

Information Note to the Press [97/2020]

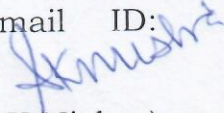
For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

Consumer Outreach Programs by TRAI through online mode

New Delhi, 08 December 2020: Telecom Regulatory Authority of India (TRAI), through its Regional Office Bengaluru, conducted online Consumer Outreach programs for the telecom and broadcasting consumers of Karnataka on 4th December 2020 and for Kerala on 7th December 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. The programs were attended by Consumer Advocacy Groups, representatives of Telecom Service Providers, faculty & students of different colleges, telecom consumers and other stakeholders.
4. During the programs, 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 various Mobile apps viz. TRAI my-speed app, TRAI my-call app and DND 2.0 app developed by TRAI for consumer empowerment. Consumers were also educated about 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.
5. It was also informed about Channel selection App for the benefit of consumers so that consumer can see his subscription, add/delete channels and optimize his choice.
6. Shri Sanjeev Banzal, Advisor (CA & IT) spoke about 5G Technology in these events.
7. During the interactive sessions, queries of participants were answered by Shri S S Galgali, Advisor TRAI. He clarified the points raised regarding UCC, Network Issues, implementation of Data privacy, NTO 2.0, option to set channel number by consumers of their choice, activation of VAS without consumer consent and MNP.
8. In case of any clarifications, Shri Sanjeev Banzal, Advisor (CA&IT), TRAI may be contacted at Telephone: 011-23210990 or email ID: advisorit@trai.gov.in.


(S.K.Mishra)
Secretary(I/C), TRAI