

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

**LOK SABHA
UNSTARRED QUESTION NO. 802
TO BE ANSWERED ON 4TH FEBRUARY, 2026**

QUALITY OF SERVICE (QOS) IN PANNA

802. SHRI VISHNU DATT SHARMA:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government is monitoring telecom infrastructure and Quality-of-Service (QoS) in districts of Panna, Katni and especially in Chandla–Khajuraho region under TRAI guidelines and if so, the details thereof;
- (b) whether 4G/5G towers, fibre backhaul and USOF-supported rural-connectivity works have been completed and if so, the details thereof and the reasons for the locations still lacking adequate signal strength or uninterrupted service;
- (c) whether call-drops, low data throughput and outages reported by residents have been verified through TRAI drive-tests or operator audits;
- (d) if connectivity gaps remain, the reasons—such as insufficient tower density, pending RoW clearances, fibre constraints or operator non-compliance—and the remedial measures directed; and
- (e) the deadline by which robust telecom coverage, QoS compliance and uninterrupted mobile Internet is proposed to be ensured in these areas?

ANSWER

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

- (a) Telecom Regulatory Authority of India (TRAI) regularly monitors License Service Area (LSA) wise performance of telecom service providers (TSPs) in the country including Panna, Katni and Chandla-Khajuraho region under TRAI guidelines.
- (b) At present 5,659 4G and 889 5G Base Transceiver Station (BTS) are installed by TSPs in the districts of Panna, Katni & Chhatarpur which includes Chandla-Khajuraho region. Further, 94 towers have been planned for providing 4G Mobile services at 111 villages and out of which 91 towers have been made on-air covering 108 villages under Digital Bharat Nidhi schemes.
- (c) TRAI conducts Drive Tests to assess Quality of Service through TSPs (Operator Assisted Drive Test, OADT) and through TRAI appointed agency (Independent Drive Test, IDT). Operator Assisted Drive Test has been conducted from 19th to 21st Aug'2025 in Panna and Khajuraho. TSPs have taken note of the KPIs observed & taken further action including optimization of the sites for improvement in QoS.

(d) & (e) Government has taken following steps to facilitate TSPs to expand their network coverage to meet out connectivity gaps and hence improving quality of service:

- i. Uncovered villages are being provided coverage under various Digital Bharat Nidhi schemes.
- ii. Assignment of sufficient spectrum for mobile services through auction.
- iii. Spectrum sharing, trading and surrender has been permitted for efficient use of spectrum.
- iv. Simplification of Procedure for SACFA (Standing Advisory Committee on Radio Frequency Allocations) clearance.
- v. Notification of Telecommunications Right of Way (RoW) Rules and launch of PM GatiShakti Sanchar portal has resulted in streamlining of RoW permissions and expeditious clearance for installation of telecom infrastructure.
