

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

**LOK SABHA  
UNSTARRED QUESTION NO. 3153  
TO BE ANSWERED ON 19<sup>TH</sup> MARCH, 2025**

**BHARATNET AND CSC CENTRE**

**3153. SHRI R K CHAUDHARY:**

Will the Minister of COMMUNICATION be pleased to state:

- (a) the steps being taken by the Government to improve mobile network and internet connectivity in rural areas of the Mohanlalganj Constituency especially in villages with poor or no connectivity;
- (b) the manner in which the BharatNet project is being implemented in the Mohanlalganj constituency to ensure high-speed broadband connectivity for rural households and Government institutions;
- (c) the measures being taken by the Government to modernize and improve the efficiency of postal services in the Mohanlalganj Constituency, particularly in remote areas;
- (d) the mechanisms in place for residents of the Mohanlalganj Constituency to report and resolve issues related to poor telecom services or postal delays; and
- (e) the number of Common Service Centers (CSCs) operational in the Mohanlalganj Constituency and the steps being taken to expand their reach to provide better access to Government services?

**ANSWER**

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

- (a) & (b) To improve mobile and internet connectivity in remote and rural areas of the country including Mohanlalganj Constituency, Government has taken up 'BharatNet' and various mobile projects with funding from Digital Bharat Nidhi (DBN). As of date, all planned Gram Panchayats (GPs) i.e. 728 GPs of Mohanlalganj Constituency have been made service ready under BharatNet Project, and all villages of Mohanlalganj Constituency have 4G mobile coverage. Further, the Government has approved the Amended BharatNet Program (ABP) covering all GPs in the country, including Mohanlalganj Constituency, on ring network, up-gradation of existing network of BharatNet Phase-I and Phase-II, and connectivity to remaining non-GP villages on demand basis.
- (c) Government is providing mobile devices to all postal delivery staff for real time updation of delivery of mails, updation of Aadhaar (Bal Aadhaar & mobile updation), AePS (Aadhaar enabled Payment System) and money remittance at the doorstep. These services are provided across country through Post Offices including Mohanlalganj Constituency.

(d) Government has established various channels through which customers can get resolution of their grievances which are listed below:

- i. Customer Care/Support Centre of the concerned Telecom Service Providers (TSPs).
- ii. Centralised Public Grievance Redress and Monitoring System (CPGRAMS) (pgportal.gov.in) portal for redressal.
- iii. Website (www.indiapost.gov.in)
- iv. India Post Call Centre (Helpline No. 180002666868)
- v. Dak Sewa Mobile App (Dak Sewa)
- vi. Manual complaint at the Post Office, Divisional Office, Regional and Circle Office.

(e) There are 398 Common Service Centres (CSCs) functional in Mohanlalganj sub-district, out of which 353 CSCs are functional at rural level. Concerned departments of Ministry of Communications and Ministry of Electronics and Information Technology (MeitY) organize special camps from time to time to cover remote areas for providing better access of Government services.

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