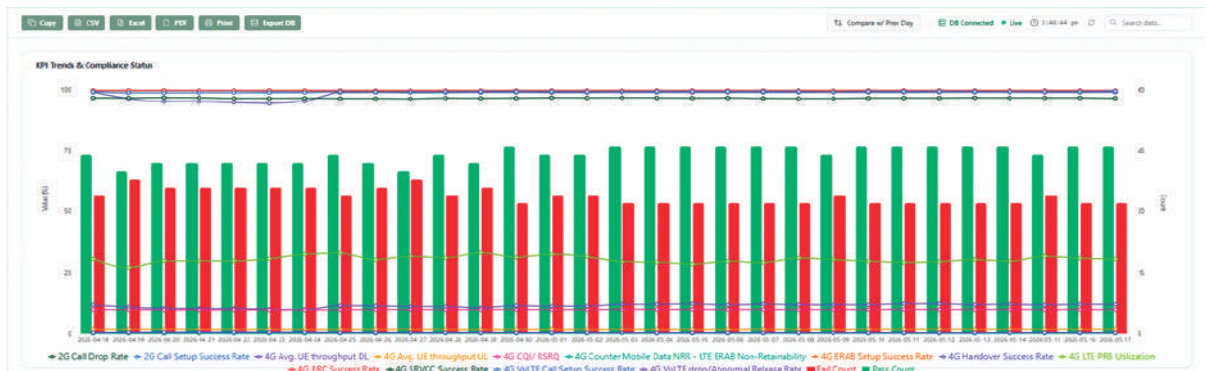
- **Walton Digi-Tech Industries Limited:** The company locally produces high-quality 'Wireless Access Points'.
- **Digital Security World:** The company manufactures various types of radio equipment (e.g., SBR/PMR Walkie-Talkies).
- **Eastcompeace Smart Card (Bangladesh) Ltd.:** The company is producing bank cards, electronic security chips, and strips.

Furthermore, because of Commission's industry-friendly policy, various organizations have expressed interest in investing in and setting up factories to locally produce 'Vehicle Tracking Systems' (VTS) and advanced radio sets. This initiative will play a crucial role in developing Bangladesh as a

manufacturing hub in the global technology market.

3.7. Telecom Monitoring System (TMS):

BTRC possesses the capability to regularly conduct financial and technical audits of operators to ensure transparency, accountability, and security in the telecommunication sector. Previously, this activity was primarily executed through manual methods based on reports submitted by the operators, which resulted in limitations regarding real-time data acquisition and precise revenue assessment. To address this challenge, BTRC has introduced the 'Telecom Monitoring System' (TMS) as a comprehensive digital solution. Through this system, direct monitoring of operators' network status, voice and data traffic, and revenue-related data has strengthened data accuracy and policy transparency. Through TMS, Commission is instantly observing the actual state of the telecommunication network across all regions of the country, which is playing an effective role in expanding the network to underprivileged areas. With the help of this system, it is now possible to evaluate the Quality of Service (QoS) from urban centers to wetlands (haors), islands, and coastal regions through live monitoring. Furthermore, through the analysis of domestic and international traffic, the government's receivable revenue sharing and the appropriate charges against the use of spectrum and equipment are being accurately calculated daily. By verifying the validity of operators' tariffs and packages, the automated processing system of TMS not only protects consumer interests but also helps accelerate recovery efforts by swiftly identifying networks damaged by natural disasters. Essentially, this state-of-the-art system enables Commission to make data-driven and prompt decisions by analyzing the overall indicators of the telecommunication sector.



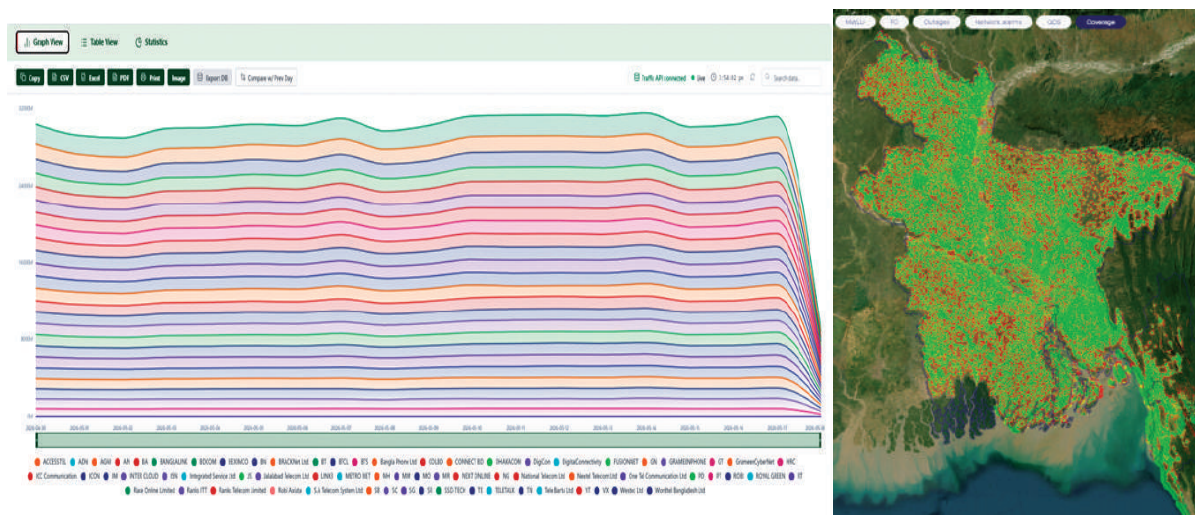


Photo 3.1: Screenshots of some modules of Telecom Monitoring System (TMS)

3.8. Social Obligation Fund (SOF)

The Social Obligation Fund Rules, 2021 were approved on October 26, 2021, under S.R.O. No. 331-Law/2021 published in the Bangladesh Gazette. In accordance with Section 21(A) of Bangladesh Telecommunication Act, 2001, the money from the said fund is utilized to establish special telecommunication systems for disaster response or management, alongside implementing projects adopted for the population in underserved telecommunication and information & communication technology areas of the country. The implemented and ongoing projects funded by the Social Obligation Fund are presented below in tabular form:

Sl.	Project Name	Description of Beneficiaries Under the Project
1	Establishment of High-Speed Mobile Broadband Network in Wetlands (Haors) and Island Areas	In 35 districts, 121 sub-districts (upazilas), and 350 unions- a) Installation of new mobile towers: 257 units b) Preparation of shared sites: 158 units c) Installation of 4G Base Stations: 442 units d) Installation of Microwave Links: 441 units e) Installation of High-Capacity Microwave Links: 58 units f) Installation of Solar Systems: 15 units
2	Digitalization of the Education System in Government Primary Schools of Underserved Remote Areas	In 64 districts, 166 sub-districts (upazilas), and 419 unions- a) Supply of digital content (primary textbooks) to 650 schools and 28 Para Centers (community learning centers); b) Provision of training to a total of 2,078 individuals, including Upazila Education Officers and teachers; c) Supply of digital devices (1,978 TVs, 1,978 laptops, and 3,000 tablets); d) Provision of high-speed broadband internet connectivity to 650 schools and 28 Para Centers;

Sl.	Project Name	Description of Beneficiaries Under the Project
3	Establishment of Network in Island Areas via Satellite	In 09 districts, 16 sub-districts (upazilas), and 16 unions- a) Establishment of internet connectivity via VSAT at 112 sites b) Installation of 112 solar connections
4	Establishment of Telecommunication Connectivity via Satellite-1 in Various Localities and Installations of Remote, Inaccessible, and Coastal Areas of Bangladesh	In 15 districts, 25 sub-districts (upazilas), and 34 unions- a) Establishment of internet connectivity via VSAT at 115 sites b) Installation of 115 solar connections

Table-3.7: Projects Completed Under the SOF Fund

Sl.	Project Name	Description of Beneficiaries Under the Project
1	Establishment of Broadband Connectivity in Telecommunication Underserved Areas (Connected Bangladesh)	In 51 districts, 193 sub-districts (upazilas), and 653 unions-Internet supply: a) Installation of a total of 8,100 km of optical fiber b) Establishment of a total of 653 Union POPs (Point of Presence) c) Establishment of 59 POPs in hilly regions
2	Expansion of Teletalk's Mobile Broadband Network in Coastal, Hilly, and Other Inaccessible Areas	In 22 districts, 81 sub-districts (upazilas), and 268 unions- a) Installation of new mobile towers: 420 units b) Installation of 4G Base Stations: 420 units c) Installation of Microwave Links: 500 units d) Installation of Solar Systems: 420 units
3	Expansion of Telecommunication Facilities (Broadband Wi-Fi) for Underserved Populations in Remote Wetlands (Haors and Baors)	In 64 districts, 242 sub-districts (upazilas), and 1,470 unions- a) Installation of a total of 12,800 WiFi Hotspots b) Installation of a total of 11,197 km of optical fiber

Table-3.8: Projects Completed Under the SOF Fund

3.09. BTRC's Complaint Cell and Resolution Activities

Along with the massive expansion of telecommunication services, ensuring proper remedy for service-related complaints at the consumer level has become an essential challenge. Although every 'Access Network Service' (ANS) operator maintains its own customer care system to protect consumer interests, in many cases, consumers fail to receive their desired solutions. Against this backdrop, BTRC operates a modern and robust 'Customer Complaint Management System' with the objective of receiving unresolved complaints and ensuring swift remedies.

Under this consolidated system of Commission, consumers can submit their complaints and suggestions by directly calling the short code '100' or

through BTRC's designated 'Web Box'. Following the launch of the '100' short code, lodging complaints from any corner of the country has become extremely simplified and timely. Complaints received through this automated method are instantly forwarded to the respective operator, and their resolution process is closely monitored by Commission. As a result, transparency and accountability of services have increased at the consumer level. In addition, complaints received via email and official letters are also taken into consideration and processed for resolution.

The statistics of complaints received and resolved in various categories during the 2024-25 fiscal year, along with the details of remedies based on the type of complaints, are incorporated into the following two tables:

Catagory	July 2024	August 2024	Sep. 2024	October 2024	November 2024	December 2024	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	Total
Data Speed	75	58	114	89	49	34	52	54	59	63	185	94	926
Data Volume Issue	70	59	34	23	33	38	32	25	49	30	44	44	481
Disconnected Call (Dropped Call)	19	12	23	17	16	16	11	23	24	27	47	26	261
Fraudulent Activities	19	12	13	13	8	3	6	10	10	15	7	16	132
Incoming and Outgoing Call Related Issues	13	18	10	14	15	20	24	14	10	17	18	8	181
Incoming and Outgoing SMS Related Issues	27	14	35	27	79	19	22	12	14	15	22	33	319
License Issue	721	8	13	2	9	5	4	9	4	1	14	8	798
MFS/Banking (Mobile Financial Services)	16	2	1	3	3	4	3	8	4	10	6	4	64
Miscellaneous	93	65	103	120	92	99	163	86	116	120	129	145	1331
MNP	29	8	17	20	23	24	20	16	19	26	51	23	276
Package Migration	40	60	66	34	36	66	53	28	92	68	68	36	647
Quality of Service	246	266	280	425	368	187	194	201	247	243	292	480	3529
Quiz/Prize/Award Issue	6	6	3	1			1	3	2	8	3	7	40
Recharge/Billing	38	26	27	21	20	24	38	40	62	73	50	48	467
SIM Bar	19	23	26	11	10	6	13	15	9	13	19	12	176
SIM Ownership	3		8	3		2	5	10	6	5	8	6	57
SIM Registration	3	5	1	3	5	4	11	4	6	8	8	4	62
Social Media and Cyber Compliance	169	5	1	4		2	8	4	7	6	4	4	214
Tariff Related Complaints	23	21	21	26	26	14	19	14	16	32	27	30	269
Test Call	15	5	3	5	7	2	2	11	1	7	6	9	73
Unregistered Handset/NEIR)	2	4	4	7	11	2	2	4	2	6	3	9	56
Illegal ISP	8	14	15	23	13	14	12	19	8	14	17	27	184
Unsolicited Call/SMS (Spam Call/SMS)	3	4	4	5	3	1	9	8	5	6	10	15	73
Value Added Service (VAS)	93	76	69	67	41	58	80	67	64	92	60	44	811
Grand Total	1850	771	891	963	867	644	785	685	836	905	1098	1132	11427

Table-3.9 : Statistics of Complaints Received via Short code '100'

Help Line 4302	Web Box 7125	Accepted 11427	Disposed 10311
---------------------------	-------------------------	---------------------------	---------------------------

Month	Helpline	Web Box	Complaints Received	Complaints Resolved	Pending Complaints	Percentage Rate
July 2024	471	1379	1850	1686	164	91.14%
August 2024	380	391	771	672	99	87.16%
September 2024	358	533	891	787	104	88.33%
October 2024	317	646	963	894	69	92.83%
November 2024	272	595	867	829	38	95.62%
December 2024	307	337	644	590	54	91.61%
January 2025	429	356	785	704	81	89.68%
February 2025	329	356	685	609	76	88.91%
March 2025	347	489	836	768	68	91.87%
April 2025	394	511	905	809	96	89.39%
May 2025	399	699	1098	972	126	88.52%
June 2025	299	833	1132	991	141	87.54%
Grand Total	4302	7125	11427	10311	1116	90.23%

Table-3.10: Complaints received and Resolved

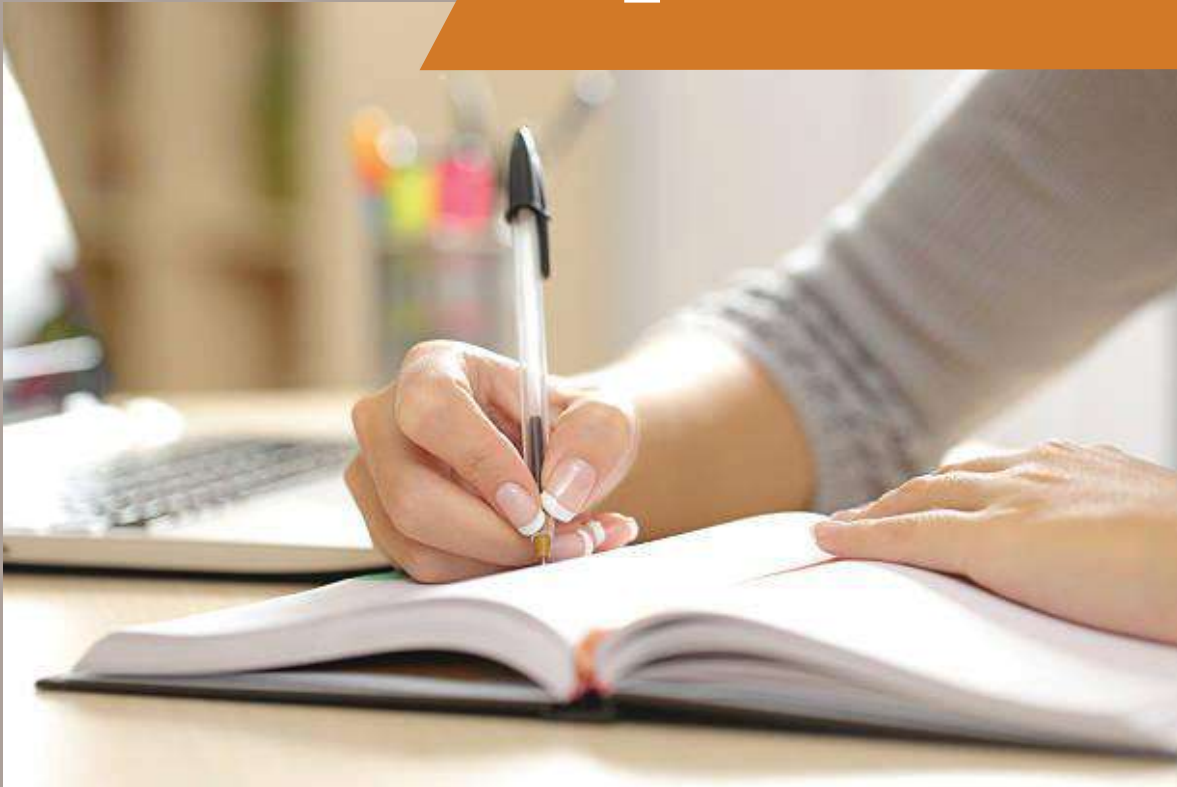
3.11. National Numbering Plan

A modern and forward-looking numbering framework is essential for the orderly expansion and efficient management of the telecommunication system. The original National Numbering Plan, formulated in 2005, did not adequately reflect contemporary technological innovations (such as IP telephony, Machine-to-Machine communication, or IoT, etc.).

In alignment with the rapid evolution of technology and the emergence of new protocols and services, the National Numbering Plan has been modernized during the 2024-25 fiscal year. In this revised plan, a distinct numbering series, 8806xxx, has been included for growing IoT services, which will play a crucial role in building future smart cities and digital ecosystems.



4 Inspection Activities



4 Inspection Activities

4.1 Regular Inspection and Enforcement Activities

To maintain discipline within the telecommunications sector and ensure strict compliance with licensing terms and regulatory requirements, the Enforcement and Inspection (E&I) Directorate of Bangladesh Telecommunication Regulatory Commission (BTRC) conducts regular inspection and monitoring activities across the country. Through systematic inspections of licensed entities, evaluation of service quality, verification of operational practices, and examination of telecommunications equipment, the Directorate ensures compliance with relevant laws, regulations, licensing conditions, and directives issued by Commission. These activities play a vital role in safeguarding consumer interests, promoting fair competition, and maintaining the integrity of the telecommunications ecosystem. In addition to routine inspections, the Directorate undertakes special enforcement drives based on media reports, subscriber complaints, intelligence findings, and emerging regulatory concerns. Such initiatives have contributed significantly to enhancing awareness among operators and service providers, ensuring the lawful and efficient use of telecommunications networks and resources. Regular inspection and enforcement activities are currently being carried out across the following sectors and service domains:

4.2 Drives Against Illegal and Unauthorized Radio Equipment Usage

BTRC maintains a zero-tolerance policy against the sale, marketing, and distribution of unauthorized and illegally imported radio equipment, including mobile handsets, walkie-talkies, base repeaters, fixed wireless phones, modems, and other wireless communication devices. During the fiscal year 2024–2025, a total of 21 special enforcement drives were conducted both within Dhaka and across other regions of the country, with the support of law enforcement agencies and mobile courts. These coordinated operations played a significant role in

curbing the entry and circulation of illegal electronic equipment in the market, thereby safeguarding the interests of legitimate importers and businesses.

4.3 Inspections Conducted for Quality of Service (QoS) Monitoring

The "Telecommunication Establishment Inspection, Testing, Identification, and Investigation Committee," formed pursuant to Section 54 of the 'Bangladesh Telecommunication Regulation Act, 2001', continues to carry out regular inspections under the guidance of Commission. Based on verified information gathered from various sources, physical field inspections were completed at the following licensed and enlisted organizations during the 2024–2025 fiscal year:

Sl.	Type of Organization	Number of Inspections
1	Telecom Value Added Services (TVAS)	06
2	Internet Service Provider (ISP)	50
3	International Internet Gateway (IIG)	04
4	Call Center	03
5	A2P SMS Aggregator	18
6	National Internet Exchange (NIX)	02
7	Nationwide Telecommunication Transmission Network (NTTN)	02
8	Internet Protocol Telephony Service Provider (IPTSP)	06
9	International Terrestrial Cable (ITC)	01

Table 4.1: Inspections Conducted to ensure quality of service (QoS)

4.4 Inspection Activities Conducted for the Disposal of Received Complaints:

To verify consumer grievances regarding telecommunication services and check the authenticity of reports published in mass media, the E&I Directorate swiftly conducts on-site inspections and investigations, typically within 3 to 5 working days. If violations of license conditions or involvements in illicit activities are proven during these enforcement drives, stringent administrative and legal actions, including financial penalties, are taken against the errant organizations. This uninterrupted oversight by Commission serves as a cornerstone for ensuring accountability across the telecommunication sector.

5 Seminars, Symposiums and Workshops



5 Seminars, Symposiums and Workshops



5.1 Spectrum Management Seminar

To ensure efficient management and utilization of national spectrum resources and to keep pace with global developments in spectrum management, a two-day international seminar was organized by BTRC in Dhaka on 19–20 February 2025. The seminar was jointly organized with the Asia-Pacific Telecommunity (APT) and the International Telecommunication Union (ITU), aiming to enhance participants' knowledge and expertise in spectrum management and related developments.

The event brought together distinguished experts and professionals from around the world. Representatives from regulatory authorities, telecommunications operators, government agencies, and private-sector organizations from 18 countries across Asia and the Pacific region including Bangladesh, India, Australia, Korea, Indonesia, and Thailand participated in the seminar. In total, approximately 200 participants attended and actively engaged in the discussions and knowledge-sharing sessions.



5.2 Workshop on Amateur Radio

Amateur Radio, commonly known as “Ham Radio,” is essentially a wireless communication system that plays an indispensable role as an alternative means of communication when commercial telecommunication networks become inoperative during natural disasters or emergency situations. Recognizing its importance following the devastating cyclone of 1991 in Bangladesh, it got institutional support to promote and strengthen this service.

BTRC issued a total of 858 Amateur Radio licenses as of June 2025. Among them, 520 license holders are currently active, while the licenses of 338 operators have expired. It is noteworthy that 365 candidates

successfully passed the Amateur Radio Examination held in 2025, and the process of issuing certificates and call signs to the successful candidates is currently underway.

In addition, with a view to enhancing the skills required for maintaining communication during disasters and emergencies, BTRC organized a special workshop for active Amateur Radio operators. The workshop is expected to contribute significantly to strengthening the capacity and preparedness of operators in this fieldable service activity.



5.3 Digital Safety Summit Bangladesh 2025

To promote online safety and digital well-being, BTRC and TikTok jointly organized Digital Safety Summit Bangladesh-2025 on 17 February 2025. The summit brought together policymakers, technology experts, and relevant stakeholders to discuss key issues related to enhancing users’ digital literacy, combating misinformation and ensuring a safer online environment, particularly for vulnerable groups. The conference placed special emphasis on strengthening digital awareness, promoting responsible online behavior, and fostering a secure and inclusive digital ecosystem. The summit played a significant role in advancing a safer and more responsible digital environment in Bangladesh.



5.4 Workshop on Reforming the Telecommunications Sector Network and Licensing Framework

As part of the initiative to reform the telecommunications sector’s network and licensing framework, BTRC organized a day-long consultative workshop on 27 February 2025 to gather opinions and recommendations from existing licensees and stakeholders. The workshop was held at BTRC Bhaban in Agargaon, Dhaka.

Representatives from various organizations participated in the workshop, including Bangladesh Bank, National Telecom Monitoring Centre (NTMC), a2i Programme, Department of Telecommunications, Bangladesh Submarine Cables PLC, Bangladesh Satellite Company Limited (BSCL), Bangladesh Telecommunications

Company Limited (BTCL) Association of Internet Service Providers of Bangladesh (ISPAB), Association of Mobile Telecom Operators of Bangladesh (AMTOB), Tower companies, Nationwide Telecommunication Transmission Network (NTTN) operators, International Internet Gateway (IIG) operators, National Internet Exchange (NIX) operators and other relevant industry stakeholders.

The workshop was also attended by representatives from BASIS, e-CAB, BACCO and experts in telecommunications and information technology from leading academic institutions, including BUET, MIST, North South University, and BRAC University. Their participation contributed valuable insights and recommendations toward the development of a modern, efficient, and sustainable telecommunications regulatory framework in Bangladesh.



5.5. Internet Protocol Version 6 (IPv6) Implementation Activities

To address the global depletion of IPv4 addresses and meet the growing demand for Internet connectivity, Bangladesh Telecommunication Regulatory Commission (BTRC) has undertaken initiatives to facilitate the implementation of Internet Protocol Version 6 (IPv6) across the country. To this end, BTRC constituted a high-level technical committee, whose recommendations and technical reports have guided the phased implementation of IPv6.

As part of this initiative, leading mobile network operators and Internet Service Providers (ISPs) in Bangladesh have already incorporated IPv6 capability into their networks. The full-scale deployment of IPv6 is expected to play a pivotal role in supporting the development of Smart Cities, the Internet of Things (IoT), Machine-to-Machine (M2M) communications, and Industry 4.0 technologies. Furthermore, the adoption of IPv6 will strengthen the country's digital infrastructure and contribute significantly to Bangladesh's ongoing digital transformation and sustainable technological advancement.



5.6 Coordination and Workshops with Social Media Platforms on Safe Internet Awareness

To prevent the dissemination of content that may undermine national security, promote pornography, incite communal hatred, or spread misinformation and disinformation through online platforms, Bangladesh Telecommunication Regulatory Commission (BTRC) has been maintaining regular coordination with major international digital platforms, including Facebook, Google, TikTok, Telegram, and other social media service providers.

BTRC organized a series of meetings and workshops, both in person and through virtual platforms, with representatives of these organizations to strengthen cooperation and facilitate the timely removal of harmful and objectionable content. Discussions during these engagements have focused on ensuring compliance with the prevailing laws, regulations, and policy directives of Bangladesh, as well as enhancing collaboration for the effective prevention of such activities in the future. As a result of these continuous engagements, an effective and responsive communication mechanism has been established between BTRC and the respective platform authorities enabling the prompt review and removal or disabling of reported links and content. These collaborative efforts have significantly contributed to promoting a safer online environment and safeguarding public and national security in the digital space.

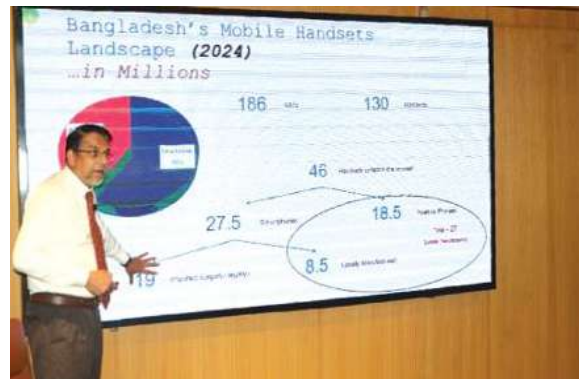


5.7 Celebration of Multilingual Internet & Universal Acceptance Day

As part of the global commitment to ensure a multilingual environment on the internet, BTRC celebrated 'Universal Acceptance (UA) Day' on April 15, 2025. In this workshop jointly organized by BTRC and Bangladesh Internet Governance Forum (BIGF) in cooperation with ICANN detailed discussions were held regarding the promotion of Bangla domains, gTLDs, and ccTLDs, as well as enhancing local technical capacity. At the event, the experimental initiative for Bangla script-based email services was officially inaugurated for the first time in Bangladesh under the Bangla web address 'বিটিআরসি.বাংলা' (btrc.bangla) and the Dot Bangla (.Bangla) domain.



5.8. Close Engagement of Commission with Media



With the expansion of information technology and the development of mass media in the country, public interest regarding telecom sector is continuously increasing. Against this backdrop, Media Communication and Publication Wing of BTRC plays a vital role in conveying to reach people with activities of the Commission through close communication and coordination with the mass media. In 2024-25 financial year, more than 250 queries received from the country's leading national Bangla and English dailies, online news portals, news agencies, and international media were addressed, and replies were sent back to the respective media outlets. Furthermore, while ensuring the participation of media professionals in various programs, views-exchange meetings, press conferences, workshops, and celebrations of important national and international days, Commission's activities, decisions, and public awareness messages have been regularly published as press releases, TV scrolls, and newspaper advertisements.

To make telecommunication sector more citizen-centric, BTRC regularly enhances coordination with various stakeholders. As a continuation of this initiative, the Commission organized a special program titled 'Learning Retreat' aimed at enhancing the professional skills of telecom sector related media professionals and providing a comprehensive understanding of the policy and technical aspects of the sector. Managed by the BTRC 'Media Communication and Publication' Wing, this program was conducted in two phases:

- **First Phase (24 April 2025):** Around 70 representatives from print, electronic, and online news media took part where key papers on smartphone adoption, mobile handset manufacturing industry, and the 'National Equipment Identity Register' (NEIR) were presented.
- **Second Phase (21 May 2025):** This session highlighted the technical and policy aspects of radio frequency management and satellite communication in detail.

As a result of this exceptional initiative, mutual trust between Commission and the mass media has been strengthened, which will play a supportive role in publishing objective and fact-based reports in the future.

5.9 SATRC Workshop on Policy, Regulation and Services

Bangladesh Telecommunication Regulatory Commission (BTRC) in collaboration with South Asian Telecommunication Regulators' Council (SATRC) organized a three-day workshop on policy, regulation, and services at BTRC Bhaban in Agargaon, Dhaka from 28 to 30 April 2025. The workshop brought together around 200 participants including representatives from telecom operators, government and private sector organizations and experts in the telecommunications and information technology sectors. Regulators and delegates from Bangladesh, India, Pakistan, Sri Lanka, Nepal, Bhutan, Afghanistan, Maldives, and Iran participated in the event. Affiliate members of the Asia-Pacific Telecommunity (APT)

namely Huawei Technologies (China), Amazon India, Internet Society Asia Limited (Singapore), and Cullen International (Belgium), also took part in the workshop.



5.10. World Telecommunication and Information Society Day-2025

As in previous years, Bangladesh observed World Telecommunication and Information Society Day (WTISD) 2025 on 17 May through various programmes and events. Coinciding with the 160th anniversary of the International Telecommunication Union (ITU), the theme for this year was “Gender Equality in Digital Transformation”. The theme underscored the importance of establishing gender equality as a cornerstone of socio-economic development in an increasingly technology-driven world. It emphasized that human beings irrespective of gender must remain at the center of technological advancement and that policies should foster a safe, inclusive, and enabling environment, particularly for marginalized and underprivileged communities. International Telecommunication Union (ITU) was established on 17 May 1865 with the signing of the first International Telegraph Convention in Paris, France. Since then, 17 May has been observed annually by ITU member states as World Telecommunication and Information Society Day to raise awareness of the role of information and communication technologies in improving quality of life and bridging the digital divide. On this occasion, various programs including meetings, seminars, workshops, rallies, digital skills training, public campaigns, exhibitions, and hackathons are undertaken by ITU and in various countries across the world.



5.11. Workshop on 'Early Warning 4 All'



As part of formulating national and international strategies for disaster management and monitoring, reducing damage and delivering early warnings to all stakeholders, including vulnerable communities, a two-day workshop titled "National Emergency Telecommunications Plan During Disasters and Cell Broadcast Early Warning System" concluded on June 19, 2025, at BTRC Bhaban in Agargaon. The Early Warning for All initiative is an UN-led global effort whose objective is to ensure that everyone on Earth is protected by these systems by 2027. Among its 4 core pillars are Pillar 1: Disaster risk knowledge and management, Pillar 2: Observation and forecasting, Pillar 3: Warning dissemination and communication, and Pillar 4: Preparedness and activating rapid response teams.



5.12. Telecom and Digital Innovation Fair-2025

To inspire young innovators, BTRC organized "Telecom and Digital Innovation Fair" for the first time held on 23 July 2025 at BTRC premises in Agargaon, the day-long fair saw 20 organizations including various telecommunication and ICT companies, innovator teams, and different universities from across the country showcasing their innovative ideas, tech-driven solutions, and research findings through 32 distinct ideas. Robolife Technologies won the first prize for its innovative concept followed by Edotoco in second place, Grameenphone's GP Accelerator in third place and Ebitans in fourth place for developing an e-commerce website tailored for small and cottage entrepreneurs. The cash prizes awarded were 3 lakh BDT for the first prize, 1.5 lakh BDT for the second prize, 1 lakh BDT for the third prize, 70 thousand BDT for the fourth prize and 50 thousand BDT for the fifth prize.



5.13. Public Hearing - 2025

Bangladesh Telecommunication Regulatory Commission (BTRC) organized a public hearing with subscribers, stakeholders and journalists on November 25, 2025. During the hearing, subscribers presented their opinions and feedback on various issues including the deduction of money for VAS (Value-Added Services) without permission, call drops, weak network coverage, and internet validity periods. Along with these, demands were routinely raised to reduce mobile internet prices, address the deficit in broadband fiberization and withdraw high taxes on mobile services. The hearing was presided over by BTRC Vice Chairman Md. Abu Bakar Siddique and moderated by Director General of Spectrum Division, Brigadier General Md. Aminul Hoque. Centering around this public hearing, nearly one and a half thousand complaints were submitted online regarding various irregularities and grievances in the telecom sector.



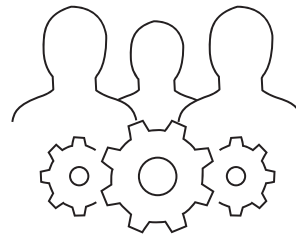
6

Human Resource Development and Employees Welfare Activities of the Commission



6

Human Resource Development and Employees Welfare Activities of the Commission



6.1. Contributory Provident Fund (CPF)

To ensure the financial security of the officers and employees appointed under the revenue budget of Commission, the "Contributory Provident Fund (CPF)" system was introduced on 20 February 2004 and remains active. Under this framework, participating members contribute 10% of their basic salary to the fund monthly, and Commission provides an equal matching contribution as a grant upon completion of their service.

6.2. Group Insurance and Welfare Fund

To ensure social and health security for all levels of personnel, Commission decided to introduce a group insurance scheme. Pursuant to Section 16(3)(A) of the "Bangladesh Telecommunication Regulation Act, 2001", "Bangladesh Telecommunication Regulatory Commission Officer-Employee Welfare and Mutual Fund Regulations, 2015" was formulated. Policy formulation is underway to establish a separate account for the fund under the Ministry of Posts, Telecommunications and Information Technology. Currently, under this mandatory scheme, 200 (two hundred) BDT is deducted monthly from the salary of each officer and employee to build the Group Insurance Welfare Fund. Financial assistance from this fund is ongoing for the medical treatment, education, and other welfare needs of employees and their family members in accordance with the regulations.

6.3. Pension and Gratuity Benefits

Section 16(3)(A) of the Bangladesh Telecommunication Regulation Act, 2001, states that provisions can be made for establishing gratuity funds, group insurance schemes, and creating provident and pension funds for employee welfare. In alignment with this provision, a proposal titled "Bangladesh Telecommunication Regulatory Commission Officer-Employee Pension Regulations, 2024" has been drafted to ensure sustainable social security for (retired) officers and employees. The draft policy is currently at the final stage of government approval and has been sent to the Ministry of Finance for vetting.

6.4. Right to Information Act, 2009 Training Program

In the Constitution of the People's Republic of Bangladesh, the right to information is recognized as an integral part of the freedom of thought, conscience, and speech. The "Right to Information Act, 2009" was enacted to ensure free flow of information and citizens' right to information. This law establishes transparency and accountability, reduces corruption, and promotes good governance. To ensure smooth implementation of this law, a dedicated Responsible Officer has been designated in Commission's Law and Licensing Division. To enhance the skills of Commission's officers and employees in line with the Annual Performance Agreement (APA) for the 2024-25 fiscal year, a two-day training program was organized from 17 to 18 March 2025. A total of 226 personnel from various divisions and sections of

Commission attended this two-phase training program. This training has significantly enhanced the internal capacity of Commission to process data management, administrative accountability, and service delivery under the telecom and ICT frameworks.



6.5. Special Foundation Training Course (SFTC) for BTRC Officials

To enhance the administrative knowledge, professionalism, efficiency, and competencies of Commission's officers, BTRC organized a Special Foundation Training Course (SFTC) for its officials through Bangladesh Public Administration Training Centre (BPATC). This Special Foundation Training Course was conducted from 22 June 2025 to 21 August 2025.



6.6. Daycare and physical activities Center at BTRC

To improve the working environment for employees and ensure the safety of their children, a daycare center was officially inaugurated at BTRC on July 1, 2024. These centers provide children with a safe environment, nutritious food, pre-primary education, and indoor sports facilities. Additionally, a gymnasium and various indoor gaming setups have been installed to support the

physical fitness, mental well-being, and recreation of the officers and employees. This initiative has helped foster a stress-free workplace environment and enhanced overall enthusiasm and capability among the workforces.



6.8 Launch of Cafeteria for the Employees of the Commission

With the aim of ensuring healthy dietary habits for the employees of the Commission and improving the work environment, a modern and aesthetically pleasing cafeteria was launched on Level-01 of BTRC building on November 1, 2024. The cafeteria serves breakfast every morning and a diverse lunch menu in the afternoon. Here, the officers and employees of the Commission could have meals in a clean environment with quality service at affordable prices, which plays an important role in creating a positive and supportive work environment. Additionally, service recipients and guests visiting the Commission could also eat at this cafeteria.



6.7. Monthly Training Sessions on Ongoing and Future Telecommunications

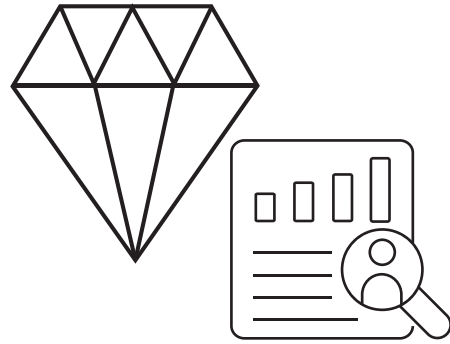
Bangladesh Telecommunication Regulatory Commission (BTRC) regularly organizes monthly training sessions for its officers covering ongoing and future telecommunication issues. These sessions review the present state of the country's telecom sector and outline extensive plans for future development. Topics such as AI (Artificial Intelligence), Blockchain Technology, IoT, Policy Frameworks, Human Resource Development, and Annual Confidential Reports (ACRs) and e-filing (D-Nothi) are covered by domestic and international experts who impart specialized training. Furthermore, officers who receive specialized foreign training/fellowships share their newly acquired insights and knowledge with the Commission's personnel during these sessions.



7 Future Plan



7 Future Plan



Prioritizing the rapidly changing technological advancements and consumer demands of the telecommunications sector, the Bangladesh Telecommunication Regulatory Commission (BTRC) is working tirelessly to build a developed and prosperous 'Digital Bangladesh'. Our objective is not only to expand the scope of services but also to deliver high-quality, affordable, and secure digital services to every corner of the country. The Commission has set specific targets to maintain discipline in the telecommunications sector, ensure the maximum utilization of modern technologies (such as 5G, IoT, AI), and protect consumer interests in the coming days. Based on the timeline for implementation, these objectives have been divided into three main categories:

- **Short-term Plans (6 months - 1 year):** Focuses primarily on quick-to-implement actions and urgent structural reforms.
- **Medium-term Plans (1 year - 3 years):** Aims to ensure network quality of service and expand broadband services down to the union level.
- **Long-term Plans (3 years - 5 years):** Paves the way for building future smart infrastructure, implementing the spectrum roadmap, and introducing high-technology-driven regulations.

The far-reaching plans of the Commission are presented in detail below:

- Expansion of Broadband Infrastructure (Internet for All)
- Ensuring Reliable and Affordable Telecommunication Services and Encouraging Telecom Support Services (AI-Enabled Bangladesh)
- Cyber Security and Data Protection
- Introduction of Digital Payments (One ID, One Wallet)
- E-Waste Management
- Encouraging the Creation of New Entrepreneurs and Job Creation



7.1. Expansion of Broadband Infrastructure (Internet for all)

Short Term (6 months – 1 Year)	Mid Term (1 Year – 3 Years)	Long Term (3 Years – 5 Years)
- Review of Telecommunication Network and Licensing policy 2025 and relevant guidelines - Formulate infrastructure Active sharing guideline - Review of Broadband Policy - Facilitate inter-agency coordination for construction of wired networks (e.g. with roads, power, water, sewerage, buildings etc) - Prepare centralized GIS map of infrastructure resources - Enforce QoS standards (speed, latency, etc) for network and infrastructure	- Implement Telecommunication Network and Licensing policy 2025 and relevant guidelines - Implement Infrastructure Active Sharing Guideline - Develop National Connectivity and National Broadband Plans - Facilitate establishment of a National Fiber Grid/Bank - Enable non-terrestrial connectivity for underserved areas, redundancy to backhaul, and other unique services (e.g. IoT-based services) - Facilitate connectivity and interconnection for Edge Data Centers, hyper-scalers, cloud platforms, CDNs, and major digital service providers - Review SOF Policy and facilitate its utilization for infrastructure development - Enhance risk-area coverage through regulation and incentives - Review long-term spectrum roadmap	- Expand last-mile connectivity (wired and wireless), to also include rural and underserved areas - Expand backhaul and nationwide fiberization - Enhance submarine cable BW capacity with redundancy - Ensure secondary international connectivity through terrestrial means - Facilitate investment support to the industry (e.g. by managing viability gap funding initiatives of the govt) - Promote green telecom infrastructure and renewable energy solutions - Increase adoption of smartphones



7.2 Ensuring Reliable and Affordable Telecom Services and Fostering Telecom-Enabled Services (AI-enabled Bangladesh)

Short Term (6 months – 1 Year)	Mid Term (1 Year – 3 Years)	Long Term (3 Years – 5 Years)
• Ensure affordability of broadband services (Review Tariff) • Enforce QoS standards (speed, latency) for user related services and promote use of Agentic AI for real-time monitoring of traffic • Enhance affordability by reviewing price-benchmarks • Enforce NEIR and eliminate grey market/illegal devices • Facilitate processing of licenses and permits	• Reduce international bandwidth cost to support ICT exports and digital services • Facilitating tax re-structuring of domestic services • Roll out 5G network for broadband and industry • Enable Universal Acceptance (UA) Domain for inclusive and multilingual Internet outreach • Strengthen local data hosting, traffic localization, and low-latency digital service delivery ecosystem	• Promote local manufacturing of mobile & non-mobile components (routers, screens, batteries, chargers, wearables) • Facilitate adoption of Triple/Quad play services 

7.3. Cybersecurity & Data Protection

Short Term (6 months – 1 Year)	Mid Term (1 Year – 3 Years)	Long Term (3 Years – 5 Years)
• Coordinate with relevant agencies and platforms on cyber threats, fraud, and online safety issues 	• Establish and enforce cybersecurity standards (network security, infrastructure protection etc) in telecom-sector • Implement incident reporting, response, and coordination framework for telecom operators • Strengthen monitoring, audit, and compliance enforcement mechanisms	• Develop and update telecom-sector cybersecurity policy and regulatory framework • Enhance cyber resilience in telecom sector 

7.4. Digital Payments Enablement (One ID, One Wallet)

Short Term (6 months – 1 Year)	Mid Term (1 Year – 3 Years)	
- Support telecom-side interoperability and reliability for digital wallets, MFS, and digital payment platforms - Facilitate Customer verification for Digital payment systems - Enhance Direct Operator Billing (DOB)	Coordinate on enabling framework for international payment integration and cross-border digital payment services 	

7.5. E-Waste Management

Short Term (6 months – 1 Year)
- Support development of telecom/device e-waste collection, recycling, and compliance framework - Promote industry participation in responsible device lifecycle management and take-back practices



7.6. Encourage New Entrepreneurship and Job Creation

Mid Term (1 Year – 3 Years)	Long Term (3 Years – 5 Years)
- Enable connectivity (5G, IoT) for industrial and manufacturing use cases; - Enable 5G and FBB for freelancing and content creators (especially rural areas) - Widening scope of local manufacturing of telecom related products - Enhance scope of new telecom-enabled services (IoT, VTS, BPO etc) - Mandate employment of selected specialists through enforcing technical compliance in telecom sector (such as Cyber Security experts, Information Security managers etc)	Consider adoption of Open RAN to promote development of local solutions 

8 Financial Report and Audit Activities



8 Financial Report and Audit Activities



8. Inspection (Audit) Activities of Licensees-Operators

8.1 Audit Background and Objectives

Pursuant to the 'Bangladesh Telecommunication Regulation Act, 2001', it is the statutory responsibility of BTRC to inspect and audit the operational systems, accounting records, and financial statements of licensee operators. In accordance with the provisions of this Act, BTRC regularly conducts 'System Audits' through international audit firms to ensure government transparency and preserve state revenue.

8.2 Scope of Audit Activities

Since the inception of BTRC, the financial and operational reports of mobile network operators Grameenphone Limited and Robi Axiata Limited have been audited for the period up to the 2014-15 financial year. Additionally, the audit of Bangladesh Digital Communications Limited (Banglalink) has been successfully completed for the period up to 31 December 2019. It is noteworthy that steps are currently being taken to finalize a policy framework for appointing a dedicated international audit firm (MNC) to monitor and audit these operators on an ongoing basis.

8.3 Appointment of Firms for Auditing Previous and Current Fiscal Years

To complete the pending audits of remaining licensees for consecutive fiscal years up to 2024-25, initiatives have been taken to bring multiple categories of licensee operators under the scope of regular auditing. Work is currently underway to evaluate proposals from international audit firms to assess the technical and financial compliance of the following categories of operators:

- **IGW Operators:** Summit Communications Limited and Fiber@Home Global Limited.
- **Tower Sharing Operators:** Edotco Bangladesh Co. Limited.
- **Mobile Network Operators:** Teletalk Bangladesh Limited, Bangladesh Digital Communications Limited, Grameenphone Limited, Robi Axiata Limited, and Airtel Bangladesh Limited.
- **Mobile Number Portability (MNP) Operator:** Infozillion BD Teletech Limited.
- **Submarine Cable Operator:** Bangladesh Submarine Cables PLC.



8.4 Deposit of Revenue to the National Exchequer

BTRC plays a significant role in contributing revenue to the Government exchequer from its collected resources. All receipts of the Commission, after meeting operational costs, are deposited directly into the government treasury. The primary sources of BTRC's revenue include Spectrum Fees, Licensing Fees, Revenue Sharing, Application Fees, Late Fees/Fines, and Social Obligation Fund (SOF) contributions. A comparative summary of BTRC's revenue collection and its deposits to the government exchequer since inception is detailed in the table below:

S. L.	Fiscal year	Revenue collection target/budget (in crores of BDT)	Actual revenue collection (in crores BDT)
01	2001-02	4.26	3.45
02	2002-03	89.00	120.07
03	2003-04	91.00	147.85
04	2004-05	270.00	357.14
05	2005-06	449.25	735.70
06	2006-07	512.31	565.61
07	2007-08	1,501.92	1,677.85
08	2008-09	2,547.68	3,195.38
09	2009-10	2,135.35	2,370.98
10	2010-11	2,556.74	3,047.28
11	2011-12	6,302.57	6,957.70
12	2012-13	5,159.32	5,404.69
13	2013-14	9,497.00	10,085.35
14	2014-15	7,000.00	4,219.19
15	2015-16	4,181.10	4,207.94
16	2016-17	4,060.00	4,066.48
17	2017-18	6,444.86	6,445.36
18	2018-19	3,025.00	3,058.88
19	2019-20	3,100.00	4,719.82
20	2020-21	2,975.00	3,801.03
21	2021-22	3,390.00	4,368.61
22	2022-23	3,430.00	4,149.50
23	2023-24	3,555.00	4,434.65
24	2024-25	3,605.20	3,751.07
Total		75,882.56	81,891.58

Table 8.1: Revenue Deposited to the Government Exchequer by BTRC Since Inception

Bangladesh Telecommunication Regulatory Commission
Statement of Financial Position
As at 30 June 2025

Particulars	Notes	Amount in Taka	
		30 June, 2025	30 June, 2024
Assets:			
Non-Current assets		895,007,491	931,315,800
Property, Plant and Equipment	4.00	895,007,491	931,315,800
SRCB-IDA Credit 3790-BD			
Projects Assets (IDA PART)	5.00	-	-
Current Assets		10,650,588,818	9,246,259,062
Advances, Deposits and Prepayments	6.00	5,300,168	4,956,168
Receivable from Operators	7.00	4,683,345,851	4,764,572,216
Other Receivables	8.00	1,336,012	1,336,012
Cash and Cash Equivalents	9.00	5,960,606,788	4,475,394,667
Total Assets		11,545,596,309	10,177,574,862
Fund and Liabilities			
Project Fund:		455,631,100	455,631,100
Project (SRCB-IDA 3790-BD) Fund	10.00	455,631,100	455,631,100
Fund Account		(64,932,075)	(2,292,364,018)
Benevolent Reserve Fund	11.00	9,415,768	7,139,397
Gratuity Reserve Fund	12.00	325,496,776	287,064,187
Group Insurance Fund	13.00	227,009,227	201,367,678
Pension Fund	14.00	2,873,473,468	2,440,137,207
Leave Encashment Reserve Fund	15.00	95,931,846	93,049,721
Capital Expenditure Fund	16.00	(3,596,259,159)	(5,321,122,213)
Non-Current Liabilities		3,522,342,731	5,443,620,585
Long term loan from HSBC Net off Current Maturity	17.00	3,522,342,731	5,443,620,585
Current Liabilities		7,632,554,553	6,570,687,195
Current Portion of Long term loan from HSBC	17.01	2,081,384,342	1,921,277,853
Accounts Payable	18.00	124,711,896	98,331,740
Accrued Expenses	19.00	33,956,955	4,749,267
Advance Income from others	20.00	3,797,042	107,042
Payable to GOB Consolidated Fund	21.00	5,388,704,318	4,546,221,293
Total Fund and Liabilities		11,545,596,309	10,177,574,862

The accompanying notes from note 1.00 to note 39.00 including Annexure-A, B & A1 form an integral part of this financial statement


Shahidur Rahman
Deputy Director


Shazeda Parvin
Director


Mahmud Hossain
Commissioner


Maj Gen Md Emdad Ul Bari
OSP, ndc, psc, te (retd)
Chairman

Signed in terms of our separate report of even date annexed



Chaity Basak, (FCA (Enrol # 1772))
Partner

Shiraz Khan Basak & Co.
Chartered Accountants

DVC: 2601051772AS961415

An associate firm of D. N. Gupta & Associates

Place : Dhaka
Dated : 05.01.2026

Bangladesh Telecommunication Regulatory Commission
Statement of Income and Expenditure
For the year ended 30 June 2025

Particulars	Notes	Amount in Taka	
		30 June, 2025	30 June, 2024
Revenue Income:			
Fees and Charges	22.00	36,818,307,470	42,222,445,148
Administrative fines and late fees	23.00	554,357,846	429,816,381
Audit Finding Revenue	24.00	-	1,491,662,921
Finance income	25.00	179,916,451	186,906,938
Other income	26.00	9,510,453	15,682,897
Total Income (A)		37,562,092,221	44,346,514,285
Expenditure:			
Salary and benefits	27.00	305,457,287	296,304,221
Provident fund revenue expenses	28.00	38,099,634	32,917,333
Repairs and maintenance	29.00	7,576,682	9,730,735
Travelling expenses	30.00	6,438,039	1,781,281
Fuel expense (Petrol and CNC)	31.00	8,738,042	9,105,682
Electricity, Water and Gas	32.00	24,525,363	25,574,120
General and Administrative expenses	33.00	541,669,170	232,746,945
Satellite Revenue Expenses/(Gain)	34.00	352,218,892	154,416,463
Training expenses	35.00	8,487,275	1,308,431
Printing, Publication & Stationery	36.00	6,487,520	5,806,875
Finance Expenses	37.00	133,903	187,938
Depreciation expenses	4.00	305,818,386	263,706,178
Depreciation expenses: SRCB IDA Project	5.00	-	29,165,851
Total Expenditure (B)		1,605,650,194	1,062,752,051
Excess of income over expenditure transferred to GOB consolidated fund account (A-B)		35,956,442,027	43,283,762,234
		37,562,092,221	44,346,514,285
Amount transferred to GOB Consolidated Fund Accounts			
Excess of income over expenditure		35,956,442,027	43,283,762,234
Depreciation expenses		-	-
		35,956,442,027	43,283,762,234

The accompanying notes from note 1.00 to note 39.00 including Annexure-A, B & A1 form an integral part of this financial statement


Shahidur Rahman
Deputy Director


Shazeda Parvin
Director


M. Hossain
Mahmud Hossain
Commissioner


Maj Gen Md Emdad UI Bari
OSP, ndc, psc, te (retd)
Chairman

Signed in terms of our separate report of even date annexed



Chaity Basak, (FCA (Enrol # 1772))
Partner
Shiraz Khan Basak & Co.
Chartered Accountants
DVC: 2601051772AS961415
An associate firm of D. N. Gupta & Associates

Place : Dhaka
Dated : 05.01.2026

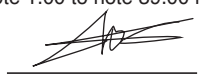
Bangladesh Telecommunication Regulatory Commission

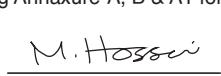
Statement of Cash Flows For the year ended 30 June 2025

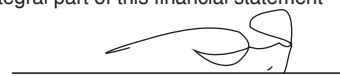
Particulars	Amount in Taka	
	30 June, 2025	30 June, 2024
Cash Flows from Operating Activities:		
Excess of Income over Expenditure	35,956,442,027	43,283,762,234
Adjustment for:		
Exchange loss- HSBC Loan	-	-
Depreciation Expenses	305,818,386	292,872,028
	36,262,260,413	43,576,634,262
Changes in:		
Advances, Deposits and Pre-payments	(344,000)	(870,300)
Receivables from operators	81,226,365	255,601,841
Others Receivable	-	-
Capital Expenditure Fund Account	-	-
Advance Income from others	3,690,000	-
Account Payable	26,380,156	(17,252,078)
Accrued Expenses	29,207,688	(17,193,307)
Leave Encashment Reserve Fund	2,882,119	22,232,773
Benevolent Reserve Fund	2,276,371	726,343
Pension Fund	433,336,261	112,106,588
Gratuity Fund	38,432,589	39,742,442
Group Insurance Fund	25,641,549	24,744,813
	642,729,098	419,839,115
Cash generated from Operating Activities	36,904,989,512	43,996,473,377
A. Net Cash from Operating Activities		
Cash Flows from Investing Activities:		
Acquisition of Furniture & Fixture	(10,782,079)	(2,173,008)
Acquisition of Office Equipment	(3,390,068)	(3,161,382)
Acquisition of Office Decoration	-	-
Acquisition of Computer & Printer	-	(12,771,591)
Acquisition of LAN Network Equipment	-	(602,235)
Telecom Equipment	(255,337,931)	(109,576,913)
Land Development (Civil)	-	-
Vehicles	-	(48,591,795)
	(269,510,077)	(176,876,924)
B. Net Cash Used in Investing Activities		
Cash Flows from Financing activities:		
Repayment of Long Term HSBC loan	(1,761,171,365)	(1,765,930,854)
Addition of Long Term HSBC loan	-	-
Fund Transferred to GOB Accounts	(33,389,095,948)	(42,250,000,000)
	(35,150,267,313)	(44,015,930,854)
C. Net Cash used in Financing Activities		
D. Net increase/(decrease) in Cash and Cash Equivalents	1,485,212,121	(196,334,401)
Opening Cash and Cash Equivalents	4,475,394,667	4,671,729,068
E. Closing Cash and Cash Equivalents	5,960,606,788	4,475,394,667

The accompanying notes from note 1.00 to note 39.00 including Annexure-A, B & A1 form an integral part of this financial statement


Shahidur Rahman
Deputy Director


Shazeda Parvin
Director


Mahmud Hossain
Commissioner


Maj Gen Md Emdad UI Bari
OSP, ndc, psc, te (retd)
Chairman

Signed in terms of our separate report of even date annexed

Place : Dhaka

Dated : 05.01.2026


Chaity Basak, (FCA (Enrol # 1772))
Partner

Shiraz Khan Basak & Co.
Chartered Accountants
DVC: 2601051772AS961415
An associate firm of D. N. Gupta & Associates
Annual Report 2024-25

Abbreviations

BTRC	: Bangladesh Telecommunication Regulatory Commission
NTTN	: Nationwide Telecommunication Transmission Network
DWDM	: Dense Wavelength-Division Multiplexing
5G / 4G	: 5th / 4th Generation Mobile Network
LIMS	: License issuance Management System
OSS	: One Stop Service
NGSO / GSO	: Non-Geostationary / Geostationary Orbit
VoWiFi / VoLTE	: Voice over Wi-Fi / Voice over Long-Term Evolution
BTRC-CSIRT	: Computer Security Incident Response Team
NEIR	: National Equipment Identity Register
CBVMP	: Central Biometric Verification Monitoring Platform
ISP	: Internet Service Provider
SOF	: Social Obligation Fund
EMF	: Electromagnetic Field
ITU	: International Telecommunication Union
WHO	: World Health Organization
MNO	: Mobile Network Operator
PSTN	: Public Switched Telephone Network
ISP	: Internet Service Provider
IIG	: International Internet Gateway
IGW	: International Gateway
ICX	: Interconnection Exchange
ITC	: International Terrestrial Cable
NIX	: National Internet Exchange
VSAT	: Very Small Aperture Terminal
MVNO	: Mobile Virtual Network Operator
QoS	: Quality of Service
SMP	: Significant Market Power
VoIP	: Voice over Internet Protocol
IPTSP	: IP Telephony Service Provider
BWA	: Broadband Wireless Access
LTE	: Long-Term Evolution
eSIM	: Embedded Subscriber Identity Module
SIM	: Subscriber Identity Module
IMSI	: International Mobile Subscriber Identity
IMEI	: International Mobile Equipment Identity
BTS	: Base Transceiver Station
TMS	: Telecom Monitoring System
NOC	: No Objection Certificate
SATRC	: South Asian Telecommunication Regulators' Council
APT	: Asia-Pacific Telecommunity
WTISD	: World Telecommunication and Information Society Day
ILDTS	: International Long Distance Telecommunication Services
IPv6	: Internet Protocol Version 6