

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

Consumer Outreach Programs by TRAI through online mode

New Delhi, 9th November, 2020: Telecom Regulatory Authority of India (TRAI), through its regional offices conducted Consumer Outreach Programs via online mode on 5th and 6th November, 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. In this series Consumer Outreach programmes were conducted by **Regional Offices, Kolkata, Hyderabad and Jaipur.**

Regional Office, Kolkata (5th Nov, 2020)

3. This programme was organised for the consumers of North East LSA on 5th Nov 2020 i.e. for the states of Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura. Representative of Consumer Advocacy Group (CAG), representatives of Telecom Service Providers, students & teachers of different colleges and state Govt. officials have participated in the event.

Regional Office, Hyderabad (6th Nov, 2020)

4. This programme was organised for Consumers of Tamilnadu State. It was attended by large number of local consumer forums from various places of Tamilnadu, representatives of Consumer Advocacy Groups (CAGs) registered with TRAI, representatives of Telecom Service Providers, officials of Government and Private Organizations, farmers, students from various engineering & management colleges across Tamilnadu and telecom consumers of the state.

5. In order to empower various sections of society by educating about Information and Communication Technologies, a session was included for the welfare of agriculture sector. In this program, for the benefit of farmers a presentation was delivered on "Recent Developments in Agricultural Extension using Telecommunications" by subject expert Dr. Senthil Kumar from Tamilnadu Agriculture University.

