

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

Consumer Outreach Programs by TRAI through online mode

New Delhi, 9th November, 2020: Telecom Regulatory Authority of India (TRAI), through its regional offices conducted Consumer Outreach Programs via online mode on 5th and 6th November, 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 Corona Virus Pandemic, it was decided to conduct such programs via online platform where consumers can join while sitting at their home, shop, or office. In this series Consumer Outreach programmes were conducted by **Regional Offices, Kolkata, Hyderabad and Jaipur.**

Regional Office, Kolkata (5th Nov, 2020)

3. This programme was organised for the consumers of North East LSA on 5th Nov 2020 i.e. for the states of Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura. Representative of Consumer Advocacy Group (CAG), representatives of Telecom Service Providers, students & teachers of different colleges and state Govt. officials have participated in the event.

Regional Office, Hyderabad (6th Nov, 2020)

4. This programme was organised for Consumers of Tamilnadu State. It was attended by large number of local consumer forums from various places of Tamilnadu, representatives of Consumer Advocacy Groups (CAGs) registered with TRAI, representatives of Telecom Service Providers, officials of Government and Private Organizations, farmers, students from various engineering & management colleges across Tamilnadu and telecom consumers of the state.

5. In order to empower various sections of society by educating about Information and Communication Technologies, a session was included for the welfare of agriculture sector. In this program, for the benefit of farmers a presentation was delivered on "Recent Developments in Agricultural Extension using Telecommunications" by subject expert Dr. Senthil Kumar from Tamilnadu Agriculture University.

Regional Office, Jaipur (6th Nov, 2020)

6. This Outreach Programme was organised for consumers of Punjab Service Area. In this programme, besides the Telecom consumers of Punjab state, a large number of Common Service Centre (CSC) in-charge(s) from various villages of the state, representatives of Consumer Advocacy Groups (CAGs), representatives of Telecom Service Providers, members from various consumer associations, students and teachers of different colleges, officials of Government and public have participated in large number.

7. In order to educate consumers about the cyber threats these days, a session was organised in which a presentation was delivered on "Cyber Security amid Covid-19 Pandemic " by subject expert Shri Deepak Kumar, Chief Manager (Faculty), State Bank Institute of Innovation and Technology, Hyderabad.

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

9. Consumers were also informed about recent amendment of broadcasting and cable TV Regulations and the benefits passed on to consumers. In this context a video prepared by TRAI on Channel Selector App was shown for the benefit of consumers so that consumers can see their subscription, add/delete channels and optimize their choice.

10. During interactive sessions, queries of participants were answered by Shri Souvick Kr. Das, Advisor TRAI, Regional Office, Kolkata, Shri. A. Munisekhar, Advisor, Regional Office, Hyderabad and Shri Vinod Gupta, Advisor, Regional Office, Jaipur in the respective programmes.

11. In case of any clarification, Shri, Sanjeev Banzal, Advisor (CA & IT), TRAI may be contacted at Telephone no. 011-23210909 or email id advisorit@traai.gov.in.


(S.K. Gupta)
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Secretary, TRAI