

**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, city-wise 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".

List of cities / town with 5G services

S.N	State UT	District
1	Andhra Pradesh	Anantapur
2		Chittoor
3		East Godavari
4		West Godavari
5		Guntur
6		Y S R
7		Krishna
8		Kurnool
9		Sri Potti Sriramulu Nellore
10		Prakasam
11		Prakasam
12		East Godavari
13		Srikakulam
14		Krishna
15		Visakhapatnam
16		Vizianagaram
17		West Godavari
1	Telangana	Adilabad
2		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

9		Kamrup
10		Kamrup (Metro)
11		Nagaon
12		Cachar
13		Lakhimpur
14		Sonitpur
1	Bihar	Bhojpur
2		Begusarai
3		West Champaran
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 Champaran
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
9		Saraikela-Kharsawan
10		West-Singhbhum
11		Khunti
12		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
21		Jaunpur
22		Jhansi
23		Kanpur Dehat
24		Kanpur Nagar
25		Lakhimpur Kheri
26		Lucknow
27		Mau
28		Mirzapur
29		Jalaun
30		Raebareli
31		Shahjahanpur
32		Sitapur

33		Sultanpur
34		Unnao
35		Bhadohi
36		Chandauli
37		Varanasi
38	Uttar Pradesh	Agra
39		Firozabad
40		Aligarh
41		Bareilly
42		Mathura
43		Meerut
44		Moradabad
45		Muzaffarnagar
46		Rampur
47		Saharanpur
1	Dadra & Nagar Haveli (UT)	Dadra and Nagar Haveli
1	Daman (UT)	Daman
1	Diu (UT)	Diu
1	Gujarat	Ahmedabad
2		Botad
3		Gandhinagar
4		Amreli
5		Bharuch
6		Narmada
7		Bhavnagar
8		Botad
9		Kachchh
10		Dahod
11		Mahisagar
12		Panchmahal
13		Arvalli
14		Sabarkantha
15		Devbhumi Dwarka
16		Jamnagar
17		Gir Somnath
18		Junagadh
19		Porbandar
20		Gandhinagar
21		Mehsana
22		Patan
23		Anand
24		Kheda
25		Banaskantha
26		Patan
27		Morbi
28		Rajkot
29		Surat
30		Tapi
31		Morbi
32		Surendranagar

33		Chhotaudepur
34		Narmada
35		Vadodara
36		Dangs
37		Navsari
38		Valsad
1	Himachal Pradesh	Bilaspur
2		Hamirpur
3		Kangra
4		Kullu
5		Mandi
6		Shimla
7		Solan
1	Haryana	Ambala
2		Yamunanagar
3		Hisar
4		Sirsa
5		Karnal
6		Kurukshetra
7		Panipat
8		Jhajjar
9		Rohtak
10		Sonipat
11		Panchkula Urban
1	Jammu & 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

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		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
11		Buldhana
12		Chandrapur
13		Dhule
14		Jalgaon
15		Jalna
16		Palghar
17		Thane
18		Kolhapur
19		Latur
20		Nagpur
21		Nanded
22		Nashik
23		Hingoli
24		Parbhani
25		Pune
26		Raigad

27		Sangli
28		Satara
29		Solapur
30		Wardha
31		Yavatmal
1	Chattisgarh	Bastar
2		Bilaspur
3		Korba
4		Durg
5		Rajnandgaon
6		Raigarh
7		Dhamtari
8		Raipur
9		Sarguja
10		Surajpur
1	Madhya Pradesh	Bhopal
2		Chhatarpur
3		Chhindwara
4		Dewas
5		Dhar
6		Guna
7		Gwalior
8		Indore
9		Jabalpur
10		Katni
11		Morena
12		Raisen
13		Ratlam
14		Rewa
15		Sagar
16		Satna
17		Shivpuri
18		Ujjain
19		Vidisha
1	Arunachal Pradesh	Papum Pare
1	Manipur	Churachandpur
2		Imphal East
3		Imphal West
4		Kangpokpi
5		Senapati
6		Thoubal
1	Meghalaya	East Khasi Hills
2		Ri Bhoi
1	Mizoram	Aizawl
2		Mamit
1	Nagaland	Dimapur
2		Kohima
1	Tripura	West Tripura
1	Odisha	Balangir
2		Baleswar

3		Bhadrak
4		Mayurbhanj
5		Ganjam
6		Kalahandi
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
1	Chandigarh (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		Alwar
3		Bhilwara
4		Bikaner
5		Dausa
6		Jaipur
7		Jodhpur
8		Kota
9		Pali
10		Sikar
11		Hanumangarh
12		Sriganganagar
13		Rajsamand
14		Udaipur
1	Puducherry (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
