

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

Consumer Outreach Program by TRAI through online meeting platform

New Delhi, 10th September, 2020: Telecom Regulatory Authority of India (TRAI), through its Regional Office Kolkata, conducted Consumer Outreach Program via online meeting platform on 9th September,2020.

2. One of the important objectives of TRAI is to safeguard consumer interests and create consumer awareness. Towards this objective, TRAI organizes consumer outreach programs in different parts of the country. In the current situation of Covid-19 Pandemic, it was decided to conduct such programs via online meeting platform where consumers can join while sitting at their home, shop, or office.

3. This programme was organised for the consumers of state of Jharkhand. Representative of Consumer Advocacy Group (CAG), representatives of Telecom Service Providers, students & teachers of different colleges and other Govt. officials have also participated in the event.

4. During the program, consumers were informed about their rights with regard to various aspect of telecom services viz Tariff, Value Added Services (VAS), Data services, Unsolicited Commercial Communications (UCC), Mobile Number Portability, Complaint Redressal Mechanism, etc. Consumers were also informed about the benefits of various Mobile apps viz. TRAI my-speed app, TRAI my-call app and DND 2.0 app developed by TRAI for consumer empowerment and how consumers can take benefit of these apps and TRAI analytic portal. Consumers were also informed about various frauds viz. Tower fraud, missed calls from ISD nos. etc. and how to remain careful with these frauds.

5. Consumers were also informed about recent amendment of broadcasting and cable TV regulations (dated 01.01.2020) and the benefits passed on to consumers viz. 1) more channels with lower NCF, 2) 40 % NCF for 2nd and extra TV connections in multi TV homes, 3) clarity of bouquets, 4) benefits for long term subscription etc. TRAI launched a Channel selection App on 25th June for the benefit of consumers so that consumer can see his subscription, add/ delete channels and optimize his choice. A video prepared by TRAI in this regard (also available on YouTube) was shown to consumers for their benefit.

6. During the interactive session, many queries of participants were answered by Shri Souvick Kr. Das, Advisor TRAI and his team. Representatives of TSPs also responded to certain problems highlighted by the consumers.

7. In case of any clarifications, Shri Sanjeev Banzal, Advisor (CA&IT), TRAI may be contacted at Telephone: 011-23210990 or email ID: advisorit@traigov.in.