

Consumer Awareness Programme (CAP)

An initiative of

Telecom Regulatory Authority of India

Organised by

Sudhindra Nath and Molina Mukherjee Social Development Trust

Date-27-03-2026, Time 12 PM,

At Block- Margomuda, Dist-Deoghar(Jharkhand).

REPORT

The Consumer Organisation Programme (CAP) was organized by our organisation on 27-03-2026 at Jharkhand Awasiya Balika Vidyalaya, Margomunda, Block- Margomunda, Dist- Deoghar. These students are coming from different villages of Margomunda block. Total 114 participants are present in this programme.

Stakeholder-. Most of the people who participated in this programme were rural girls, students, and school teachers.

An understanding regarding CAP was given by Mr Pradeep Kumar Mukherjee and Panna Lal, requesting them to follow Trai's WhatsApp channel. The main theme of the programme was in -

1. QUALITY OF SERVICE.

Under these topics we made people aware about-

- Information about Drive Test.
- Information about Digital Connectivity Framework.
- Information about Infrastructure rating.
- TRAI initiative time to time for Consumer Grievance Redressal.

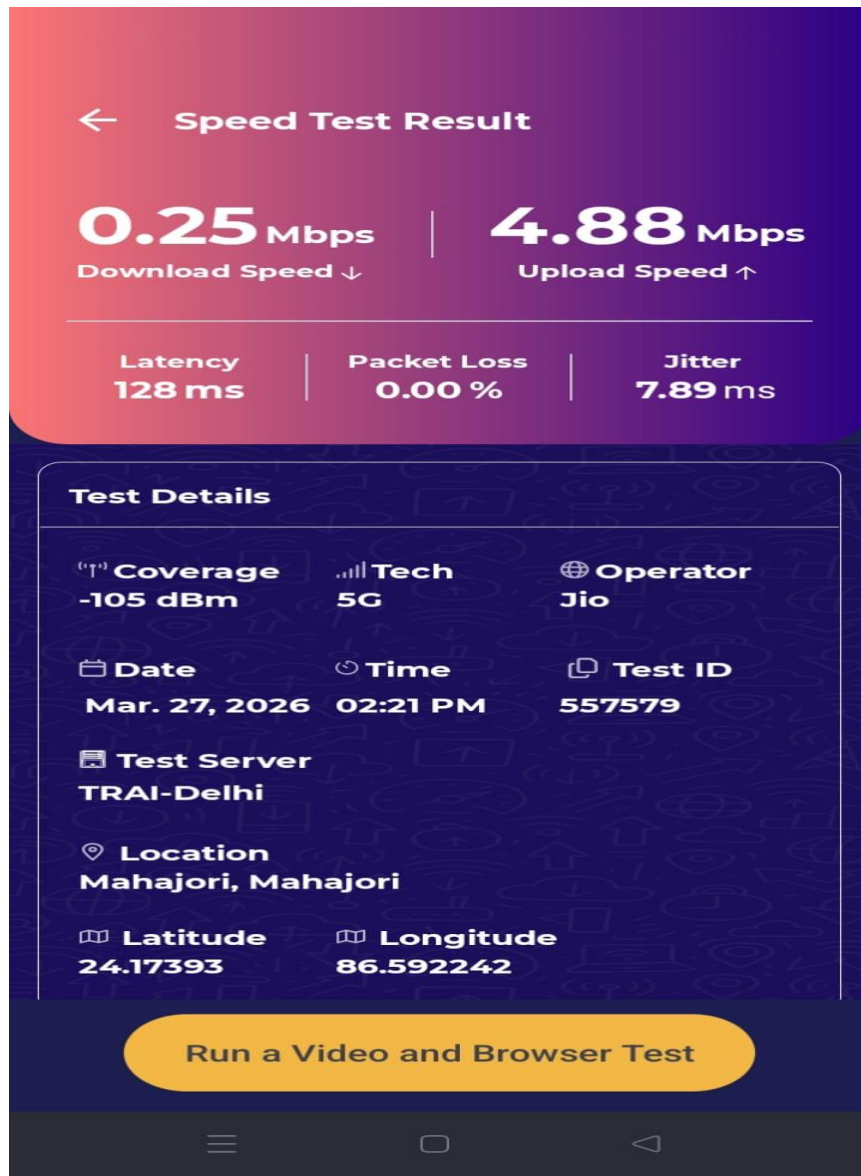
We will also explain following topics in this programme-

- MNP- Regulations and Role of Regulator,
- Information and uses of the TRAI MY CALL APP, DND 3.0 APP and TRAI MY SPEED APP
- Information about cybercrime.gov.in and helpline no- 1930
- Information about Sanchar Sathi portal

At the end of the programme we organised a question and answer session, where we asked some questions regarding our presentation and video clips to the participants and we gave them some gifts for the best answers. We also heard different issues in this

session. The special guest of this program was Mrs Deepa Kumari ,Secretary ,Ashray(N.G.O.).

We also conduct speed test with TRAI my speed app in this programme. Network speed not satisfactory in this area. This is the screenshot of this drive test-



We have get Complain and Suggestion in this programme –

Complain

Name-	Munni Munda
AREA	AT PARSIYA ,BLOCK- MARGOMUNDA, DIST-DEOGHAR,JHARKHAND
COMPLAIN	Network issue in JIO and AIRTEL at my Village. .

Name-	Sarswati Kumari
AREA	AT BAGSILLA ,BLOCK- MARGOMUNDA, DIST-DEOGHAR,JHARKHAND
COMPLAIN	Network issue in JIO and AIRTEL at my Village. .

Name-	Arti Kumari
AREA	AT KHULARKOSO ,BLOCK- MARGOMUNDA, DIST-DEOGHAR,JHARKHAND
COMPLAIN	Network issue in JIO at my Village. .

Name-	Sabitri Kumari,Manju Kumari,Chitra Patel
AREA	AT MAGOMUNDA ,BLOCK- MARGOMUNDA, DIST-DEOGHAR,JHARKHAND
COMPLAIN	Network connection and quality and low speed in JIO at my Village. .

Name-	Deepa Kumari
AREA	AT MADHUPUR , DIST-DEOGHAR,JHARKHAND
COMPLAIN	Network issue in JIO and AIRTEL at my Area.Network speed slow , Noetwork off time to time.We are facing problem for this. .

Name-	Priti Kumari
AREA	AT LODHANA , DIST-DEOGHAR,JHARKHAND
COMPLAIN	Network issue in JIO and AIRTEL at my Area..

SUGGESTIONS

Name-	Sabitr Hansda
AREA	AT MARGOMUNDA ,BLOCK- MARGOMUNDA, DIST-DEOGHAR,JHARKHAND
SUGGESTIONS	Please make a single app for all problems . .

Name-	Parwati Marandi
AREA	AT MARGOMUNDA ,BLOCK- MARGOMUNDA, DIST-DEOGHAR,JHARKHAND
SUGGESTIONS	Please make a low cost internet recharge . .

Name-	Rupa Kumari
AREA	AT DUWAFPAHARI ,BLOCK- MARGOMUNDA, DIST-DEOGHAR,JHARKHAND
SUGGESTIONS	Please install a JIO Tower in my village . .

Name-	Juli Kumari
AREA	AT DUMARIYA ,BLOCK- MARGOMUNDA, DIST-DEOGHAR,JHARKHAND
SUGGESTIONS	Please install a JIO and AIRTEL Tower in my village . .

Thanking You



Pradeep Kumar Mukherjee

(Secretary)