

Information Note to the Press [Press Release **No. 18/2021**]

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

Consumer Outreach Program by TRAI through online mode

New Delhi, 25th March 2021: Telecom Regulatory Authority of India (TRAI), through its Regional Office Bhopal, conducted Consumer Outreach Program via online mode on 18th March 2021 for consumers of Madhya Pradesh.

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

3. In this outreach programme, besides the Telecom consumers of Madhya Pradesh state, a large number of Common Service Centre (CSC) in-charge(s) from various villages of the state, 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.

4. During the program, 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. Apart from regular COP, a presentation on "CSC Bridging the Digital divide in Rural Areas" by subject expert was also delivered.

5. During the interactive session, many queries of participants were answered by Sh. Vinod Gupta, Advisor TRAI Regional Office, Bhopal.

6. In case of any clarifications, Sh. Sanjeev Banzal, Advisor (CA&IT), TRAI may be contacted at Telephone: 011-23210990 or email ID: advisorit@traigov.in.


(S.K. Gupta)
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