

Information Note to the Press [Press Release No.100/2020]

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

Consumer Outreach Programs by TRAI through online mode

New Delhi, 21st December 2020: Telecom Regulatory Authority of India (TRAI), through its Regional Offices conducted three Consumer Outreach Program via online mode on 17th December 2020 by Regional Office Bhopal for the Telecom consumers of Uttar Pradesh state , on 17th December 2020 by Regional Office Hyderabad for Telecom consumers of Odisha state and on 18th December 2020 by Regional Office Jaipur for the Telecom consumers of Rajasthan state.

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 Corona Virus Pandemic, it was decided to conduct such programs via online platform where consumers can join while sitting at their home, shop, or office.

3. During these 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 the benefits of various Mobile apps viz. TRAI my-speed app, TRAI my-call app, DND 2.0 app etc. developed by TRAI for consumer empowerment and 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 with these frauds. Consumers were also informed about recent amendment of broadcasting and cable TV regulations.

4. In the COP (i.e. Consumer outreach programme) of Uttar Pradesh state besides the Telecom consumers a large number of Common Service Centre (CSC) in-charge(s) from various villages of the states, representatives of Consumer Advocacy Groups (CAGs), representatives of Telecom Service Providers, members from various consumer associations, faculty members and students of colleges, villagers, farmers, officials of Government and public have participated in large number. Apart from regular COP, a presentation on



