

Information Note to the Press (Press Release No. 74/2018)

TELECOM REGULATORY AUTHORITY OF INDIA

"TRAI conducted "Consumer Outreach Programme (COP)" on 05.07.2018 at Ranchi (Jharkhand)"

New Delhi, 6th July, 2018: One of important objectives of TRAI is to safeguard consumer interests and create consumer awareness. Towards this objective, TRAI organizes consumer outreach programmes, workshops on capacity building of Consumer organisations and seminars etc. on issues of consumer interests and protection. In this series, TRAI organised a Consumer Outreach Programme on 05.07.2018 at Chamber Bhawan, P. L. Chopra Hall (2nd Floor), Federation of Jharkhand Chamber of Commerce & Industries, Chamber Path, Main Road, Ranchi- 834001 to educate the general public about various initiatives taken by TRAI to safeguard consumer interests. Besides the general public, members of Jharkhand Chamber of Commerce & Industries, representative of Consumer Advocacy Groups (CAG) registered with TRAI and Telecom Service Providers participated in the programme. Dr. R. S. Sharma, the Chairman TRAI chaired the programme.

2. Dr. R. S. Sharma, the Chairman TRAI in his address highlighted the consumer centric features of the new B&CS regulatory framework which came into being w.e.f. 3rd July 2018. Besides other telecom initiatives taken up by TRAI, he highlighted the benefits of the Digital India mission and Digital Identity.

3. During the programme, a presentation was made on various aspects of consumer centric regulations including Mobile Data services, Value Added Services (VAS), Unsolicited Commercial Communications (UCC), Mobile Number Portability), Complaint Redressal Mechanism, benefit of Mobile apps viz. TRAI Myspeed, TRAI DND 2.0 TRAI Mycall developed by TRAI. Participants were also briefed on recent recommendations and regulations made by TRAI VIZ. recommendation on Net Neutrality, In Flight Connectivity, Cloud Computing and regulations on revised call drop norms, draft UCC regulation etc. Participants were also advised to participate in the TRAI's consultation process actively and become a part of policy making process. The presentation was followed by a lively interactive session wherein participants raised questions related to various aspects of telecom services which were suitably responded by Dr. R. S. Sharma, the Chairman TRAI and TRAI officers present in the programme.

For any clarifications/information, Mr. Souvick Kumar Das, Advisor, RO, Kolkata may be contacted at Tel. No.+91-33-22361401.


(S.K. Gupta)
Secretary
05/07/2018