



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
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No. TRAI/RO/BG/COP KTK/2025-26

Date: 16-01-2026

To,

Dy. Advisor (CA)
Telecom Regulatory Authority of India
World Trade Centre, Naurojinagar
New Delhi-110029

Subject: Report of Consumer Outreach Programme (CoP) held at Chitradurga, Karnataka on 5th December 2025

Sir,

Please find enclosed the report of the COP conducted at Chitradurga, Karnataka on 5th December 2025

Few snapshots of the programme are also enclosed.

Yours faithfully,

(K Muralidhara)
Consultant
Regional Office, Bengaluru

Encl: As above

**Report of Consumer Outreach Programme (CoP) held at
Chitradurga, Karnataka on 5th December 2025**

Theme: Grievance Redressal

1. TRAI Bengaluru Regional Office organized a Consumer Outreach Programme (COP) at J. M. Institute of technology P.B. No 73, NH -4, bye-pass Chitradurga – 577 502, Karnataka on 5th December 2025. Overall participation was 271. The representatives of TSPs, the CAG representatives of Karnataka and general consumers attended the programme.
2. The Programme was conducted in two parts. In the first part, Shri Brajendra Kumar Advisor, RO Bengaluru in his Session explained the role of TRAI in protecting the interests of the consumers and empowering them in use of Telecom facilities. He explained about the provisions made by TRAI to regulate UCC, the mobile DND app, Measures to ensure Quality of Service, Coverage map plots, and recent initiatives of TRAI for Digital connectivity Index framework. The briefing also included about the Broadcasting Policies, recent Amendments to regulations, directions etc. Special focus on Consumer Redressal Grievance in Telecom and Broadcasting Sectors was given keeping in view the theme of COPs for the Quarter. Relevant videos in Kannada language were also played out during the presentation, which was followed by a Q&A Session. The session was conducted in English and Kannada languages.
3. In the second part of the Program, we had arranged a special session on Cyber Crimes/Frauds. This Session was taken by Shri Kantharaj, Sub Inspector of Police from CEN Station, Chitradurga. He gave a lecture in Kannada/English on the different modes of cybercrimes taking place currently, the modus operandi used by the fraudsters, precautionary measures to be taken by consumers to prevent such frauds. He also explained to the audience about cyber hygiene and social media ethics to be followed for cyber-safe world. This was followed by a Q&A Session in which lot of questions were asked and lot more information shared.
4. Participants has given feedback that the programme was good, and it helped them to acquire more knowledge about Telecom, Broadcasting and Cybercrimes.
5. Few snaps of the programme are attached.

Yours faithfully,



(K Muralidhara)

Consultant

Regional Office, Bengaluru