



सत्यमेव जयते

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**Telecom Regulatory Authority of India**

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भादृविप्रा  
TRAI

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

Date: 19/08/2025

To,

Dy. Advisor (CA)  
Telecom Regulatory Authority of India  
World Trade Centre, Naurojinagar  
New Delhi

**Subject: Report of Consumer Outreach Programme (CoP) held at Muvattupuzha, Ernakulam dist., Kerala on 5<sup>th</sup> August 2025**

Sir,

Please find enclosed the report of the COP conducted at Muvattupuzha, Ernakulam dist., Kerala on 05 August 2025.

Few snaps 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  
Muvattupuzha, Ernakulam Dist., Kerala on 5<sup>th</sup> August 2025**

**Theme: Cyber Hygiene**

1. TRAI Bengaluru Regional Office organized a Consumer Outreach Programme (CoP) at Nirmala College (Autonomous), Muvattupuzha, Ernakulam dist. on 5th August 2025. Overall participation was about 276. The representatives of TSPs, the CAG representatives of Kerala and general consumers attended the programme.

2. The Programme was conducted in two parts. In the first part, 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 use of Telecom facilities. He explained about the provisions made by TRAI to regulate UCC, the mobile app, grievance redressal system, MNP, EMF issues, best data usage practices and recent initiatives of DoT like Sanchar Sathi Portal etc. Videos were Also about the Broadcasting Policies, recent Amendments to regulations, directions etc were touched upon. Relevant videos in Malayalam language were also played out during the presentation, which was followed by a Q&A Session.

3. In the second Session, we had arranged a special session on Cyber Crimes/Frauds. This Session was taken by Shri Bijumon E S, Red. Superintendent of Police, Cyber and Forensic Expert. Kerala Police, Thiruvananthapuram. He gave a lecture in Malayalam on the different modes of cybercrimes taking place currently, the modus operandi by the fraudsters, precautionary measures to be taken by consumers to prevent such frauds. He also explained to the audience about cyber hygiene and social media ethics to be followed for safe cyber world. This was followed by a Q&A Session in which lot of questions were asked and lot more information shared.

4. Participants has given feedback that the programme was good and it helped them to acquire more knowledge about Telecom, Broadcasting, TRAI and Banking Frauds.

5. Few snaps of the programme are attached.

Yours faithfully,

(K Muralidhara)

Consultant  
Regional Office, Bengaluru