CONSUMER AWARENESS PROGRAM

DATE: - 08/12/2025

VENUE: - Government I.T.I College, Block: - Darhal,
District: - Rajouri (Jammu & Kashmir)

PROGRAME REPORT

Welcome speech: - All the guests and telecom service providers, participants and all the associates present in the consumer awareness program organized by Indian Institute of Technology & Entrepreneur Development (IITED) and Sponsored by Telecom Regulatory Authority of India (TRAsI) New Delhi were welcomed by **Mr. Sumit Rathore,** program assistant coordinator. He explained in detail about the major contribution of Telecom Regulatory Authority of India (TRAI) in the development of telecom and broadcasting sector and its role and responsibilities.

Information about Consumer Grievance Redressal: - In the consumer awareness program, the IT specialist/trainer of the institute, **Hemraj,** explained in detail about the theme Consumer Grievance Redressal set by Telecom Regulatory Authority of India (TRAI) He explained Consumer Grievance Redressal through the PPT released by Telecom Regulatory Authority of India (TRAI) such as Grievance Redressal Mechanism in Telecom Sector, Grievance Redressal Mechanism In Broadcast Sector, Tariff Orders/Regulations for Telecom & Broadcast Sectors, TRAI Apps and Portals (My Speed, My Call, DND, Channel Selector) and How to protect yourself from Cyber Fraud and initiatives being taken by the government for cybercrime.

Address by local influential persons: - Consumer awareness program sponsored by Telecom Regulatory Authority of India (TRAI) and organized by Indian Institute of Technology & Entrepreneur Development (IITED) Addressing the local influential **Mr. Amit Kumar,** he gave information to be cautious of Telecom Complain, cybercrime and appreciated this program organized by Telecom Regulatory Authority of India (TRAI).

Special Topic: - In the consumer awareness program sponsored by Telecom Regulatory Authority of India (TRAI) and organized by Indian Institute of Technology & Entrepreneur Development (IITED) telecom consumers were informed about the method of complaining and appealing in case of non-resolution of the complaint, along with helpline numbers 198, 1098, 1030 and consumer rights.

Question Answer Session: - At the end of the consumer awareness program sponsored by Telecom Regulatory Authority of India (TRAI) and organized by Indian Institute of Technology & Entrepreneur Development (IITED) a question answer session was organized. Participants asked their questions which were resolved by the representatives of the institute and the concerned telecom service providers. Most of the questions were related to Consumer Grievance Redressal. cyber-crime and network problems which were resolved.

Collection of Feedback from Consumers: - The feedback form of the program was distributed to all the participants who participated in the consumer awareness program sponsored by Telecom Regulatory Authority of India (TRAI) and organized by Indian Institute of Technology & Entrepreneur Development (IITED) as part of the program, which was collected after getting filled by everyone.

Closing Session: - The closing session of the consumer awareness program sponsored by Telecom Regulatory Authority of India (TRAI) and organized by Indian Institute of Technology & Entrepreneur Development (IITED) was addressed by the program Assistant coordinator **Mr. Sumit Rathore,** and all the participants were thanked.

Suggestions as per the feedback form: - After collecting the data of the feedback form given by the participants in the consumer awareness program sponsored by Telecom Regulatory Authority of India (TRAI) and organized by Indian Institute of Technology & Entrepreneur Development (IITED) the following were the suggestions given by the consumers: -

01. Most of the participants suggested to end network problems.

02. The participants appreciated this program sponsored by Telecom Regulatory Authority of India (TRAI) and demanded to organize such work in all the schools and colleges of the district and at all the development block levels.

03. The participants Appreciation the Mobile apps made by Telecom Regulatory Authority of India (TRAI).

04. The participants described the organization of the related program as very useful.

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