

Department of Posts and TRAI Join Hands to Conduct India's Largest Village-Level Telecom Network Performance Survey

प्रविष्टि तिथि: 10 JUL 2026 6:54PM by PIB Delhi

In a major step towards strengthening Digital India and improving rural telecom services, the **Department of Posts (DoP)**, Ministry of Communications, and the **Telecom Regulatory Authority of India (TRAI)** today signed a Memorandum of Understanding (MoU) in New Delhi to conduct a nationwide app-based survey to assess the mobile network performance of Telecom Service Providers (TSPs) - Bharti Airtel, Reliance Jio, Vodafone Idea and BSNL - across over 5.68 lakh villages in India. The initiative has been undertaken under the leadership of the Union Minister of Communications and Development of North Eastern Region, **Shri Jyotiraditya M. Scindia**, reaffirming the Government's commitment to strengthening digital connectivity and accelerating the vision of Digital India.



(Department of Posts and TRAI exchange the Memorandum of Understanding (MoU) for the nationwide mobile network performance survey.)

The MoU was signed by **Ms. Manisha Bansal Badal**, General Manager (Citizen Centric Services & Rural Business), Department of Posts and **Shri S. M. K. Chandra**, Joint Advisor (Broadband & Policy Analysis), TRAI, in the presence of senior officials from both organisations.

Leveraging the Department of Posts' unparalleled network of more than 1.40 lakh rural Branch Post Offices, the survey will be conducted by Gramin Dak Sevaks (GDSs) during their routine delivery operations using a specially developed Android-based mobile application developed by TRAI. Covering villages across all States and Union Territories, the initiative will generate field-level data on mobile network performance to identify connectivity gaps, improve telecom infrastructure, and support evidence-based policy decisions for strengthening digital connectivity across rural India.

Speaking on the occasion, Ms. Manisha Bansal Badal, General Manager (CCS & RB), Department of Posts, said, "The Department of Posts has consistently partnered with various Government organisations to deliver citizen-centric services by leveraging its unparalleled reach and trusted presence across the country. This collaboration with TRAI reinforces our commitment towards Digital India by supporting the creation of reliable digital infrastructure. Our dedicated postal workforce will play a vital role in generating authentic field-level data to improve telecom services for citizens across rural India."

Speaking on the occasion, Shri Arun Agarwal, Pr. Advisor (NSL), TRAI, said, "This collaboration with the Department of Posts will significantly strengthen TRAI's capability to assess telecom network performance at the grassroots level. The Department's extensive field network will enable systematic collection of reliable network performance data, supporting informed regulatory decisions and improved quality of telecom services for consumers."

Under the MoU, the Department of Posts will carry out field survey operations through its nationwide postal network, while TRAI will provide the survey application, technical support, training and centralized monitoring. The one-year partnership is expected to strengthen telecom service quality, bridge digital connectivity gaps, and further the vision of a digitally empowered and inclusive India.

AMK/ARJ

(रिलीज़ आईडी: 2283414) आगंतुक पटल : 430

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