

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 3888
TO BE ANSWERED ON 27.03.2026

**DISCONTINUATION OF SOFTWARE AND SECURITY
UPDATES IN SMARTPHONES**

3888. SHRI ABDUL WAHAB:

Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether Government has taken note that many smartphone manufacturers discontinue software and security updates after a few years, rendering devices dysfunctional and forcing consumers to purchase new phones prematurely;
- (b) whether it is a fact that certain software updates have caused technical defects such as green screen issues, battery drain and performance degradation;
- (c) whether Government proposes to mandate a minimum period of software and security support for smartphones sold in India;
- (d) whether any mechanism exists to hold companies accountable for faulty updates and planned obsolescence; and
- (e) whether compensation or replacement norms will be framed to protect affected consumers?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI JITIN PRASADA)

(a) to (e): The Government, under the vision of Hon'ble Prime Minister is conscious of the rights of consumers and is committed to safeguarding their interests. The Government is aware that software and security updates are an important aspect of the smartphone lifecycle and user experience. These aspects are largely dealt by manufacturers based on product design, business models and global practices within the applicable safety and security framework of India.

Smartphone manufacturers generally provide operating system and security updates which may occur automatically or with user consent. These updates include functionality improvements that introduce new features and enhancements, as well as security updates comprising patches designed to address vulnerabilities and improve device security.

These updates are provided for a period ranging from 3 to 7 years, depending upon the Original Equipment Manufacturer (OEM)/Brand and device model.

To safeguard consumer interests, the Department of Consumer Affairs (DoCA) has formulated a draft framework for smartphones and slate tablets. The framework provides differential weightage to various parameters, wherein software update is one of the essential parameters for determining the Repairability Index (RI) of the OEM.

It further assigns graded weightage based on the duration of software support, ranging from a minimum of 5 years to 7 years.

The existing legal and institutional framework provides multiple avenues for protecting the interest of the consumer:

(i) **Consumer Protection Act, 2019:** The Central Consumer Protection Authority (CCPA), established under the Consumer Protection Act, 2019 provides a robust framework for consumers to seek compensation and replacement for defective products.

A consumer may bring a product liability action against the manufacturer, service provider, or seller for compensation for harm caused by a defective product. The reliefs include removal of defect, replacement with a new product free from any defect, refund of the price with interest, and payment of adequate compensation, including punitive damages.

(ii) **Consumer Disputes Redressal Commissions:** The three-tier Consumer Disputes Redressal Commission system - at the District, State and National levels - provides an accessible mechanism for aggrieved consumers to file complaints against manufacturers and service providers for defective products and deficiency in services.

(iii) **National Consumer Helpline (NCH):** Consumers may lodge complaints through the NCH (toll-free number 1915) or the e-Daakhil portal (<https://edaakhil.nic.in>) for online filing of consumer complaints.
