

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF TELECOMMUNICATIONS**

**RAJYA SABHA  
STARRED QUESTION NO. 68  
TO BE ANSWERED ON 05<sup>TH</sup> FEBRUARY, 2026**

**POOR QUALITY OF MOBILE NETWORK**

**68 # SMT. SUNETRA AJIT PAWAR:**

Will the Minister of Communications be pleased to state:

- (a) whether Government is aware of the fact that citizens and IT professionals are facing significant difficulties due to poor quality of mobile network and frequent call drops in Pune (Hinjewadi IT Park) and the rural areas of Baramati;
- (b) if so, the action taken in this regard;
- (c) whether there is a time-bound plan to expand 5G services and ensure high-speed internet connectivity in remote villages of Baramati Parliamentary Constituency; and
- (d) if so, the details thereof?

**ANSWER**

**MINISTER OF COMMUNICATIONS AND DEVELOPMENT OF NORTH EASTERN  
REGION  
(SHRI JYOTIRADITYA M. SCINDIA)**

- (a) to (d) A statement is laid on the Table of the House.

**STATEMENT TO BE LAID ON THE TABLE OF RAJYA SABHA IN RESPECT OF PARTS (a) TO (d) OF THE RAJYA SABHA STARRED QUESTION NO. 68 FOR 05<sup>TH</sup> FEBRUARY, 2026 REGARDING “POOR QUALITY OF MOBILE NETWORK.”**

(a) & (b) The Government is committed to providing telecom services across all parts of the country while ensuring high service quality. Service performance is objectively assessed against the Quality of Service (QoS) benchmarks mandated by the Telecom Regulatory Authority of India (TRAI).

Recently, TRAI has revised these QoS benchmarks, making them more stringent and implementing a glide path to align with global standards. The benchmarks comprise specific performance parameters, including call drop rate, packet loss, and service downtime.

Data for these metrics is systematically collected from Telecom Service Providers (TSPs), and detailed compliance reports are published in the public domain on a monthly basis.

As per the TRAI report for December 2025, all TSPs met all QoS benchmarks for network-related parameters, including call drop rates, in the Maharashtra Licensed Service Area (LSA). Specifically, in Pune District, all TSPs complied with TRAI's QoS benchmarks for the 4G/5G network.

To further safeguard service quality, a dedicated mechanism for public feedback is in place. Citizens can report poor service by lodging complaints through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal. My department analyzes these complaints and coordinates directly with the concerned TSPs to ensure effective redressal.

Regarding specific localities, no complaint pertaining to call drops has been reported in Hinjewadi and Baramati during the year 2025-26. However, a minimal number of service complaints on network issues were registered - three in Hinjewadi and one in Baramati.

An independent drive test in Pune's Hinjewadi area was conducted by TRAI in September 2025. It was observed that all TSPs met the QoS benchmarks for network parameters and call drop rates.

(c) & (d) Following the launch of 5G by the Hon'ble Prime Minister on 1st October 2022, Telecom Service Providers (TSPs) have expanded their 5G services beyond the minimum rollout obligations across all States and UTs in the country. Presently, 5G services are available in 776 out of 777 districts, covering 99.87% of the nation's districts. The expansion of mobile services beyond the minimum rollout obligations depends on the techno-commercial considerations of the TSPs.

To date, more than 5.18 lakh 5G Base Transceiver Stations (BTSs) have been installed, and approximately 38 crore wireless data subscribers have begun using 5G services in the country. This represents one of the fastest rollouts in the world.

As of 31st December 2025, a total of 54,261 5G-Base Transceiver Stations (BTSs) have been installed by TSPs across Maharashtra State, including 1,094 in the Baramati Parliamentary Constituency and 8,260 in Pune District.

Furthermore, the Government has taken several initiatives to promote the proliferation of 5G services, which include:

- Auction of spectrum for 5G mobile services.
- Financial reforms to rationalize Adjusted Gross Revenue (AGR), Bank Guarantees (BGs), and interest rates.
- Removal of Spectrum Usage Charges for spectrum acquired in the auction of 2022 and thereafter.
- Simplification of the procedure for SACFA (Standing Advisory Committee on Radio Frequency Allocations) clearance.
- Launch of the PM GatiShakti Sanchar portal and implementation of RoW (Right of Way) Rules to streamline RoW permissions and the installation of telecom infrastructure.
- Time-bound permission for the use of street furniture for installing small cells and telecommunication lines.

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