

Information Note to the Press [Press Release No.87/2020]

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

Consumer Outreach Programs by TRAI through online mode

New Delhi, 2nd November 2020: Telecom Regulatory Authority of India (TRAI), through its **Regional Offices Bhopal and Bengaluru**, conducted two Consumer Outreach Programs via online mode on 29th October, 2020.

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.

Regional Office, Bhopal

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, villages, farmers, officials of Government and public have participated in large number.

4. In this program, a presentation was also delivered on “Modern Agriculture Technology: Opportunities due to Telecom Revolutions” by subject expert Shri A M Parial.

Regional Office, Bengaluru


5. This outreach programme was conducted for the telecom and broadcasting consumers of Maharashtra. In this event, representatives of Telecom Service Providers, students & faculty of different colleges and other stakeholders participated. Shri Sanjeev Banzal, Advisor (CA&IT) spoke about 5G Technology, Use Cases and Applications. During the program the features of Channel Selector App developed by TRAI was explained for the benefit of consumers. A video prepared by TRAI in this regard was played during the program which highlights that consumer can see his subscription, add/ delete channels and optimize his choice.



6. In both the 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.

7. During the interactive session, queries of participants were answered by Sh. Vinod Gupta, Advisor TRAI Regional Office, Bhopal and Shri S. S. Galgali, Advisor, TRAI Regional Office, Bengaluru.

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


(S.K. Gupta)
Secretary, TRAI
2.11.2020