

Information Note to the Press [Press Release No. 43 /2020]

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

Consumer Outreach Programs through online meeting platform

New Delhi, 29th June, 2020: Telecom Regulatory Authority of India (TRAI), through its regional offices Jaipur and Kolkata, conducted Consumer Outreach Programs via online meeting platform on 26th June, 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 Covid-19 Pandemic, it was decided to conduct such programs via online meeting platform where consumers can join while sitting at their home, shop, or office.

3. In this series, Regional Offices Jaipur and Kolkata organised Consumer Outreach Programs on 26th June 2020, forenoon and afternoon respectively via online meeting platform.


Jaipur, Rajasthan

In this programme, besides the Telecom consumers of Rajasthan state, a large number of Common Service Centre (CSC) in-charge(s) from various parts of Rajasthan, representatives of Consumer Advocacy Groups (CAGs), representatives of Telecom Service Providers, officials of Government and general public have participated in large number.

Asansol, West Bengal

The Regional Office, Kolkata organised the program in collaboration with Asansol Engineering College where other consumers of Asansol area, representatives of Consumer Advocacy Groups (CAGs), representatives of Telecom Service Providers and other Govt. officials have participated.

4. During 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

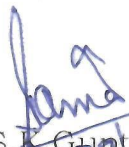


app, TRAI my-call app and DND 2.0 app developed by TRAI for consumer empowerment and how consumers can take benefit from these apps as well as TRAI analytics portal. Consumers were also informed about various frauds viz. Tower fraud, missed calls from ISD numbers etc. and how to remain careful with these 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 viz. 1) more channels with lower NCF, 2) 40 % NCF for 2nd and extra TV connections in multi TV homes, 3) clarity of bouquets, 4) benefits for long term subscription etc. TRAI launched a Channel selection App on 25th June for the benefit of consumers so that consumer can see his subscription, add/ delete channels and optimize his choice. A video prepared by TRAI in this regard was shown to consumers for their benefit.

6. During the interactive sessions, many queries of participants were answered by Shri Vinod Gupta, Advisor, RO (Jaipur) and Shri Souvick Kumar Das, Advisor, RO(Kolkata) in the respective programs.

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


(S. K. Gupta)
20/6/2020
Secretary, TRAI