GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS

RAJYA SABHA
UNSTARRED QUESTION NO. 1988
TO BE ANSWERED ON 17TH MARCH, 2023

ACTION PLAN TO IMPROVE SERVICE QUALITY

1988 #　　　**Shri Brijlal:**

Will the Minister of Communications be pleased to state:

(a)　　whether Government has held any meeting with Telecom Companies to discuss measures and action plan for improving service quality, review of norms and benchmarks especially for 5G services in Tier-2 cities of the country;

(b)　　if so, the details as well as the outcome thereof;

(c)　　the total number of cities in the country where 5G services have been launched so far, city-wise details thereof; and

(d)　　the total population covered under 5G facility in the country and the time by which all the cities would come under its purview?

ANSWER
MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)

(a) & (b)　　Department of Telecommunications (DoT) held a meeting on 28.12.2022 with all TSPs to discuss QoS related matters. They were intimated about several policy initiatives taken by DoT for telecom infrastructure growth in the country. TSPs have been directed to put all out efforts to further improve the QoS in the Telecom Sector.

For improving and streamlining the 5G network in the country, the Government has taken following policy initiatives:

i.　　Additional spectrum has been made available.
ii.　　Spectrum sharing, trading, leasing and surrender have been permitted as per extant Notice Inviting Application (NIA) terms & conditions and guidelines issued from time to time.

iii. Procedure for Standing Advisory Committee on Radio Frequency Allocation (SACFA) siting clearance for Low Power BTS/ small cells ,i.e, Micro, Pico and Femto cells on existing street furniture/infrastructure has been simplified.

iv. To facilitate faster and easier deployment of telecom infrastructure, Government has amended the Indian Telegraph Right of Way Rules (RoW), 2016 on 17th August 2022. These amendments pave the way for deployment of 5G small cells and optical fibre cable on existing street infrastructure and also rationalize the fees and charges paid by the Telecom Licensees for the RoW permissions.

v. GatiShakti Sanchar portal has been launched to facilitate and expedite RoW permissions, by providing a single interface between all stakeholders including Central and State/UT Government(s), Local bodies and Service Providers.

(c) & (d)   5G services have been rolled out in 440 Cities/Towns distributed across all Licensed Service Areas (LSAs). The list of the Cities/Towns is shown at **Annexure**.

As per the Notice Inviting Application (NIA) dated 15-06-2022 for auction of spectrum and the license conditions, the rollout obligations are required to be met over a period of five years, in a phased manner, from the date of allocation of spectrum.

Further expansion of mobile networks beyond the mandatory rollout obligations, depends on the techno-commercial consideration of the TSPs.

Annexure referred to in reply of para (c) to (d) of Rajya Sabha Unstarred Question No. 1988 to be answered on 17ᵗʰ March, 2023 raised by Hon'ble Member of Parliament Shri Brij Lal, regarding "Action Plan to Improve Service Quality".

List of cities / town with 5G services

S.N	State UT	District
1	Andhra Pradesh	Anantapur
2		Chittoor
3		East Godavari
4		West Godavari
5		Guntur
6		Y S R
7		Krishna
8		Kurnool
9		Sri Potti Sriramulu Nellore
10		Prakasam
11		Prakasam
12		East Godavari
13		Srikakulam
14		Krishna
15		Visakhapatnam
16		Vizianagaram
17		West Godavari
1	Telangana	Adilabad
2		Mancherial
3		Hyderabad
4		Medchal Malkajgiri
5		Ranga Reddy
6		Karimnagar
7		Peddapalli
8		Khammam
9		Mahabubnagar
10		Medak
11		Sangareddy
12		Nalgonda
13		Nizamabad
14		Warangal Rural
15		Warangal Urban
1	Assam	Barpeta
2		Bongaigaon
3		Chirang
4		Dibrugarh
5		Tinsukia
6		Golaghat
7		Jorhat
8		Sivasagar
9		Kamrup
10		Kamrup (Metro)
11		Nagaon
12		Cachar
13		Lakhimpur
14		Sonitpur
1	Bihar	Bhojpur
2		Begusarai
3		West Champaran
4		Bhagalpur
5		Gopalganj
6		Saran
7		Siwan
8		Darbhanga
9		Gaya
10		Jehanabad
11		Nawada
12		Vaishali
13		Araria
14		Katihar
15		Purnia
16		Khagaria
17		Kishanganj
18		Madhubani
19		East Champaran
20		Jamui
21		Lakhisarai
22		Munger
23		Sheikhpura
24		Muzaffarpur
25		Sitamarhi
26		Nalanda
27		Patna
28		Madhepura
29		Saharsa
30		Supaul
31		Samastipur
1	Jharkhand	
2		Dumka
3		Bokaro
4		Dhanbad
5		Giridih
6		Hazaribagh

7		Ramgarh		33		Sultanpur
8		East-Singhbhum		34		Unnao
9		Saraikela-Kharsawan		35		Bhadohi
10		West-Singhbhum		36		Chandauli
11		Khunti		37		Varanasi
12		Ranchi		38	Uttar Pradesh	Agra
1	Delhi	Central Delhi		39		Firozabad
2		East Delhi		40		Aligarh
3		New Delhi		41		Bareilly
4		North Delhi		42		Mathura
5		North East Delhi		43		Meerut
6		North West Delhi		44		Moradabad
7		Shahdara		45		Muzaffarnagar
8		South Delhi		46		Rampur
9		South East Delhi		47		Saharanpur
10		South West Delhi		1	Dadra & Nagar Haveli (UT)	Dadra and Nagar Haveli
11		West Delhi		1	Daman (UT)	Daman
1	Haryana	Faridabad		1	Diu (UT)	Diu
2		Gurugram		1	Gujarat	Ahmedabad
1	Uttar Pradesh	Ghaziabad		2		Botad
2		G. B. Nagar (Noida)		3		Gandhinagar
3	Uttar Pradesh	Kaushambi		4		Amreli
4		Prayagraj		5		Bharuch
5		Azamgarh		6		Narmada
6		Bahraich		7		Bhavnagar
7		Banda		8		Botad
8		Chitrkoot		9		Kachchh
9		Barabanki		10		Dahod
10		Basti		11		Mahisagar
11		Kushinagar		12		Panchmahal
12		Ayodhya		13		Arvalli
13		Farrukhabad		14		Sabarkantha
14		Fatehpur		15		Devbhumi Dwarka
15		Balrampur		16		Jamnagar
16		Gonda		17		Gir Somnath
17		Gorakhpur		18		Junagadh
18		Maharajganj		19		Porbandar
19		Mahoba		20		Gandhinagar
20		Hardoi		21		Mehsana
21		Jaunpur		22		Patan
22		Jhansi		23		Anand
23		Kanpur Dehat		24		Kheda
24		Kanpur Nagar		25		Banaskantha
25		Lakhimpur Kheri		26		Patan
26		Lucknow		27		Morbi
27		Mau		28		Rajkot
28		Mirzapur		29		Surat
29		Jalaun		30		Tapi
30		Raebareli		31		Morbi
31		Shahjahanpur		32		Surendranagar
32		Sitapur				

No.	State	District
33		Chhotaudepur
34		Narmada
35		Vadodara
36		Dangs
37		Navsari
38		Valsad
1	Himachal Pradesh	Bilaspur
2		Hamirpur
3		Kangra
4		Kullu
5		Mandi
6		Shimla
7		Solan
1	Haryana	Ambala
2		Yamunanagar
3		Hisar
4		Sirsa
5		Karnal
6		Kurukshetra
7		Panipat
8		Jhajjar
9		Rohtak
10		Sonipat
11		Panchkula Urban
1	Jammu & Kashmir	Jammu
2		Kathua
3		Samba
4		Rajouri
5		Anantnag
6		Baramulla
7		Budgam
8		Kulgam
9		Kupwara
10		Srinagar
11		Reasi
12		Udhampur
1	Karnataka	Bangalore Rural
2		Bangalore Urban
3		Ramanagara
4		Belgaum
5		Bellary
6		Bidar
7		Bagalkot
8		Bijapur
9		Chikamagalur
10		Dakshina Kannada
11		Udipi
12		Chitradurga
13		Davanagere
14		Gulbarga
15		Hassan
16		Dharwad
17		Gadag
18		Chikkaballapur
19		Kolar
20		Mandya
21		Mysore
22		Raichur
23		Shimoga
24		Tumkur
1	West Bengal	Hooghly
2		Howrah
3		Kolkata
4		Nadia
5		North 24 Parganas
6		South 24 Parganas
1	Kerala	Alappuzha
2		Ernakulam
3		Kannur
4		Kollam
5		Kottayam
6		Kozhikode
7		Malappuram
8		Palakkad
9		Thiruvananthapuram
10		Thrissur
1	Maharashtra	Mumbai
2		Raigarh
3		Thane
4		Ahmednagar
5		Akola
6		Washim
7		Amravati
8		Aurangabad
9		Beed
10		Bhandara
11		Buldhana
12		Chandrapur
13		Dhule
14		Jalgaon
15		Jalna
16		Palghar
17		Thane
18		Kolhapur
19		Latur
20		Nagpur
21		Nanded
22		Nashik
23		Hingoli
24		Parbhani
25		Pune
26		Raigad

No.	State	District
27		Sangli
28		Satara
29		Solapur
30		Wardha
31		Yavatmal
1	Chattisgarh	Bastar
2		Bilaspur
3		Korba
4		Durg
5		Rajnandgaon
6		Raigarh
7		Dhamtari
8		Raipur
9		Sarguja
10		Surajpur
1	Madhya Pradesh	Bhopal
2		Chhatarpur
3		Chhindwara
4		Dewas
5		Dhar
6		Guna
7		Gwalior
8		Indore
9		Jabalpur
10		Katni
11		Morena
12		Raisen
13		Ratlam
14		Rewa
15		Sagar
16		Satna
17		Shivpuri
18		Ujjain
19		Vidisha
1	Arunachal Pradesh	Papum Pare
1	Manipur	Churachandpur
2		Imphal East
3		Imphal West
4		Kangpokpi
5		Senapati
6		Thoubal
1	Meghalaya	East Khasi Hills
2		Ri Bhoi
1	Mizoram	Aizawl
2		Mamit
1	Nagaland	Dimapur
2		Kohima
1	Tripura	West Tripura
1	Odisha	Balangir
2		Baleswar
3		Bhadrak
4		Mayurbhanj
5		Ganjam
6		Kalahandi
7		Khorda
8		Puri
9		Cuttack
10		Jagatsinghpur
11		Jajpur
12		Kendrapara
13		Angul
14		Dhenkanal
15		Boudh
16		Bargarh
17		Jharsuguda
18		Sambalpur
19		Sundargarh
1	Chandigarh (UT)	Chandigarh (U.T.)
1	Punjab	Amritsar
2		Bathinda
3		S.A.S Nagar
4		Jalandhar
5		Kapurthala
6		S.B.S Nagar
7		Ludhiana
8		Gurdaspur
9		Pathankot
10		Fatehgarh Sahib
11		Patiala
12		S.A.S Nagar
13		S.A.S Nagar
1	Rajasthan	Ajmer
2		Alwar
3		Bhilwara
4		Bikaner
5		Dausa
6		Jaipur
7		Jodhpur
8		Kota
9		Pali
10		Sikar
11		Hanumangarh
12		Sriganganagar
13		Rajsamand
14		Udaipur
1	Puducherry (UT)	Puducherry
2		Puducherry
1	Tamilnadu	Chengalpattu
2		Chennai
3		Kancheepuram

4		Thiruvallur		5		Udham Singh Nagar
5		Coimbatore		6		Tehri Garhwal
6		Tiruppur		7		Uttarkashi
7		Cuddalore		1	Sikkim	East Sikkim
8		Viluppuram		1	West Bengal	Bardhaman (East)
9		Dharmapuri		2		Bardhaman (West)
10		Krishnagiri		3		Dakshin Dinajpur
11		Erode		4		Uttar Dinajpur
12		Tiruppur		5		Bankura
13		Thanjavur		6		Murshidabad
14		Dindigul		7		Cooch Behar
15		Madurai		8		Darjeeling
16		Kanniyakumari		9		Alipurduar
17		Namakkal		10		Jalpaiguri
18		Salem		11		East Midnapore
19		Thanjavur		12		West Midnapore
20		Tirunelveli		13		North 24 Paraganas
21		Karur		14		Nadia
22		Pudukkottai		15		Malda
23		Tiruchirappalli		16		East Midnapore
24		Thoothukudi		17		West Midnapore
25		Tiruvannamalai		18		Purulia
26		Vellore		19		Dakshin Dinajpur
1	Uttarakhand	Dehradun		20		Darjeeling
2		Haridwar		21		Birbhum
3		Pauri Garhwal		1	Goa	North Goa
4		Nainital		2		South Goa

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