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Telecom Regulatory Authority of India (TRAI) Launches Revamped Mobile Apps to Empower Consumers

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The **Telecom Regulatory Authority of India (TRAI)** launched updated versions of its TRAI DND and TRAI MySpeed mobile applications in New Delhi, aimed at enhancing consumer protection, reducing spam communications and enabling real-time assessment of network performance.

Key Features of the Revamped Apps:

TRAI DND App (Do Not Disturb):

Designed to curb spam calls and unsolicited commercial communication (UCC).

Features a simplified interface, multilingual support, and faster complaint registration and tracking.

Users can report spam calls/SMS, manage DND preferences, and view action taken on complaints.

In 2025, over 17 lakh user complaints were filed through the app, significantly contributing to action against unregistered telemarketers.

TRAI MySpeed App:

Enables consumers to measure data speeds and network performance (download/upload speeds, latency, jitter).

Allows real-world testing of mobile, broadband and Wi-Fi services.

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Helps users compare performance across service providers and monitor quality of service (QoS)

Upcoming Feature:

A revamped **MyCall app** to collect call-quality feedback from users is expected to be launched in March 2026.

About TRAI

The Telecom Regulatory Authority of India (TRAI) is a statutory body established under the Telecom Regulatory Authority of India Act, 1997.

It regulates the telecommunications sector in India, including safeguarding consumer interests, ensuring service quality, and promoting fair competition.

Consumer Empowerment Through Technology

The revamped apps strengthen consumer participation in telecom regulation by enabling direct reporting of issues and real-time performance testing.

Multilingual support broadens access across India's linguistically diverse population.

Unsolicited Commercial Communication (UCC)

UCC refers to spam calls and messages sent without the recipient's consent, a persistent concern in India's large telecom ecosystem with over a billion subscribers.

The DND mechanism enables individuals to block unwanted promotional contacts, a key aspect of telecom customer protection.