

## **Report on Consumer Awareness Programme (CAP) on the Theme "Consumer Grievance Redressal Mechanism by TRAI"**

Telecom Regulatory Authority of India (TRAI) sponsored Consumer Awareness Programme organised a Consumer Awareness Programme coordinated by their Consumer Advisory Group member of Karnataka-State Network CAOCVO at S.J.P.V.V. Peetha @ Harihara.

This programme is organised on behalf of TRAI by CAOCVO; which is a network of Consumer Organisations in Karnataka. CAOCVO plays a pivotal role in empowering Consumers of their duties and rights. Among the eight rights Consumer Education and Consumer Grievance redressal are important. No doubt it plays a very important part as Consumers want justice when their rights are trampled upon. However, Voluntary Consumer organisations play a major role in "Class action" which is to intervene on policy matters and ensure that at the initial stage itself if they intervene in policy that would ensure that system takes care rather than breach.

MLA Sri B P Harish inaugurated the programme and in his Chief Guest address, he extolled the SJVP institution for conducting such events which tend to educate students with knowledge for their practical living. He cautioned students to make the best use of the new invention which today has virtually become part of our daily life. There are several useful things to learn and concentrate rather than divert attention to useless unwanted, unconfirmed information which turn to be scams. He stated that for a longtime he didn't use mobile phones until it became totally necessary due to fast pace developments that too technological.

Taking over from where the MLA finished the key resource person of TRAI Sri Somasekhar V. K., Founder and Chief Patron of CAOCVO, delivered a detailed session on the latest developments in consumer rights, Role of regulators in every field. About TRAI which was the oldest since 1997. He outlined the growth of telecom in the country from 2G to 5G-6G at present. Importance of TRAI as a powerful authority for Telecom and also Broadcasting services. He explained in detail the way TRAI operates transparently and in a most democratic fashion.

They put up draft papers well prepared and also hold OHD (Open house) to reach out to maximum people to elicit opinion, suggestion. He also mentioned that TRAI acts on feedback and brings up Apps which are free and user friendly. At present there are Apps for reporting of Unsolicited Commercial Calls (Spam) Mobile number Portability, 'Do not disturb' (DND) and many more. All these are available through play store or on TRAI Website, [www.trai.gov.in](http://www.trai.gov.in) It is free and can be downloaded through play store.



For Coordinated Action of Consumer  
& Voluntary Organizations of Karnataka

*Sri Somasekhar V. K.*

Founder - Patron