GOVERNMENT OF INDIA MINISTRY OF COMMUNICATIONS DEPARTMENT OF TELECOMMUNICATIONS

RAJYA SABHA UNSTARRED QUESTION NO. 1988 TO BE ANSWERED ON 17TH MARCH, 2023

ACTION PLAN TO IMPROVE SERVICE QUALITY

1988 # Shri Brijlal:

Will the Minister of Communications be pleased to state:

(a) whether Government has held any meeting with Telecom Companies to discuss measures and action plan for improving service quality, review of norms and benchmarks especially for 5G services in Tier-2 cities of the country;

(b) if so, the details as well as the outcome thereof;

(c) the total number of cities in the country where 5G services have been launched so far, citywise details thereof; and

(d) the total population covered under 5G facility in the country and the time by which all the cities would come under its purview?

ANSWER MINISTER OF STATE FOR COMMUNICATIONS (SHRI DEVUSINH CHAUHAN)

(a) & (b) Department of Telecommunications (DoT) held a meeting on 28.12.2022 with all TSPs to discuss QoS related matters. They were intimated about several policy initiatives taken by DoT for telecom infrastructure growth in the country. TSPs have been directed to put all out efforts to further improve the QoS in the Telecom Sector.

For improving and streamlining the 5G network in the country, the Government has taken following policy initiatives:

- i. Additional spectrum has been made available.
- ii. Spectrum sharing, trading, leasing and surrender have been permitted as per extant Notice Inviting Application (NIA) terms & conditions and guidelines issued from time to time.

- iii. Procedure for Standing Advisory Committee on Radio Frequency Allocation (SACFA) siting clearance for Low Power BTS/ small cells ,i.e, Micro, Pico and Femto cells on existing street furniture/infrastructure has been simplified.
- iv. To facilitate faster and easier deployment of telecom infrastructure, Government has amended the Indian Telegraph Right of Way Rules (RoW), 2016 on 17th August 2022. These amendments pave the way for deployment of 5G small cells and optical fibre cable on existing street infrastructure and also rationalize the fees and charges paid by the Telecom Licensees for the RoW permissions.
- v. GatiShakti Sanchar portal has been launched to facilitate and expedite RoW permissions, by providing a single interface between all stakeholders including Central and State/UT Government(s), Local bodies and Service Providers.

(c) & (d) 5G services have been rolled out in 440 Cities/Towns distributed across all Licensed Service Areas (LSAs). The list of the Cities/Towns is shown at **Annexure**.

As per the Notice Inviting Application (NIA) dated 15-06-2022 for auction of spectrum and the license conditions, the rollout obligations are required to be met over a period of five years, in a phased manner, from the date of allocation of spectrum.

Further expansion of mobile networks beyond the mandatory rollout obligations, depends on the techno-commercial consideration of the TSPs.

Annexure referred to in reply of para (c) to (d) of Rajya Sabha Unstarred Question No. 1988 to be answered on 17th March, 2023 raised by Hon'ble Member of Parliament Shri Brij Lal, regarding "Action Plan to Improve Service Quality".

S.N	State UT	District
	Andhra	
1	Pradesh	Anantapur
2		Chittoor
3		East Godavari
4		West Godavari
5		Guntur
6		Y S R
7		Krishna
8		Kurnool
		Sri Potti Sriramulu
9		Nellore
10		Prakasam
11		Prakasam
12		East Godavari
13		Srikakulam
14		Krishna
15		Visakhapatnam
16		Vizianagaram
17		West Godavari
1	Telangana	Adilabad
2	0	Mancherial
3		Hyderabad
4		Medchal Malkajgiri
5		Ranga Reddy
6		Karimnagar
7		Peddapalli
8		Khammam
9		Mahabubnagar
10		Medak
11		Sangareddy
12		Nalgonda
13		Nizamabad
14		Warangal Rural
15		Warangal Urban
1	Assam	Barpeta
2		Bongaigaon
3		Chirang
4		Dibrugarh
5		Tinsukia
6		Golaghat
7		Jorhat
8		Sivasagar

List of cities / town with 5G services

9Kamrup10Kamrup (Metro11Nagaon12Cachar13Lakhimpur14Sonitpur)
11Nagaon12Cachar13Lakhimpur)
12Cachar13Lakhimpur	
13 Lakhimpur	
1	
A Sonitour	
1 Bihar Bhojpur	
2 Begusarai	
3 West Champara	n
4 Bhagalpur	
5 Gopalganj	
6 Saran	
7 Siwan	
8 Darbhanga	
9 Gaya	
10 Jehanabad	
11 Nawada	
12 Vaishali	
13 Araria	
14 Katihar	
15 Purnia	
16 Khagaria	
17 Kishanganj	
18 Madhubani	
19 East Champarar	1
20 Jamui	
21 Lakhisarai	
22 Munger	
23 Sheikhpura	
24 Muzaffarpur	
25 Sitamarhi	
26 Nalanda	
27 Patna	
28 Madhepura	
29 Saharsa	
30 Supaul	
31 Samastipur	
1 Jharkhand	
2 Dumka	
3 Bokaro	
4 Dhanbad	
5 Giridih	
6 Hazaribagh	

7		Ramgarh
8		East-Singhbhum
0		Saraikela-
9		Kharsawan
-		
10		West-Singhbhum
11		Khunti
12	N H	Ranchi
1	Delhi	Central Delhi
2		East Delhi
3		New Delhi
4		North Delhi
5		North East Delhi
6		North West Delhi
7		Shahdara
8		South Delhi
9		South East Delhi
10		South West Delhi
11		West Delhi
1	Haryana	Faridabad
2		Gurugram
1	Uttar Pradesh	Ghaziabad
2		G. B. Nagar (Noida)
3	Uttar Pradesh	Kaushambi
4		Prayagraj
5		Azamgarh
6		Bahraich
7		Banda
8		Chitrkoot
9		Barabanki
10		Basti
11		Kushinagar
12		Ayodhya
13		Farrukhabad
14		Fatehpur
15		Balrampur
16		Gonda
17		Gorakhpur
18		Maharajganj
19		Mahoba
20		Hardoi
20		Jaunpur
22		Jhansi
23		Kanpur Dehat
23	<u> </u>	Kanpur Nagar
25	<u> </u>	Lakhimpur Kheri
26		Lucknow
20		Mau
27		Mirzapur
28		Jalaun
30		Raebareli
31		Shahjahanpur Sitomur
32		Sitapur

33Sultang34Unnao	our
34 Unnao	
J. Childo	
35 Bhadol	ni
36 Chanda	auli
37 Varana	si
38 Uttar Pradesh Agra	
39 Firozat	oad
40 Aligarh	
41 Bareilly	
42 Mathur	
43 Meerut	
44 Morada	
	farnagar
46 Rampu	
47 Saharat	
Dadra &	npui
	and Nagar
1 (UT) Haveli	una magai
1 Daman (UT) Daman	
1 Diu (UT) Diu	
1 Gujarat Ahmed	abad
2 Botad	labad
3 Gandhi	nagar
4 Amreli	
5 Bharuc	
6 Narma	
7Bhavna8Botad	igai
9 Kachch	h
10 Dahod	111
10 Danod 11 Mahisa	aor
12 Panchr	
13Arvalli14Sabark	
	umi Dwarka
16 Jamnag	
17 Gir Son	
18 Junaga	
19 Porban	
20 Gandhi	
21 Mehsar	na
22 Patan	
23 Anand	
24Kheda	
25 Banask	antha
26 Patan	
27 Morbi	
28 Rajkot	
29 Surat	
30 Tapi	
31 Morbi	
32 Surend	ranagar

33		Chhotaudepur
33		Narmada
35		Vadodara
36		Dangs
37		Navsari
37		Valsad
- 30	Himachal	valsau
1	Pradesh	Bilospur
2	Tradesii	Bilaspur Hamirpur
3		Kangra
4		Kullu
4 5		Mandi
6		Shimla
		Solan
7	Hamaaaa	Ambala
	Haryana	
2		Yamunanagar
3		Hisar
		Sirsa
5		Karnal
6		Kurukshetra
7		Panipat
8		Jhajjar
9		Rohtak
10		Sonipat
11		Panchkula Urban
	Jammu &	
1	Kashmir	Jammu
2		Kathua
3		Samba
4		Rajouri
5		Anantnag
6		Baramulla
7		Budgam
8		Kulgam
9		Kupwara
10		Srinagar
11		Reasi
12		Udhampur
1	Karnataka	Bangalore Rural
2		Bangalore Urban
3		Ramanagara
4		Belgaum
5		Bellary
6		Bidar
7		Bagalkot
8		Bijapur
9		Chikamagalur
10		Dakshina Kannada
11		Udipi
12		Chitradurga
13		Davanagere
14		Gulbarga
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15		Hassan
16		Dharwad
17		Gadag
18		Chikkaballapur
19		Kolar
20		Mandya
21		Mysore
22		Raichur
23		Shimoga
24		Tumkur
1	West Bengal	Hooghly
2		Howrah
3		Kolkata
4		Nadia
5		North 24 Parganas
6		South 24 Parganas
1	Kerala	Alappuzha
2	1101111	Ernakulam
3		Kannur
4		Kollam
5		Kottayam
6		Kozhikode
7		Malappuram
8		Palakkad
9		Thiruvananthapuram
10		Thrissur
1	Maharashtra	Mumbai
2		Raigarh
3		Thane
4		Ahmednagar
5		Akola
6		Washim
7		Amravati
8		Aurangabad
9		Beed
10		Bhandara
10		Buldhana
11		Chandrapur
12		Dhule
13		
14		Jalgaon Jalna
16		Palghar
17		Thane
18		Kolhapur
19		Latur
20		Nagpur
21		Nanded
22		Nashik
23		Hingoli
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24		Parbhani
24 25		Parbhani Pune

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6Thoubal1MeghalayaEast Khasi Hills2Ri Bhoi1MizoramAizawl2Mamit1NagalandDimapur2Kohima1TripuraWest Tripura1OdishaBalangir			
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1MizoramAizawl2Mamit1NagalandDimapur2Kohima1TripuraWest Tripura1OdishaBalangir		Meghalaya	
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1NagalandDimapur2Kohima1TripuraWest Tripura1OdishaBalangir	1	Mizoram	
2Kohima1TripuraWest Tripura1OdishaBalangir	2		Mamit
1TripuraWest Tripura1OdishaBalangir	1	Nagaland	Dimapur
1 Odisha Balangir	2		
1 Odisha Balangir	1	Tripura	West Tripura
2 Baleswar	1	Odisha	Balangir
	2		Baleswar

3		Bhadrak
4		Mayurbhanj
5		Ganjam
-		Kalahandi
6		
7		Khorda
8		Puri
9		Cuttack
10		Jagatsinghpur
11		Jajpur
12		Kendrapara
13		Angul
14		Dhenkanal
15		Boudh
16		Bargarh
17		Jharsuguda
18		Sambalpur
19		Sundargarh
	Chandigarh	
1	(UT)	Chandigarh (U.T.)
1	Punjab	Amritsar
2		Bathinda
3		S.A.S Nagar
4		Jalandhar
5		Kapurthala
6		S.B.S Nagar
7		Ludhiana
8		Gurdaspur
9		Pathankot
10		Fatehgarh Sahib
11		Patiala
12		S.A.S Nagar
13		S.A.S Nagar
1	Rajasthan	Ajmer
2	Kajasulali	Alwar
3		Bhilwara
4		Bikaner
4		
		Dausa
6		Jaipur
7		Jodhpur Kota
8		
9		Pali
10		Sikar
11		Hanumangarh
12		Sriganganagar
13		Rajsamand
14	D 1 1	Udaipur
	Puducherry	
1	(UT)	Puducherry
2		Puducherry
1	Tamilnadu	Chengalpattu
2		Chennai
3		Kancheepuram

4		Thiruvallur
5		Coimbatore
6		Tiruppur
7		Cuddalore
8		Viluppuram
9		Dharmapuri
10		Krishnagiri
11		Erode
12		Tiruppur
13		Thanjavur
14		Dindigul
15		Madurai
16		Kanniyakumari
17		Namakkal
18		Salem
19		Thanjavur
20		Tirunelveli
21		Karur
22		Pudukkottai
23		Tiruchirappalli
24		Thoothukudi
25		Tiruvannamalai
26		Vellore
1	Uttarakhand	Dehradun
2		Haridwar
3		Pauri Garhwal
4		Nainital

5		Udham Singh Nagar
6		Tehri Garhwal
7		Uttarkashi
1	Sikkim	East Sikkim
1	West Bengal	Bardhaman (East)
2		Bardhaman (West)
3		Dakshin Dinajpur
4		Uttar Dinajpur
5		Bankura
6		Murshidabad
7		Cooch Behar
8		Darjeeling
9		Alipurduar
10		Jalpaiguri
11		East Midnapore
12		West Midnapore
13		North 24 Paraganas
14		Nadia
15		Malda
16		East Midnapore
17		West Midnapore
18		Purulia
19		Dakshin Dinajpur
20		Darjeeling
21		Birbhum
1	Goa	North Goa
2		South Goa
