

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

**LOK SABHA  
UNSTARRED QUESTION NO. 4018  
ANSWERED ON 12<sup>TH</sup> AUGUST, 2026**

**MOBILE NETWORK CONNECTIVITY IN RURAL AREAS OF UTTAR PRADESH**

**4018. ADV. CHANDRA SHEKHAR:**

WILL the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government is aware that several rural areas of Uttar Pradesh continue to experience poor mobile network coverage, frequent call drops and inadequate internet connectivity, adversely affecting students, farmers, businesses and the public and if so, the details thereof;
- (b) the district-wise details of complaints received during the last three years regarding poor mobile and internet services in Uttar Pradesh, telecom service provider-wise along with the action taken thereon;
- (c) whether the Government proposes to enforce minimum quality-of-service standards, strengthen accountability for recurring service disruptions and provide consumer protection measures in rural areas and if so, the details thereof; and
- (d) the details of mobile towers installed and telecom infrastructure projects completed in Uttar Pradesh during the last three years, together with future expansion plans?

**ANSWER**

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

- (a) Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers against the benchmark of various Quality of Service (QoS) parameters, as prescribed in QoS Regulation. As per Performance Monitoring Report published by TRAI for the month of June-26, all Telecom Service Providers (TSPs) are meeting all QoS benchmarks for network related parameters in the country including Uttar Pradesh.
- (b) District-wise reports of complaints/grievances are not provisioned on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal. However, details of Telecom service provider (TSP)-wise grievances received in Uttar Pradesh during last three years are as below:

| <b>Financial Year wise TSP-wise details of complaints received in CPGRAMS Portal in the state of Uttar Pradesh</b> |             |             |               |             |            |              |
|--------------------------------------------------------------------------------------------------------------------|-------------|-------------|---------------|-------------|------------|--------------|
| <b>Financial Year</b>                                                                                              | <b>BSNL</b> | <b>MTNL</b> | <b>AIRTEL</b> | <b>RJIL</b> | <b>VIL</b> | <b>Total</b> |
| 2023-24                                                                                                            | 575         | 15          | 771           | 1131        | 232        | <b>2724</b>  |
| 2024-25                                                                                                            | 1147        | 31          | 981           | 1268        | 245        | <b>3672</b>  |
| 2025-26                                                                                                            | 1260        | 17          | 1671          | 3228        | 419        | <b>6595</b>  |

All these grievances have been disposed of by the respective TSPs/DoT units on the portal.

(c) To ensure better quality of service by TSPs, TRAI has prescribed more stringent benchmarks for QoS parameters under the revised QoS Regulations namely “The Standards of Quality of Service of Access (Wirelines and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)’ on 02.08.2024. Wherever the benchmarks are not met, the explanation of the concerned service provider is called for and after considering the response of the service provider financial disincentive are imposed on service provider for non-complied QoS parameters.

(d) Total 411249 Base Transceiver Stations (BTS) are presently working in the State of Uttar Pradesh. Financial Year wise details of BTS installed in Uttar Pradesh during the last three years are as below:

| <b>State/UT</b> | <b>Financial Year wise number of BTS installed</b> |                |                |                                   |
|-----------------|----------------------------------------------------|----------------|----------------|-----------------------------------|
|                 | <b>2023-24</b>                                     | <b>2024-25</b> | <b>2025-26</b> | <b>2026-27<br/>(Current year)</b> |
| Uttar Pradesh   | 51930                                              | 5116           | 25347          | 6492                              |

Department of Telecommunications through Digital Bharat Nidhi (DBN) has executed various mobile projects to provide 4G Mobile connectivity in identified uncovered villages across country including Uttar Pradesh. Total 236 towers have been installed under various DBN schemes in last three years in Uttar Pradesh. Detail is given as below:

| <b>Number of towers installed in last three Financial Year</b> |                   |                   |
|----------------------------------------------------------------|-------------------|-------------------|
| <b>FY 2023-24</b>                                              | <b>FY 2024-25</b> | <b>FY 2025-26</b> |
| 4                                                              | 138               | 94                |

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