

## Information note to the Press (Press Release No. 97/ 2007)

# Telecom Regulatory Authority of India

### For Immediate release

### In the Regional Workshop on Consumer Education at Shillong, TRAI Member advises the Telecom Service Providers to own up their consumers.

Shillong: 24<sup>th</sup> November 2007 - The Telecom Regulatory Authority of India which is responsible for the orderly growth of the Telecom Sector and also for protecting the interests of service providers and consumers of Telecommunication Services including Broadcasting and Cable TV Services has held its 4<sup>th</sup> Regional Workshop on Consumer Education and Capacity Building of Consumer Advocacy Groups in Shillong on 24<sup>th</sup> November 2007. Shri A.K. Sawhney, Member and other officers, consumer organisations of the Eastern and North Eastern regions and representatives of various telecommunication service providers participated in the workshop. This is the first time that such a workshop is organized in the North East by the Telecom Regulatory Authority of India.

2. The Authority has issued several orders, regulations and directions aimed at the growth of the sector as well as protection of the interests of consumers. The purpose of the workshop is to create awareness amongst the consumers and the service providers about the initiatives taken by the Authority to protect the interests of the consumers and emphasize the need for following the Regulations in totality.

3. Shri Sawhney advised the service providers to own up these regulations and also their consumers, for it is these regulations and directions that establish a bond between the consumers and the service providers. They should not be considered as an impediment or interruption in their working. The participants from the consumer organisations and service providers appreciated the initiative taken by TRAI towards consumer education and expressed the need for having more such workshops.

4. Shri Sawhney informed the audience that on completion of its 10 years, the Authority has documented its key contributions to the overall growth and development of the sector and the initiatives taken to protect the interest of the consumers in the two booklets viz. "A Journey Towards Excellence in Telecommunications" and "A Handbook for the Consumers from the Telecom Regulator". The Handbook has been prepared in a simple and consumer friendly language and is also available in TRAI website.

---

### Contact Address in case of any clarification

**M.C. Chaube**

**Advisor (QoS)**

Telecom Regulatory Authority of India

Mahanagar Doorsanchar Bhawan

Jawahar Lal Nehru Marg,(Old Minto Road)

New Delhi – 110002

Telephone: 011 – 23230404 Fax: 011-23213036

E mail: [chaubemc@traigov.in](mailto:chaubemc@traigov.in).

Website: [www.traigov.in](http://www.traigov.in)

Authorized for issue

**Advisor (QoS)**