

Information Note to the Press [Press Release **No. 13/2018**]

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

“TRAI conducted “Regional Workshop on Capacity Building of Consumer Advocacy Groups and Consumer Education”

New Delhi, 1st February, 2018: One of the important objectives of TRAI is to create awareness and safeguard consumer interests. Towards this objective, TRAI has instituted a system for registration of consumer organizations as Consumer Advocacy Groups (CAGs). They act as interlocutors between consumers, Telecom Service Providers (TSPs) and coordinate/articulate consumer responses to TRAI initiatives to assist TRAI in consumer education and work for protection and propagation of the interest of the consumers. Thus CAGs are important partners of TRAI in its constant endeavor to safeguard consumer interests. It is thus necessary that the CAGs are well equipped and trained so that they can perform this role efficiently. Towards this objective, TRAI conducted a “Regional Workshop on Capacity Building of Consumer Advocacy Groups and Consumer Education” at Coimbatore on 29.01.2018.

2. The programme comprised two sessions which were chaired by Advisor (CA) from TRAI. In the forenoon session, which was attended by CAGs of Tamil Nadu, Kerala and Karnataka and Telecom Service Providers operating in these states, deliberations were held amongst TRAI, CAGs and TSPs on various consumer centric issues particularly with regard to redressal of consumer grievances by TSPs, efforts being made by CAGs and TSPs in enhancing consumer education about various TRAI consumer related Regulations, Directions and redressal of consumer grievances. While CAGs shared their experiences and informed about the issues being faced by consumers in their



respective areas, TSPs apprised of the efforts being made by them in this direction.

3. In the afternoon session, experts from RBI, Chennai and Department of Telecom (DoT) made presentations on two important subjects viz. "*Digital Payment Systems*" and "*E-KYC Verification of Mobile Subscribers*" respectively. As regards E-KYC verification, the speaker from DoT spoke about its advantages over paper based subscriber verification and explained the guidelines issued by the Government to facilitate the process.

4. Speakers from RBI educated the audience about different means of digital payments viz. Mobile Wallet, UPI App like BHIM etc., advantages and security features of each system and precautions to be taken to ensure safe and secure transactions. Besides Members of CAGs and TSPs, academicians from the educational institutes, officers of State Government, NGOs etc. from the city of Coimbatore attended the session.


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