

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

**LOK SABHA
STARRED QUESTION NO. 52
ANSWERED ON 23RD JULY, 2025**

POOR MOBILE CONNECTIVITY IN RURAL AND BORDER AREAS

***52. SHRI DHARAMBIR SINGH:**

Will the Minister of COMMUNICATION be pleased to state:

- (a) whether the Government has identified rural and border areas with poor mobile connectivity, especially in districts like Bhiwani, Mahendragarh and Nuh, if so, the details thereof;
- (b) whether any targets have been set to establish new 4G/5G towers in low-connectivity zones and if so, the details thereof;
- (c) whether there is a mechanism to collect complaints from gram panchayats regarding mobile signal issues and call drops and if so, the details thereof;
- (d) whether BharatNet or USOF funds have been utilised to enhance last-mile connectivity in Haryana and if so, the details thereof; and
- (e) whether the Government plans to ensure MTNL/BSNL network upgradation in areas bordering Rajasthan where signal access is weak and if so, the details thereof?

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

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

STATEMENT TO BE LAID ON THE TABLE OF LOK SABHA IN RESPECT OF PARTS (a) to (e) OF THE LOK SABHA STARRED QUESTION NO.52 FOR 23RD JULY, 2025 REGARDING “POOR MOBILE CONNECTIVITY IN RURAL AND BORDER AREAS.”

(a) & (b) As of May 2025, out of 6,44,131 villages in the country (as per data of Registrar General of India), 6,29,027 villages are covered with mobile connectivity and out of these, 6,23,512 villages have 4G mobile connectivity. All the 1,070 villages in Bhiwani, Mahendragarh and Nuh districts of Haryana, have 4G mobile connectivity.

Mobile coverage for any uncovered inhabited villages is provided by the Telecom Service Providers (TSPs) based on the techno-commercial viability. Government, through funding from Digital Bharat Nidhi (DBN), is implementing various schemes for expansion of telecom connectivity through installation of 4G mobile towers in the rural, remote and border areas of the country, including Haryana.

(c) Consumers have multiple options to lodge complaints regarding mobile signal issues and call drops, such as:

- Every Telecom Service Provider (TSP) has its own customer care centre to lodge service related complaints.
- In accordance with the TRAI mandate to the TSPs, an appeal for service related complaints can be registered with the Appellate Authority of the respective TSP.
- Complaints can also be lodged in the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal of Government of India.

(d) As of June, 2025, Rs. 970 Crore have been disbursed/utilized for enhancing telecom and broadband connectivity in Haryana under various Digital Bharat Nidhi (DBN) schemes. Out of this, Rs. 771 Crore have been disbursed under BharatNet project. So far, 1,59,949 Fiber to the Home (FTTH) connections have been provided in Haryana under BharatNet.

(e) BSNL in its latest Phase IX.2 project has installed 2,056 4G sites in Haryana. Out of these 829 sites have been installed in the districts of Haryana bordering Rajasthan, including Bhiwani, Mahendragarh and Nuh.
