

**Expert Address:**

**Advocate Shri K. Senthilkumar, a Telecom and consumer rights activist, delivered a session on:**

**# Service Quality Standards**

**#The Standards of Quality of Service of Access & Broadband Service Regulations – 2024**

**#Digital Connectivity Framework**

**# Cyber protection & Security**

**Key Questions Raised by Participants:**

**1.Can Spam Calls be completely eliminated?**

**2.What is the quality standard for 5G services?**

**3.Does TRAI regulate OTT services?**

**4.How long does it take to resolve billing disputes?**

**All queries were addressed based on TRAI guidelines with detailed clarifications.**

**Participation Details:**

**# Students: 214**

**# Professors & Lecturers: 12**

**#Total Participants: 226**

**The programme started at 2:00 PM and concluded at 4:15 PM with a vote of thanks by A. Aakash Karthikeyan (II Year, CSE).**

**Outcome:**

**The programme significantly enhanced awareness among students regarding telecom and broadcasting services, especially in areas such as Spam Calls, Billing Transparency, and Quality of Service (QoS). Participants appreciated TRAI's consumer protection initiatives and requested more such programmes in the future.**

**Pre-Event & Documentation:**

**Event promoted on social media 15 days prior; reposted 3 days before and on the event day.**

**#Prior intimation sent to TRAI Regional Office.**

**#TRAI videos displayed via projector.**

**#TRAI banner prominently displayed.**

**#Photographs and a one minute video recorded.**

**#Awareness pamphlets distributed to students.**

**Yours Truly,**

*John K Thirunavukkarasu* 20/02/2026  
**( John K Thirunavukkarasu )**  
**CAG Member – TRAI**



## **Consumer Awareness Programme (CAP) – Tenkasi District**

The Consumer Awareness Programme (CAP) for Telecom and Broadcasting users was conducted on 19.02.2026 at Sardar Raja College of Engineering, Alangulam, Tenkasi District, under the leadership of the Principal Shri Dr. M. Jayakumar.

The programme commenced with an introductory address by S. Harish (III Year, CSE) explaining the objectives of the event, followed by a welcome address by Shri T. Sivaraj (II Year, CSE).

### **Presidential Address:**

The Principal, Shri Dr. M. Jayakumar, presided over the programme and emphasized the importance of staying updated with evolving technologies and protecting oneself from online fraud. He encouraged students to create awareness among their peers and communities.

### **Technical Session – BSNL:**

Shri V. Thanaseharan, JTO-FM, Bharat Sanchar Nigam Limited (BSNL), delivered a special address covering:

- # Quality of Service (QoS) policy of BSNL
- #Complaint redressal mechanisms
- #Services offered by BSNL
- #Importance of vigilance against cyber fraud as per TRAI guidelines

### **TRAI Awareness Presentation:**

Shri Mr. John K. Thirunavukkarasu, TRAI Registered CAG Member and Director of ROSE Trust, presented a PowerPoint session based on TRAI's 2025-26 Q3 themes, covering:

- # Consumer rights in telecom and broadcasting services
- #Tariff transparency
- #Complaint redressal system
- #Service Quality (QoS) standards

### **Key awareness topics included:**

- +UCC & Spam Calls
- +TCCCPR 2023 Regulations
- +DND Registration (1909)
- +Spam complaint process
- +Mobile Number Portability (MNP)
- +TRAI Apps (DND, MySpeed, MyCall, Channel Selector)
- +Consumer grievance redressal procedure
- +Digital safety practices