

Information Note to the Press [Press Release No. 98/2020]

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

**Consumer Outreach Program for Bihar by TRAI Regional Office Kolkata
Through online mode**

New Delhi, 11th December 2020: Telecom Regulatory Authority of India (TRAI), through its Regional Office Kolkata, conducted a virtual Consumer Outreach Program for the consumers of Bihar via online mode on 8th December 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 mode where consumers can join while sitting at their home, shop, or office.

3. This programme was organised for the consumers of Bihar LSA (particularly for the state of Bihar). Representative of Consumer Advocacy Group (CAG), representatives of Telecom Service Providers, students & teachers of different colleges and other state Govt. officials have participated in the event.

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 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.

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 (also available onYouTube) was shown to consumers for their benefit.

6. In this program, a presentation was made by Dr. Rajesh Kumar, Asstt. Director, Deptt. Of Agriculture, Govt. of Bihar on different farmer and citizen centric initiatives in agriculture sector viz. DBT to farmers (1.64 Crore farmers registered through Aadhar), Kishan Call Centre etc. They requested BSNL and other TSPs to improve their mobile coverage so that SMS reaches the beneficiaries and the backbone of the system (i.e. VPN, SWAN etc.) works seamlessly.

7. During the interactive session, many queries of participants were answered by Shri Souvick Kr. Das, Advisor TRAI and his team. Representatives of TSPs also responded to certain problems highlighted by the consumers.

8. 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.Mishra)

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