

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

**LOK SABHA
UNSTARRED QUESTION NO. 168
TO BE ANSWERED ON 18th JULY, 2018**

MY-SPEED APPLICATION

168. SHRIMATI P.K. SREEMATHI TEACHER:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the TRAI has come up with My-Speed application, which allows the consumers to explore the mobile data experience across the country and report the same on TRAI My-Speed Portal;
- (b) if so, the details thereof; and
- (c) the details of complaints received against the Telecom Service Providers (TSPs) and the action taken by the Government thereon?

ANSWER

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)**

(a) & (b) Yes, Madam, MySpeed app is available on both Android and iOS. The results represented on the TRAI portal (www.myspeed.trai.gov.in) are the average of the data speed samples collected from various consumers of the Telecom Service Providers (TSPs) on a crowd sourcing basis during speed test initiated by them.

(c) Telecom Regulatory Authority of India (TRAI) Act, 1997 does not envisage handling of individual consumer complaints. However, complaints received in TRAI are forwarded to concerned service providers for appropriate action.
