

# Customer Outreach & Cyber Safety Awareness Program

**Location:** Lohardaga (Jharkhand)    **Date:** 19 Feb 2026

## Objective

To create awareness among customers about digital services, cyber safety, and telecom solutions, and to provide on-the-spot resolution of customer queries.

## Key Activities

- Product, Services & Digital Solutions Showcase
- Cyber Safety & Sanchar Saathi Awareness Session
- Fraud Prevention & Digital Security Guidance
- Direct Customer Interaction & Query Resolution
- Network Services Awareness & Support

## Participation

Local customers actively participated and discussed various digital safety and service-related queries.

## Highlights & Outcome

- Positive customer feedback (VOC) received
- Strengthened last-mile outreach
- Increased awareness regarding digital fraud prevention
- Improved customer satisfaction related to network performance

## Conclusion

The program was successfully conducted and helped in enhancing digital awareness and customer trust.