

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

**LOK SABHA
UNSTARRED QUESTION NO. 2963
ANSWERED ON 17TH DECEMBER, 2025**

MOBILE DATA SPEEDS AND TARIFFS

†2963. SHRI SHYAMKUMAR DAULAT BARVE:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the pay-as-you-use system was in effect for mobile recharge before 2014 under which separate top-ups were provided for data, voice and validity;
- (b) if so, the details of the regulatory provision or order/policy issued by TRAI/Department of Telecommunications under which the monthly bundled packs (data-voice validity combined) were introduced by telecom service providers after 2016;
- (c) whether the Government has issued any guidelines regarding mobile data speeds and its tariffs and if so, the details thereof; and
- (d) whether the Government/DoT/TRAI received consumer complaints regarding data speeds during the last decade and if so, the year-wise and telecom company-wise details of the above complaints?

ANSWER

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

(a) & (b) 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 charges, leased circuits and USSD. Subject to compliance with extant 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 recharge value 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.

(c) Quality of Service (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)’ issued on 2nd August 2024 by TRAI, mandates every service provider to indicate typical download and upload speed generally available to the consumers in all its tariff offerings. Further, regulation also provides that in 80% test samples of access service (wireless), measured download and upload speed should be more than or equal to offered typical download and upload speed

(d) As per Central Public Grievance Redress and Monitoring System (CPGRAMS), Financial Year wise & Telecom Service Provider (TSP) wise consumer complaints received regarding data speeds during the last decades are tabulated in **Annexure ” A”**:

“Annexure-A”

Mobile Related –Data Speed Grievance					
FY	TSPs				
	BSNL	MTNL	BAL	RJIL	VIL
2015-16	0	0	0	0	0
2016-17	0	0	0	0	0
2017-18	63	10	99	171	38
2018-19	60	9	113	295	46
2019-20	197	12	445	634	133
2020-21	370	8	980	1603	335
2021-22	398	2	1075	976	317
2022-23	336	18	1045	1011	398
2023-24	242	12	801	1595	161
2024-25	568	7	809	1283	199
2025-26 till nov.-25	408	5	1541	2148	332
Total	2642	83	6908	9716	1959
