

Information Note to the Press [Press Release **No. 56/2020**]

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

Consumer Outreach Program by TRAI through online mode

New Delhi, 7th August, 2020: Telecom Regulatory Authority of India (TRAI), through its **Regional Office Jaipur**, conducted Consumer Outreach Program via online mode on 7th August, 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.

3. In this outreach programme, besides the Telecom consumers of Gujarat, 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, officials of Government and public have participated in large number.

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 app developed by TRAI for consumer empowerment and how consumers can take advantage of these apps/portal. Consumers were also told about tower fraud and how to be careful with it. Besides this, Information about new rules of broadcasting and cable TV was also discussed.

The informative videos on different subject including of recently launched Channel Selector App was shown to the participants.

5. During the interactive session, many queries of participants were answered by Sh.Vinod Gupta, Advisor TRAI Regional Office, Jaipur.

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