

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

**LOK SABHA
UNSTARRED QUESTION NO. 6000
TO BE ANSWERED ON 01ST APRIL, 2026**

INCREASE MOBILE TARIFFS

†6000. SHRI HANUMAN BENIWAL:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether there has been a continuous increase in mobile tariffs and data rates during the last few years;
- (b) whether the Government proposes any regulatory intervention to make telecom services affordable and accessible to the general public and if so, the time by which it is likely to be implemented and if not, the reasons therefor;
- (c) whether the Government has any mechanism to review the tariff hikes being and made by private companies and if so, the details thereof; and
- (d) the steps taken to protect consumer interests in this regard during the last three years along with the details thereof?

ANSWER

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

(a) to (c) The Telecom Regulatory Authority of India Act, 1997 empowers the Telecom Regulatory Authority of India (TRAI) to notify the rates of telecommunication services. As per the existing tariff framework, tariff for mobile and data services is under forbearance, except for services such as national roaming, rural fixed line services, mobile number portability and leased circuits. 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 other commercial considerations. The policies of the government and regulatory framework notified by TRAI has resulted in India having one of the lowest tariffs for subscribers of mobile services.

(d) TRAI conducts consumer awareness activities to inform consumers about their rights relating to the services of their respective Telecom Service Providers. The Authority holds Consumer Outreach Programs and Seminars through its Regional Offices where the consumers of telecom services are provided with relevant information on various subjects including consumer rights. The Authority also registers Consumer Organizations as per the Registration of Consumer Organizations Regulations, 2013, and these Consumer Organisations also conduct consumer awareness programs. Further, the Authority has issued Telecom Consumers Complaint Redressal Regulations 2012 to address the issues being faced by consumers. Through these regulations, TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/ grievance redressal mechanism for handling consumer complaints.
