



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
क्षेत्रीय कार्यालय, बंगलुरु
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No. TRAI/RO/BG/CAG Workshop/2025-26

Date: 28-01-2026

To,

Dy. Advisor (CA)
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhavan,
J.L. Nehru Marg (Old Minto Road)
New Delhi

Sir.

Sub: Report of the Capacity Building Workshop of CAGs held at
Mysore on 10th December 2025

Please find enclosed the Expenditure Statement, Report of the workshop, few photographs of the Capacity Building Workshop of CAGs held at Mysore on 10th December 2025.

2. It is requested that the suggestions/issues that came up during the deliberations may be taken up for necessary action/brought to the notice of the concerned Divisions.

Yours faithfully,


Consultant

Encl:

1. Report of the workshop
2. Photographs of the workshop

Report of Capacity Building Workshop of CAGs held on 10th December 2025 at Mysore, Karnataka

1. TRAI Bengaluru Regional Office organised the Capacity Building Workshop for CAGs from the States of Maharashtra, Karnataka, Kerala and Tamil Nadu at Mysuru on 10th December 2025.
2. The programme was attended by representatives of the following CAG
 - 1) Consumer Care Society (CCS), Karnataka
 - 2) Coordinated Action of Consumer & Voluntary Organisations of Karnataka (CAOCVO), Karnataka
 - 3) Consumers' Association, Kerala
 - 4) Consumer Guidance Society of India, Maharashtra
 - 5) Rural Organisation for Social & Education Trust (Rose Trust), Tamil Nadu
 - 6) Citizen Consumer & Civic Action Group, Tamil Nadu
 - 7) Women Consumer Protection Association, Tamil Nadu
 - 8) Consumer Research, Education, Action, Training and Empowerment, Tamil Nadu
 - 9) Tamil Nadu Consumer Protection and Environmental Research Centre (TNCPERC), Tamil Nadu
3. CAG from the State of Maharashtra could not attend the programme due to flight disruptions and last-minute cancellation of the flight.
4. Representatives of TSPs from Airtel, R Jio and Vi participated in the workshop. There were no representatives from BSNL in the program.
5. Presentations were made by the CAGs about consumer centric activities undertaken by them during the past one year. This was followed by presentations by the TSPs about the complaint handling mechanism, CEWs, and other measures taken by them to enhance customer experience.
6. In the deliberations that happened during the presentations and post presentations, the following suggestions/comments were made by CAG representatives:
 - a) The format of the Capacity Building workshop should be reviewed as presently it is a forum for general information sharing. It does not help in improving the technical/financial/Legal/HR capacity of the CAGs. The workshop should be reworked in manner so as to increase the ability of the CAGs to carry out their activities.
 - b) One of the CAGs suggested that CAGs may be allowed to attend capacity building programmes of TRAI/APT/ITU etc, like Knowledge Sharing

Sessions/Seminar/Workshops as feasible, including online programmes. This will enhance their understanding of the telecommunication services, especially on the technical and regulatory aspects to serve better as CAGs.

- c) CAGs stated that the existing consumer grievance redressal mechanism is not effective and the TSPs are not even following it. TSPs are suppressing the appeals, zero in cases of some TSPs. The quality of resolution is also not to the satisfaction of the consumers.
 - d) In case of any review of the existing redressal system by TRAI, CAGs should be consulted beforehand and in the draft stage of the Consultation Paper itself
 - e) On the Consumer Survey being undertaken by TRAI, it was suggested that CAGs should be consulted in the design of the survey, the questionnaire etc. CAGs have ground level experience in dealing with consumer grievances.
 - f) The QoS parameters, especially individual consumer centric ones, are outdated. 45 days for providing refunds, 39 days for settling appeals are pointed out as examples. It was suggested that the Service Level Parameters should be revised every 2 or 3 years continuously improving it.
 - g) There was a general concern on the deteriorating of network quality indoors. CAGs were informed about the TRAI initiatives on improving digital connectivity of the buildings and the rating systems.
 - h) CAG representatives from TN wanted improvement in connectivity in rural and hilly areas.
 - i) CAGs requested for mor flexibility in choosing the location for organising TRAI assisted CAPs. The restriction like time gap of 2 years etc are not reasonable considering that the audience will be different every time.
 - j) CAGs requested hybrid model for CEWs organised by TSPs so that they can join online from their respective locations, without having to travel. They also provided suggestions to TSPs to improve participation in CEWs.
 - k) CAGs also requested for Consumer Handbook for distribution in the CAPs.
7. As part of this workshop there was a Special Session on Cyber Crimes and Safety which was taken by Shri Yeshwanthkumar, Deputy Superintendent of Police, CID, Bengaluru. His Session was followed up with Q&A.
 8. Few photographs of the programme are enclosed.