

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 503
ANSWERED ON 23rd JULY, 2026**

MOBILE AND INTERNET SERVICE IN NER

503 SHRI PRAMOD BORO:

Will the Minister of Communications be pleased to state:

- (a) whether Government has assessed the quality of mobile and internet services in rural and semi-urban areas of Assam and other North Eastern States;
- (b) the action taken against service providers for poor service quality; and
- (c) the steps being taken to improve service reliability in remote areas such as Bodoland?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

- (a) Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers against the benchmark of various Quality of Service parameters, as prescribed in Quality of Service (QoS) Regulation. As per Performance Monitoring Report published by TRAI for the month of May 2026 for mobile services, all the service providers are meeting the benchmark of all network related QoS parameters in Assam and North East License Service Area.
- (b) As per TRAI QoS regulation, wherever the prescribed QoS benchmarks are not met, the explanation of the concerned service provider for non-compliance is called for and after considering the response TRAI imposes financial disincentives on concerned service provider.
- (c) Government has undertaken several initiatives under Digital Bharat Nidhi (DBN) for provisioning of 4G mobile services in identified uncovered villages/ locations across the country including Assam and North Eastern States. In Bodoland region (Kokrajhar, Chirang, Baksa and Udalguri districts of Assam), 181 villages/locations have been covered with mobile services through installation of 144 towers through various DBN schemes.
