

Information Note to the Press [Press Release No. 17/2019]

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

TRAI conducts “Regional Workshop on Capacity Building of Consumer Advocacy Groups” at Dwarka, Gujarat

New Delhi, 22nd February, 2019: 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), 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 in mind, TRAI conducted a “Regional Workshop on Capacity Building of Consumer Advocacy Groups” at **Dwarka (Gujarat) on 18.02.2019**.

2. The programme comprised two sessions. In the forenoon session- which was attended by CAGs from the state of Gujarat and Rajasthan and TSPs operating in these two licensed service areas (LSAs) areas- deliberations were held amongst TRAI, CAGs and TSPs on various consumer centric issues particularly with regard to redressal of consumer grievances, efforts being made by CAGs and TSPs in enhancing consumer education about different TRAI regulations, directions and orders particularly about the rights granted to consumers under these. 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, which alongwith CAGs and TSPs was also attended by consumers, teachers, heads from different schools in Dwarka and around, the audience was educated about important features of the new broadcasting and cable TV framework. It was informed as to how the new framework gives complete choice to consumers to choose what they want to view and pay accordingly thus enabling them to fully control their bill. Various other consumer centric provisions of the framework like service provider developing/creating 'web based complaint management system', 'consumer corner', 'subscriber corner' and consumer information channel-999 on their website/ platforms alongwith the efforts made by TRAI to facilitate consumers like TRAI call centre, TRAI channel selector application and media campaign undertaken by it to facilitate consumers were also highlighted.

Through another presentation the audience was educated about the new amendments made in the regulations on Mobile number portability and the unsolicited commercial communications (UCC). Further, the audience was apprised about the steps taken to enhance consumer awareness and proposed plan for 2019-20.

4. For further details, Shri Sanjeev Banzal, Advisor (IT&CA), TRAI may be contacted at Telephone: 011-23210990 or email ID: advisorit@trai.gov.in .


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