

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF POSTS**

**LOK SABHA  
UNSTARRED QUESTION NO. 4340  
TO BE ANSWERED ON 18<sup>TH</sup> MARCH, 2026**

**POST OFFICES AND SERVICE CENTRES IN AMBEDKAR NAGAR**

†4340. **SHRI LALJI VERMA:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the total number of post offices and service centres of the Postal Department currently operational in Ambedkar Nagar district;
- (b) the current status of mobile communication and internet facilities in rural development blocks of the district such as Bhati, Jalalpur, Tanda and Akbarpur;
- (c) whether Ambedkar Nagar district has been included in the second phase of the BharatNet project or the fifth-generation telecommunications service expansion plan and if so, the details thereof; and
- (d) the the number of complaints received regarding poor quality of telecommunications services or delays in postal delivery during the last two years along with the action taken for redressal thereof?

**ANSWER**

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

- (a) There are 322 number of post offices and no service centres of the Postal Department is operational in Ambedkar Nagar district.
- (b) The mobile coverage status and internet status in the 09 Blocks of District Ambedkar Nagar as on date are given below:

Sl. No.	Block	Villages	2G covered Villages, by at least one TSP	4G covered Villages, by at least one TSP	5G covered Villages, by at least one TSP	Mobile Internet Availability (with 4G)
1	Akbarpur	199	199	199	171	199
2	Baskhari	130	130	130	107	130
3	Bhati	179	179	179	134	179
4	Bhiyawan	143	143	143	112	143
5	Jahangir Ganj	266	266	266	257	266
6	Jalal Pur	160	160	160	119	160
7	Katehari	186	186	186	169	186
8	Ram Nagar	205	205	205	163	205
9	Tanda	271	271	271	250	271
	<b>Total</b>	<b>1,739</b>	<b>1,739</b>	<b>1,739</b>	<b>1,482</b>	<b>1,739</b>

(c) Ambedkar Nagar has been included in second phase of the Bharat Net project. In Ambedkar Nagar, out of total 929 Gram Panchayats including BHQs (Block Headquarters), 818 GPs (including BHQs) have been connected with Optical Fiber under the BharatNet Ph-I & Ph-II Projects to provide internet connectivity at GP / BHQ level as given below:

Sl. No.	Block	No. of GPs (incl. BHQ)	No. of GPs (incl. BHQ) connected with fiber under Phase-I	No. of GPs (incl. BHQ) connected with fiber under Phase-II	GPs (incl. BHQ) connected on fiber
1.	Akbarpur	137	0	137	137
2.	Baskhari	71	0	71	71
3.	Bhiti	93	80	0	80
4.	Bhiyawan	84	76	0	76
5.	Jahangir Ganj	102	88	0	88
6.	Jalal Pur	121	99	0	99
7.	Katehari	98	86	0	86
8.	Ram Nagar	104	86	0	86
9.	Tanda	119	95	0	95
	<b>Total</b>	<b>929</b>	<b>610</b>	<b>208</b>	<b>818</b>

(d) (i) As per the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal, total number of grievances received regarding the poor quality of telecommunication services for two Financial Years is as below:

Period (FY)	Received	Disposed
2024-25	25,342	25,342
2025-26 (till Feb '26)	50,797	50,466

Out of these grievances, the number of complaints received in respect of Ambedkar Nagar district, Uttar Pradesh, two Financial Years is given below:

Period (FY)	Received	Disposed
2024-25	23	23
2025-26 (till Feb '26)	38	38

(ii) Following number of complaints have been received regarding delay in Postal Services on different platforms in Ambedkar Nagar in Uttar Pradesh Circle in last two years:

Manual Complaints	CPGRAMS Complaints	CRM Complaints
239	227	1,273

The Complaint redressal involves registering grievances via portals [e.g., CPGRAMS, NCH, CRM, and Social Media(X)] which are then forwarded to relevant offices/ sub division for investigation and action, usually within 7-15 days. Actions include investigation, conciliation, or formal replies with options to appeal if dissatisfied, Complainant can escalate to higher authorities or legal forums. The complaint monitoring groups have been formed at Circle/Regional/Divisional level. The complaint could be initiated through any portal CPGRAMS, CRM etc.

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