

**TELECOM REGULATORY AUTHORITY OF INDIA (TRAI)
CONSUMER AWARENESS PROGRAMME(CAP) AT LUNGDAI, KOLASIB
DISTRICT**

Date: 20/02/2026 (Friday)

Venue: Lengpui YMA Recreation Centre.

Chairman: Lallawmthanga, VCP President, Lengpui

Total No. of Attendance: 80

The participants are mainly women who were selected from women of Lengpui. Representatives of MHIP, MUP and MCU (Lengpui) also participated.

Mr. T. Vanlalruatfela, Editor Consumer Chhantu & Office Assistant presented '**Cyber Hygiene**' on the basis of TRAI's letter and write up. He explained the meaning, core components, importance and benefits of Cyber Hygiene.

Key Areas of Awareness: Meaning of cyber hygiene- Cyber hygiene refers to fundamental cyber security best practices that an organization's security practitioners and users can undertake. Personal hygiene practices to maintain your own health, cyber hygiene best practices help protect the health of your organization's organization's network network and assets. Cyber hygiene is about training yourself to form good habits around cyber security so that you can stay ahead of cyber threats and online security issues. Building a routine around cyber hygiene will help prevent cyber criminals from causing security breaches or stealing personal information. It will also help keep up to date with software and operating systems.

Mr. Thanglura, President MCU was the main resource person. He started saying that Telecom Regulatory Authority of India (TRAI) is a regulatory body of Telecom sector/ services viz, Tariff Order, Complaint Redressal and Quality Services etc. He also mentioned that TRAI is a regulatory body of Cable TV Services and D.TH services. He informed the participants that any one used to Mobile has to book sim card from service Providers such as BSNL, Airtel, Jio etc. with his Aadhar I.D with proof of residence. He/she should avoid using already existing Sim card as this in the name of other persons (and not in his/her name).

These days Mobile numbers, Bank Accounts, Aadhar numbers, LPG consumer numbers, Subsidy etc. are linked with internet/broadband services. He also explained the complaint mechanism and any person of these service users and having grievances should make complaint to Complain Center and if he/she is not satisfied with the resolution, they can complain in the Appellate Authority. The Advisory Committee will look into the matter. One member is among the Consumer Advocacy group., and will be resolved within 3/4 days.

He also explained Quality of Telecom Services: Important QoS parameters of basic and mobile services, Broadband services. He also stated Mobile number Portability and Curbing Unsolicited Commercial Communication (UCC) and other practical issues and how to prevent from exploitation of such cheating etc.

In the last part, interaction Session was held with other related issues and Consumer Protection Act 2019.

The meeting was started at 11:00 p.m. and ended at 2:00 p.m. with vote of thanks from Pu Thanzuala, President MCU Lengpui Branch.

THANGLURA
President
Mizoram Consumers' Union Hqrs.