

TELECOM REGULATORY AUTHORITY OF INDIA

“TRAI conducts “Regional Workshop on Capacity Building of Consumer Advocacy Groups and Consumer Education” at Gangtok, Sikkim

New Delhi, 19th February, 2018: One of important objectives of TRAI is to safeguard consumer interests and create consumer awareness. Towards this objective, TRAI has instituted a system of registration of consumer organizations as Consumer Advocacy Groups (CAGs). These CAGs act as interlocutors between consumers, Telecom Service Providers (TSPs), coordinate/articulate consumer responses to TRAI initiatives towards consumer education and work for protection and propagation of consumer interests. 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. Keeping this purpose in mind, TRAI conducted a “Regional Workshop on Capacity Building of Consumer Advocacy Groups and Consumer Education” at **Gangtok** on **16.02.2018**.

2. The programme comprised two sessions. In the forenoon session, which was attended by CAGs representing Assam, North-East, West Bengal (including Kolkata) licenced service areas (LSAs) and TSPs operating in these areas, 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 towards 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, Gangtok 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, Banks and NGOs etc. from the city also attended the session.



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