

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

**LOK SABHA
UNSTARRED QUESTION NO. 1417
TO BE ANSWERED ON 4TH DECEMBER, 2024**

FUNDS ALLOCATED FOR DEVELOPMENT OF TELECOM

†1417. **SHRI BHAUSAHEB RAJARAM WAKCHAURE:**

Will the Minister of COMMUNICATION be pleased to state:

- (a) whether the Government has allocated funds to accelerate, develop and make the telecommunication system more effective and to provide benefit to the consumers during the last three years;
- (b) if so, the details thereof, year/State-wise; and
- (c) the steps being taken by the Government for the redressal of ever-increasing complaints of telephone/mobile users?

ANSWER

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

(a) & (b) The year-wise and state-wise details of funds allocated/ disbursed from Digital Bharat Nidhi during last three financial years (2021-22 to 2023-24) to provide telecom services in rural and remote areas of the Country, are given in **Annexure-I**.

On 01.10.2022, a Telecom Technology Development Fund (TTDF) has been setup under Digital Bharat Nidhi (DBN) of Department of Telecom (DOT), Government of India to promote the ecosystem for research, design, prototyping, proof of concept testing, IPR creation, field testing, security, certification and manufacturing of products etc. in telecommunication field. The funds allocated for TTDF are given in **Annexure-II**.

(c) Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/Departments of Government of India and States and accessible at the website www.paportal.gov.in.

The status of the grievance filed in CPGRAMS can be tracked with the unique registration ID provided at the time of registration of the complainant. CPGRAMS also provides appeal facility to the citizens if they are not satisfied with the resolution by the Grievance Officer. The status of the Appeal can also be tracked by the petitioner with the grievance registration number.

Department of Telecommunications is processing grievances registered by citizens on the CPGRAMS Portal. Public Grievances registered on the portal of Department of Administrative Reforms & Public Grievance (DARPG), Directorate of Public Grievances (DPG), Department of Pension & Pensioner's Welfare (DoPPW), President's Secretariat and Prime Minister's Office also received on the CPGRAMS portal for DoT. PG wing, DOT forwards the grievances to the concerned Service Providers & DOT units and monitors for timely redressal.

Annexure-I

Year-wise and State-wise details of Funds allocated and disbursed from Digital Bharat Nidhi during last three financial years (2021-22 to 2023-24)

(Rupees in crore)

Sl. No.	Name of States/ UT	2021-22	2022-23	2023-24
1	Andaman Nicobar Islands	86.02	54.43	38.36
2	Andhra Pradesh	128.55	806.64	682.28
3	Assam	32.74	52.83	247.92
4	Bihar	131.41	132.78	215.62
5	Chandigarh	-	0.77	-
6	Chhattisgarh	486.92	786.54	296.85
7	Gujarat, Dadar and Nagar Haveli	200.17	440.42	390.89
8	Haryana	30.61	70.87	36.60
9	Himachal Pradesh	10.61	17.51	192.60
10	Jammu and Kashmir	15.91	115.05	153.58
11	Jharkhand	218.78	165.22	398.62
12	Karnataka	94.53	198.62	241.96
13	Kerala	39.70	41.81	62.05
14	Lakshadweep	150.44	77.84	663.73
15	Ladakh	0.69	-	42.18
16	Maharashtra (including Goa)	511.37	547.60	1,549.49
17	Madhya Pradesh	78.46	367.16	408.50
18	NE-I (Meghalaya, Mizoram, Tripura)	14.31	153.98	154.98
19	NE-II (Arunachal Pradesh, Manipur, Nagaland)	27.51	166.84	435.42
20	Odisha	261.41	370.21	572.68
21	Punjab	106.27	112.29	100.85
22	Puducherry	-	-	-
23	Rajasthan	132.13	464.33	332.05
24	Tamil Nadu	74.92	107.54	554.14
25	Telangana	1,143.09	63.39	464.14
26	Uttar Pradesh	258.61	429.03	305.27
27	Uttarakhand	9.62	52.98	155.15
28	West Bengal (including Sikkim)	95.34	117.24	95.26
	Grand Total	4,340.12	5,913.92	8,791.17

Funds Allocated under TTDF

S.No.	Financial Year	Funds Allocated (Rupees in Crore)
1.	2022-23	0.00
2.	2023-24	100
3.	2024-25	400.00
