

**Report of CAP conducted on 26 - 08-2025 Tuesday , at College of Applied Science ,  
Vattamkulam, Ponnani Taluk, Malappuram, District , Kerala – 679578.**

We , as a CAG Member of TRAI in Kerala State , have conducted a Consumer Awareness Programme ( CAP) on **26 - 08-2025 Tuesday , at College of Applied Science , Vattamkulam, Ponnani Taluk, Malappuram, District , Kerala – 679578,** by 10-30- am to 12-30 pm.

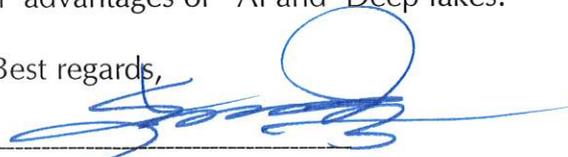
**Around 126 Students and Staffs were** actively participated to the prestigious programme. Telecom Service Providers like M/s BSNL Reliance Jio, and Airtel and Vi etc.. were addressed the CAP..

The programme was inaugurated by **Mr. M.A. Najeeb , President, Vattamkulam Grama Panchayath** and presided by **the College Principal Sri. PA.Samad** . In the inaugural speech , the Panchayath President stressed the importance of creating awareness about “ Cyber Hygiene “ and advised the students to utilize this opportunity to know about , What is Cyber Hygiene and why is Cyber Hygiene is so important ?

The key note address delivered by **Adv. Surendran PA, CAG Member TRAI** and PPT was also presented to create awareness and shared latest Cyber crimes and the fate of the victims. The aim of the programme was explained in the PPT to educate the Telecom Customers on Cyber Hygiene with recent press clippings reported in the medias . Also this PPT explain about their rights of the Customers in Telecom sector and the TRAI 's initiatives to safeguard the interest of the Customers including the grievance redressal mechanism provided by TRAI.. Also it explained about the Apps created by TRAI on DND , Data Speed and some Videos etc.. and informed that it is available in the App store and the TRAI website at free of cost. The CAG Member stressed that “ Cyber Hygiene “ is the theme for the quarter of July to September ,2025 of TRAI to spread awareness among the Students and Youth Community . This programme was conducted in association with NSS Unit,No.2 of this College and Taluk Legal Services Committee, Ponnani.

He also stressed the fact that to be “ Stayed Safe While Banking & Paying Online “ , and detailed about Scams, fake UPI links phishing traps , misuse of passwords and several type of fake Apps etc..The Government of India Ministry of Home Affairs provided 1930 Number to safeguard the Customers against Cyber crimes.. The main complaints against the TSP's were low coverage and Appellate systems of the TSP's. The CAP was success in creating Telecom awareness and Cyber Crimes including the latest technical advantages of AI and Deep fakes.

Best regards,



Adv. Surendran.PA , CAG Member TRAI for Kerala State .