

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

**LOK SABHA
STARRED QUESTION NO. 535
TO BE ANSWERED ON 01ST APRIL, 2026**

**QUALITY OF TELECOM SERVICES IN YSR KADAPA DISTRICT, ANDHRA
PRADESH**

***535. SHRI Y S AVINASH REDDY:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of the Quality of Service (QoS) results for YSR Kadapa District, Andhra Pradesh from the latest TRAI Independent Drive Tests (IDT), including number of mobile towers, call drop rate, call set-up time and 4G/5G data speed;
- (b) whether any issues of right-of-way, power back-up, or fibre cuts in YSR Kadapa district have been raised with the State Government or local bodies and if so, the details thereof;
- (c) the number of compliance reports received from telecom operators following the October 2025 IDT in Andhra Pradesh; and
- (d) whether any penalties or show-cause notices have been issued for repeated service quality failures and 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 REFERRED TO IN REPLY TO PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 535 ANSWERED ON 01.04.2026 ASKED BY SHRI Y S AVINASH REDDY, HON'BLE MEMBER OF PARLIAMENT REGARDING 'QUALITY OF TELECOM SERVICES IN YSR KADAPA DISTRICT, ANDHRA PRADESH'

(a) The Telecom Regulatory Authority of India (TRAI) has laid down QoS benchmarks for Telecom Service Providers (TSPs) and has required that they indicate in their tariff offerings for broadband(wireless) service that typical download and upload speed generally available to consumers. Recently, it has revised these benchmarks to make them more stringent and lay down the glide path for their further enhancement. It also publishes a monthly report on the performance reported by TSPs against various QoS parameters as well as the typical upload and download speed indicated by TSPs in their tariff offerings.

TRAI conducted an Independent Drive Test (IDT) in YSR Kadapa District, Andhra Pradesh during the period from 17.2.2026 to 19.2.2026. The observed performance in said IDT on QoS parameters related to call drop rate, call setup time and 4G/5G data speed in IDT is as under:

| S. no. | QoS parameter | | Bharti Airtel Limited | Bharat Sanchar Nigam Limited (BSNL) | Reliance Jio Infocomm Limited (RJIL) | Vodafone Idea Limited (VIL) |
|--------|---|--|-----------------------|-------------------------------------|--------------------------------------|-----------------------------|
| 1 | Drop call rate | Benchmark \leq 2% | 0.21% | 1.29% | 0.21% | 1.05% |
| 2 | Call setup success rate | Benchmark \geq 98% | 99.59% | 93.74% | 99.17% | 96.36% |
| 3 | Average download speed (in megabits per second) | Typical speed indicated in tariff offering | 14.66 | 3.00 | 15.00 | 15.00 |
| | | Observed Speed | 131.28 | 14.34 | 229.13 | 28.57 |
| 4 | Average upload speed (in megabits per second) | Typical speed indicated in tariff offering | 6.71 | 3.00 | 7.00 | 8.00 |
| | | Observed Speed | 24.86 | 4.13 | 18.56 | 8.48 |

Further, the details regarding the number of radio access nodes mounted on mobile towers in YSR Kadapa District are as under:

| TSP | 2G | 3G | 4G | 5G | Total |
|-------------------------------|-----|----|------|-----|--------------|
| Bharti Airtel Limited | 465 | 0 | 816 | 207 | 1,488 |
| BSNL | 206 | 22 | 221 | 0 | 449 |
| Reliance Jio Infocomm Limited | 0 | 0 | 1811 | 748 | 2,559 |
| Vodafone Idea Limited | 211 | 0 | 352 | 0 | 563 |

(b) Issues related to right of way, power and fibre cuts are raised with the State Government on an ongoing basis in State Broadband Committee, chaired by the Chief Secretary of the State Government concerned with a view expedite resolution.

At present, no such issues are pending for resolution with the State Government or local bodies in respect of YSR Kadapa district.

(c) An IDT was conducted by TRAI in the State of Andhra Pradesh during the month of October 2025 and the observations during IDT were communicated to TSPs for action. As per the compliance reports submitted by TSPs to TRAI, 128 sites were optimised, and 2 new sites installed to improve network coverage.

(d) TRAI monitors the performance of TSPs against its QoS benchmarks and publishes monthly reports of performance of each TSP in each license service area (LSA). If any benchmark is not met, TRAI calls for explanation from the TSP concerned, and after considering the response, if TRAI finds that benchmarks have not been complied with, it imposes financial disincentives for the same on the TSP.

As per the reports for the months of January and February 2026, all service providers met the benchmarks for all network-related QoS parameters for access service (wireless) in all license service area (LSAs), including the Andhra Pradesh license service area.
