

Information Note to the Press [Press Release No. 46/2020]

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

Consumer Outreach Program through online meeting platform

New Delhi, 30th June, 2020: Telecom Regulatory Authority of India (TRAI), conducted Consumer Outreach Program through Regional Office, Hyderabad via online meeting platform on 29th 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, TRAI is conducting such programs via online meeting platform where consumers can join while sitting at their home, shop, or office.

3. In this series, Regional Offices Hyderabad organised Consumer Outreach Program on 29th June 2020 via online meeting platform. The programme was attended by the telecom consumers of Andhra Pradesh state, representatives of Consumer Advocacy Groups (CAGs) registered with TRAI, representatives of Telecom Service Providers, officials of Government & Private Organizations and students.


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 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. In this context a video prepared by TRAI on Channel selection App was shown for the benefit of consumers so that consumers can see their subscription, add/ delete channels and optimize their choice.



6. During the interactive sessions, queries of participants were answered by Shri A.Munisekhar Advisor, RO (Hyderabad).

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


(S.K. Gupta)
Secretary, TRAI
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