



सत्यमेव जयते

भारतीय दूरसंचार विनियामक प्राधिकरण  
Telecom Regulatory Authority of India  
क्षेत्रीय कार्यालय, बेंगलुरु  
Regional Office, Bengaluru

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No. TRAI/RO/BG/COP MH/2025-26

Date: 16-01-2026

To,

Dy. Advisor (CA)  
Telecom Regulatory Authority of India  
World Trade Centre, Nauroji nagar  
New Delhi-110029

**Subject: Report of Consumer Outreach Programme (CoP) held at Navi Mumbai, Maharashtra on 16<sup>th</sup> December 2025**

Sir,

Please find enclosed the report of the COP conducted at Navi Mumbai, Maharashtra on 16<sup>th</sup> December 2025

Few snapshots of the programme are also enclosed.

Yours faithfully,

(K Muralidhara)  
Consultant  
Regional Office, Bengaluru

Encl: As above

**Report of Consumer Outreach Programme (COP) held at Navi  
Mumbai, Maharashtra on 16<sup>th</sup> December 2025**

**Theme: Grievance Redressal**

1. TRAI Bengaluru Regional Office organized a Consumer Outreach Programme (CoP) at SIES Nerul College of Arts Science and Commerce (Autonomous) Plot- 1C, Sector -V, Nerul East, Maharashtra. Overall participation was about 165. Participants were Students and Faculty from different departments of the Institution, apart from the representatives of TSPs, the CAG representatives of Maharashtra and general consumers.
2. In the first session, Shri Brajendra Kumar, Advisor, RO Bengaluru in his session explained the role of TRAI in protecting the interests of the consumers and empowering them in the use of Telecom facilities. He explained about the provisions made by TRAI to regulate UCC, the mobile DND app, Measures to ensure Quality of Service, Coverage map plots, and recent initiatives of TRAI for Digital connectivity rating framework. The briefing also included about the Broadcasting Policies, recent Amendments to regulations, directions etc. Relevant videos in Marathi language were also played out during the presentation, which was followed by a Q&A Session. Keeping with the theme of the Quarter, special focus was given to Consumer grievances and redressal.
3. The second session was taken by Smt. Shilpa Harsh Chheda, Manager, Reserve Bank of India, Mumbai concerning consumer issues related to digital banking, payments systems etc. She spoke about various financial and banking frauds/scams and RBI initiatives for protecting the interests of the consumers. She also explained about Consumer Grievance Redressal, RBI Ombudsman Scheme and recently introduced 1600 series. This was followed by a very interactive and informative Q&A Session.
4. Participants have given feedback that the programme was good and it helped them to acquire more knowledge about Telecom, Broadcasting, and Banking Frauds.
5. Few snapshots of the programme are attached.

Yours faithfully,

(K Muralidhara)  
Consultant  
Regional Office, Bengaluru

Encl: As Above