

## **Report of Consumer Awareness Programme (CAP) @Alva's College, Vidyagiri @Dr V S Acharya auditorium in Moodibidre Dakshin Kannada District on Tuesday 25<sup>th</sup> November 2025**

Telecom Regulatory Authority of India (TRAI) organised a Consumer Awareness Programme coordinated by their Consumer Advisory Group member of Karnataka-State Network CAOCVO in the Dr V S Acharya Hall in our college Viz: Alva's educational Institution Devagiri, Moodibidre.

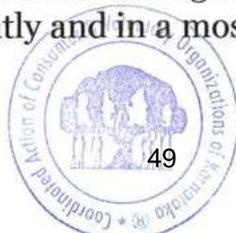
This programme is organised on behalf of TRAI by CAOCVO; which is a network of Consumer Organisations in Karnataka. CAOCVO plays a pivotal role in empowering Consumers of their duties and rights. Among the eight rights Consumer Education and Consumer Grievance redressal are important. No doubt it plays 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.

Programme started on time @11 am and the MLA Sri Umanath Kotian along with the resource person Sri Somasekhar V K, Zonal Coordinator Sri Santhosh Kumar Shetty, Smt Vidya S Poojari, Principal Mohd Sadakath, Ms Jancy Vice Principal Coordinator Dr Sulatha on the stage. Students began the programme with an invocation prayer and the Chief Guest along with others lit the lamp.

Dr Sulatha welcomed the gathering and introduced the guests on stage. She then invited the Moodibidre MLA Umakanth Kotian to address the gathering. In his brief address, he spoke extensively on the mobile that is now an addiction. Though it has become essential for daily use, he stated how this addiction like drugs which are harmful to our health.

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. He reminded how PM Sri Narendra Modi keeps referring to "Minimum Government maximum Governance" Which is to emphasize the role of Citizens in decision making. He stated that if things don't improve around them then there is no point in blaming elected representatives since they are limited to formulation of statutes in a welfare state of democracy. Unless Citizens involve themselves and take active part in policy formulations nothing would change. He spoke of the demographic dividend in India and how it is a major advantage at the global level where in other countries can envy.

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.



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*Somasekhar V K*  
Founder -Patron

-: 2:-

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.

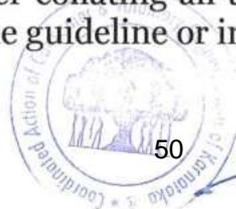
Mentioning how CAOCVO has conducted such CAPs ed in over 25 Taluks across Karnataka, he stated by the year end they hope to go across all the districts. TRAI doesn't permit them to hold any CAP in district headquarters as they themselves would be doing so with their COP. They have specifically chosen colleges and youth to organise these programmes and therefore are very popular.

TRAI also improves upon the CAP by introducing Themes for every quarter, in the recent past we did the programmes on Cyber Hygiene and in the present quarter, we are concentrated on "*Consumer Grievance handling mechanism*".

Stating that TRAI doesn't handle grievances directly it defines the methodology by which the grievances are resolved. They have also defined the Quality of Service (QOS) and defined how billing issues and refunds are to be handled. TRAI also has set up a 3-step system. In the first level an aggrieved Consumer reports issues of network, Value added services (VAS) Internet speed, Spam and such other matters. The Company is expected to investigate the issue and incase they are not resolved even after 15 days they are escalated to the Appeal where in a CAG member joins in the advisory capacity and gives their suggestion, recommendation which then goes to their Appellate Authority who decides the matter. Consumers if aggrieved can go to the District Consumer redressal Commission in case of damages and compensation.

He stated that TRAI is taking several institutions that are transparent and democratic. Explaining he stated that TRAI conducts 'outreach programme (COP) regularly and then through Consumer Advisory groups (CAG) in rural areas, villages. Similarly, it mandates every Telecom Service provider (TSP) to conduct such programmes atleast for their subscribers. Reports are sent to TRAI and they are monitored on an ongoing basis. Further TRAI also conducts capacity building workshops periodically.

Before taking any decision TRAI also puts out draft papers on the concerned subject and is announced on the website as well as newspapers. All stake holders then are requested to send their comments, suggestions. These are posted on the website and sometimes even Open houses are conducted online to elicit opinions, discussions etc. After collating all these the policy is made which is then Gazetted and becomes the guideline or instructions to be followed.



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-: 3 :-

Voluntary Consumer Organisations also take very active part in putting up their best to ensure that the interest of consumers is incorporated. Unfortunately, the amount of effort that industry put in for getting through their views forcefully is not felt by the Consumers.

TRAI collects lot of feedback from different sources and studies them to take appropriate action. They are taking a lead role in controlling spam and unsolicited commercial communication (UCC) They have introduced an APP (DND-Do not disturb) and it is very user friendly.

This helps TRAI to monitor and even take punitive action against violations. This includes fines and instructing licence holder -TSPs to even suspend connections if the violations are repeating.

Even the Telecom Ministry steps in to develop App like in the case of "**Sanchara Sarathi**" which is unique and helps every subscriber in case of loss of mobiles and misuse of SIMs by fraudsters. There are several features that are path breaking and unique that is globally a benchmark.

CAOCVO's zonal coordinator Santhosh Kumar Shetty then took over and spoke on the theme of Consumer Grievance redressal mechanism by TRAI. He started with the basic and explained in detail the mechanism as per guidelines of TRAI.

Consumer rights and complaint procedure regarding telecom companies

### 1. Common Problems

- a) Network issues (call drops, slow internet)
- b) Incorrect bill / extra charges
- c) Value added Service activated without permission
- d) SIM activation / KYC issues
- e) Low response from customer care
- f) Number porting delay / rejection

### 2. Main Rules Made by TRAI

- a) Telecom Consumer Protection Regulations (2012)
- b) Quality of Service (QoS) Regulations
- c) Mobile Number Portability (MNP) Regulations
- d) DND / Spam Control Regulations
- e) Tariff Orders – Fair Pricing



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-: 4 :-

### 3. How to file a complaint?

**Step 1:** First, register a complaint with the telecom company

Jio → 198

Airtel → 198

Vi → 198

BSNL → 1500

Make sure to note down the complaint number (Complaint ID).

**Step 2:** If the issue is not resolved → Contact the Nodal Officer

Provide details along with the Complaint ID.

**Step 3:** If still unresolved → File a complaint with the Appellate Authority.

4. It must be resolved within 45 days.

5. Simple tips for students Do not share your OTP with anyone  
Check recharge plans

6. If you receive spam SMS/Calls, activate DND

7. If there is a billing error, complain immediately

8. If the service is not good, get the network ported

Since TRAI is independent and has to be fair to all stake holders' system to handle grievances and plays the role of a watch dog.

College Principal Mohd Sadakath then extolled his students to make the best use of such opportunities and gain knowledge. He thanked the organisers for giving the institution an opportunity.

The programme ended with a Vote of thanks and National Anthem



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