	International Telecommunication Union (ITU) Quality of Service Development Group (QSDG) workshop on "Performance, Quality of Service (QoS), and Quality of Experience (QoE)" (4-5 December 2025) Bhubaneswar, India	

ITU WORKSHOP ON QUALITY OF SERVICE DEVELOPMENT GROUP

(04th -05th December, 2025)

Brief Objective Of The Events

The Quality of Service Development Group (QSDG) of ITU-T Study Group 12 is planning a workshop on "Performance, Quality of Service (QoS), and Quality of Experience (QoE)".

This workshop will delve into the concepts of performance, QoS, and QoE, which are crucial for ensuring quality telecommunication and ICT services. The workshop will explore the technical and regulatory aspects of QoS and QoE, including traffic management, network neutrality, and consumer protection. The workshop aims to advance the discussion on telecommunication quality in the evolving digital landscape, ensuring that both individual and business consumers benefit from quality ICT services.

This workshop will be organized by **Telecom Regulatory Authority of India** in coordination with **International Telecommunication Union**.

Event Venue

Mayfair Lagoon & Mayfair Convention Centre
Mayfair Hotels & Resorts Limited,
8-B, Jaydev Vihar,
Bhubaneswar 751013, India
Tel: +91-674- 6660101

Hotel Accommodation

Hotel **Mayfair Lagoon & Mayfair Convention Centre** is located at the heart of the capital and the largest city of the Indian state of Odisha. It has easy access to all parts of the city, through road. For details of the hotel please visit https://www.mayfairhotels.com/.

The participants will have to book their accommodation directly with the hotels quoting the name of the event as '**ITU-TRAI event'** for their stay. The names of the recommendated hotels along with discounted prices are given below:

S.No.	Name of the Hotel	Category	Single Occupancy	Double Occupancy
1.	**Hotel Mayfair Lagoon** **Mayfair Hotels & Resorts Limited,** 8-B, Jaydev Vihar, Bhubaneswar 751013, India Contact Person : Mr. Punyanand Thakur, Deputy General Manager- Sales + 9268569004 (Mob.) Email : ron@mayfairhotels.com Mr. Anish Kumar Jha, Assistant Manager of Sales + 9268569009 (Mob.) Email : sales.ron@mayfairhotels.com	Club Room + ECG+ECL (With Dinner)	INR 11,000 plus 18% taxes	INR 13,000 plus 18% taxes
		Club Room + ECG+ECL (Without Dinner)	INR 10,000 plus 18% taxes	INR 11,500 plus 18% taxes
2.	**Hotel Mayfair Convention** **Mayfair Hotels & Resorts Limited,** 8-B, Jaydev Vihar, Bhubaneswar 751013, India Contact Person : Mr. Punyanand Thakur, Deputy General Manager- Sales + 9268569004 (Mob.) Email : ron@mayfairhotels.com Mr. Anish Kumar Jha, Assistant Manager of Sales + 9268569009 (Mob.) Email : sales.ron@mayfairhotels.com	Deluxe Room (With Dinner)	INR 6,500 plus 12% taxes	INR 7,500 plus 12% taxes
		Deluxe Room (Without Dinner)	INR 5,500 plus 12% taxes	INR 6,500 plus 12% taxes

Settlement of Hotel Accounts

Before checking out of hotel, the participants are expected to settle all dues directly with hotel, including room charges and other expenses such as local and long-distance telephone calls, Internet, business centre, laundry, room and hotel transportation services, mini-bar items, as well as for restaurant and bar services. Participants are also responsible for any charges incurred with respect to rooms remaining vacant owing to their late arrival or rescheduled departure for which inadequate prior notice is given.

Passport and Visa Requirements

Participants are strongly advised to check all entry and visa requirements to travel to India on the websites of Indian Embassies and High Commissions in their respective countries. Visa supporting letter/Invitation letter can be issued upon request for assisting the delegates to obtain necessary visa from their respective countries and on-arrival visa (if applicable).

Delegates who require this assistance and on-arrival visa support, should submit the following information at **least 2 (two) month prior to the event** to Mr. Vikas Nigam, Senior Research Officer at irdivision@trai.gov.in

Invitation letter request form for visa is available as Annexure 1

Guidelines for incoming international passsengers.

Useful information for all the incoming international passengers at Bhubaneswar International airport is given at the link https://www.aai.aero/en/airports/bhubaneswar.

Health Requirements

ITU requests all participants to ensure medical and travel insurance covering the whole period of the event during their stay in Bhubaneswar, India. Neither ITU nor the host TRAI will be able to meet any expenses relating to injury, accident or medical treatment of the participant.

Some Useful Information About Bhubaneswar And Weather

The largest city and capital of the Indian state of Odisha is Bhubaneswar. It is situated on the Kuakhai River, a component stream of the Mahanandi River delta, in the eastern region of the state's Khordha District. It is located along the Eastern Ghats mountain axis in the eastern coastal lowlands. The city is 45 meters (148 feet) above sea level on average.

Bhubaneswar also known as the "Temple City of India" due to its numerous ancient temples and rich cultural heritage with stunning architecture. Bhubaneswar's temple architecture features towering spires, intricately carved sculptures, and sacred shrines dedicated to various deities. Additionally, the city is home to the Nandankanan Zoological Park, a popular attraction for wildlife lovers.

Bhubaneswar has a wide variety of culinary options, from street cuisine to fine dining establishments, to suit a wide range of budgets and tastes. In the city, roadside eateries, food trucks, and restaurants are very well-liked.

The tourism information guide may be seen at the link https://magazines.odisha.gov.in/orissaannualreference/2014/pdf/273-274.pdf.

Local Transportation:

Taxi and City Transport are the popular and cheap mode of public transport in Bhubaneswar which connects to all corners of the city and is very economical. There are many app-based taxis such as Uber & Ola which are other cheap modes of transport. The taxis available at the hotel may be expensive.

Weather

The weather in December is pleasant, with temperatures ranging from **15°C to 28°C**, making it an ideal time to explore the city without worrying about the heat. Rains are not expected during this time of the year in Bhubaneswar.

Language

Hindi, English and Odia are widely spoken in Bhubaneswar.

Time Zone

GMT/UTC + 5.30 hours

Banks & Currency

The unit of currency is Indian Rupees which comes in denominations of 10, 20, 50, 100, 200 and 500. Please use only the authorized money changers and banks to convert currency. They will issue a certificate of exchange which is required at the time of re-conversion of any unused currency. The currency may be exchanged at the airport on arrival. Foreign Exchange Rate is approximately Rs. 86/- to US$ 1.

Most bank ATMs honor Visa, Visa Electron, Master & Maestro cards and you may use these ATMs also to withdraw money. Most hotels, shops & other establishments accept all major international credit cards.

Electricity

230Volts AC 50Hz Electric sockets of Type D. It is advisable to come along with Global adaptors.
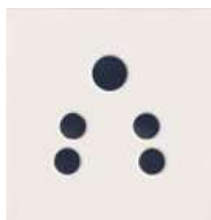
Transportation During Arrival and Departure

The Biju Patnaik International Airport is around 30-40 minutes away from the Hotel. Delegates who have made stay arrangements in Hotel **Mayfair Lagoon & Mayfair Convention Centre will get pickup/drop facilities from hotel.** Others may avail the facility of pre-paid taxi booths and local taxi operators that are available at the arrival terminal of Bhubaneswar airport.

Contact Points

For any further information you may require or if you need a personal invitation letter or official document for your travel clearances, please contact:

ITU coordinator:	**TRAI Lead coordinator:**
Mr Martin Adolph Study Group Advisor Email: martin.adolph@itu.int	**Ms. P. Janaki** Deputy Advisor, International Relations, Telecom Regulatory Authority of India Email: irdivision@trai.gov.in Mob : +91-9910911611 (W/A) Tel : +91-11- 26769620

	(To liaise with the ITU focal point through email/phone to ensure proper coordination.) **Mr. Vikas Nigam** Senior Research Officer International Relations Telecom Regulatory Authority of India Email: irdivision@trai.gov.in Mob : +91-9412739314 (W/A) Tel : +91-11- 26769632 **(For attendance, participation, visa support letter etc)**

Annex 1 : Invitation letter request form for visa

Before requesting the letter of invitation, delegates should ensure that they are registered for the QSDG workshop on the ITU webpage.

After completing registration, kindly:
  a) Fill in the form below (please fill in electronically)

  b) Provide an scanned copy of your passport (full name, date of birth, nationality, passport number, valid date of passport, etc. must be seen clearly)

  c) Send as email attachments to Mr. Vikas Nigam: irdivision@trai.gov.in   **latest by 10th October 2025 for obtaining necessary government clearances.**

Given name (First name)		
Family name (Last name)		
Gender (Male/Female)		
Date of Birth (dd/mm/yy)		
Place of Birth		
Nationality		
Passport number		
Passport Issuing Country		
Issuing Date (dd/mm/yy)		
Expiry Date (dd/mm/yy)		
Visa application office: Please specify whether Embassy of India or Consulate General/Consulate/Office?		
If you choose Embassy, in which country will you apply for a visa?		
If you choose Consulate General/Consulate/Office, in which city will you apply for a visa?		
Occupation and Job title		
Name of Company/Organization		
Company/Organization mailing address	Address	
	Postal Code	
	Country	
Telephone number		
Fax number		
E-mail address		
Your stay in India	Date of arrival (dd/mm/yy)	
	Date of departure (dd/mm/yy)	
	Days of Stay	
Hotel Booking		
Funding		