

**For Immediate Release**

**TELECOM REGULATORY AUTHORITY OF INDIA**

**Consumer Outreach Program by TRAI through online mode**

**New Delhi, 26 March, 2021:** Telecom Regulatory Authority of India (TRAI), through its **Regional Office, Hyderabad**, conducted Consumer Outreach Program via online mode on 23<sup>rd</sup> March, 2021.

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. The COP was attended by the Telecom consumers of Andhra Pradesh state, large number of local consumer forums from various places of Andhra Pradesh, representatives of Consumer Advocacy Groups (CAGs) registered with TRAI, representatives of Telecom Service Providers, officials of Government and Private Organizations and students from various engineering & management colleges across Andhra Pradesh.

4. During the program, consumers were educated about their rights granted to them with regard to various aspect of telecom services viz. Tariff, Value Added Services (VAS), Unsolicited Commercial Communications (UCC), Mobile Number Portability, Complaint Redressal Mechanism, Data services etc. Consumers were also informed about the benefits of various Mobile apps like TRAI my-speed app, TRAI my-call app and DND 2.0 app developed by TRAI for consumer empowerment and how consumers can take advantage of these apps as well as TRAI analytics portal. Consumers were also informed about various frauds viz, Tower fraud, missed calls from ISD numbers etc. and how to remain careful with these frauds.

5. Consumers were also informed about recent amendment of broadcasting and cable TV Regulations (dated 01-01-2020) and the benefits passed on to consumers. In this context a video prepared by TRAI on Channel Selector App was shown for the benefit of consumers so that consumers can see their subscription, add/delete channels and optimize their choice.

6. During interactive session, queries of participants were answered by Shri. V. S. Raju, Joint Advisor, RO, Hyderabad.

7. In case of any clarification, Shri, Sanjeev Banzal, Advisor (CA & IT), TRAI may be contacted at Telephone no. 011-23210909 or email id [advisorit@traigov.in](mailto:advisorit@traigov.in)

  
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Secretary