

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2257
TO BE ANSWERED ON 12TH MARCH, 2026**

CONSUMER PROTECTION GUIDELINES

2257 SHRI SANT BALBIR SINGH:

Will the Minister of Communications be pleased to state:

- (a) the measures being taken to ensure that telecom companies do not impose practices that would be perceived as exploitative or financially burdensome to the public;
- (b) whether Government is considering to revisit or amend existing telecom regulations to restore flexibility in recharge options, allowing citizens to recharge according to their actual usage needs without fear of SIM deactivation; and
- (c) whether the Ministry would consider implementing stronger consumer protection guidelines to ensure transparency in tariff structures and validity policies?

ANSWER

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

(a) to (c) As per the provisions of TRAI Act 1997, Telecom Regulatory Authority of India (TRAI), an independent regulatory body for telecommunication services, regulates the rates of telecommunication services in the country. As per the existing regulatory tariff framework, tariff for telecommunication service is under forbearance except for services such as National Roaming, Rural Fixed Line Services, mobile number portability number portability charges, leased circuits and USSD. Subject to compliance with extent regulatory provisions, service providers are free to design and offer tariffs based on their understanding of the market situation and in their best commercial interest. Service providers have the flexibility to decide various tariff components like the rates for different types of calls, SMS, data offers etc. with multiple combinations including charges and validity for different service areas of their operation. Tariffs are offered by service providers taking into account several factors including input costs, level of competition and other commercial considerations.
