

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

“TRAI conducts “Regional Workshop on Capacity Building of Consumer Advocacy Groups” at Hyderabad, Telangana


New Delhi, 17th December, 2018: One of important objectives of TRAI is to safeguard consumer interests and create consumer awareness. Towards this objective, TRAI has instituted a system of registration of consumer organizations as Consumer Advocacy Groups (CAGs). These CAGs act as interlocutors between consumers & Telecom Service Providers (TSPs) and coordinate/articulate consumer responses to TRAI initiatives towards consumer education and work for protection and propagation of consumer interests. Thus CAGs are important partners of TRAI in its constant endeavor to safeguard consumer interests. It is thus necessary that the CAGs are well equipped and trained so that they can perform this role efficiently. Keeping this purpose in mind, TRAI conducted a “Regional Workshop on Capacity Building of Consumer Advocacy Groups” at **Hyderabad (Telangana)** on **10.12.2018**.

2. The programme comprised two sessions. In the forenoon session, which was attended by Consumer Advocacy Groups (CAGs) representing Andhra Pradesh, Bihar, Jharkhand, Odisha and Telangana licensed service areas (LSAs) and Telecom Service Providers (TSPs) operating in these areas, deliberations were held amongst TRAI, CAGs and TSPs on various consumer centric issues particularly with regard to redressal of consumer grievances by TSPs, efforts being made by CAGs and TSPs in enhancing consumer education about various TRAI Regulations and towards redressal of consumer grievances. While CAGs shared their experiences and informed about the issues being faced by consumers in their respective areas, TSPs apprised of the efforts being made by them in this direction.

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3. In the afternoon session, experts made presentations on two important subjects viz. "Evolution of Mobile Telephony : 4G and beyond" and "Cyber Security" respectively.
4. Speakers educated the audience about the digitalization in different sectors in day to day life and about the precautions to be taken by the people while using the internet to safe their data and privacy.
5. For further details, Shri Sanjeev Banzal, Advisor (IT&CA), TRAI may be contacted at Telephone: 011-23210990 or email ID: advisorit@traigov.in .


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