

Consumer Awareness Programme (CAP) – Tirunelveli CAP Report

A Consumer Awareness Programme (CAP) for telecom users, organized under the aegis of TRAI, was conducted on 14.03.2026 at St. Xavier's College (Autonomous), Palayamkottai, Tirunelveli. The programme commenced under the leadership of the Principal of the College, Rev. Fr. Dr. U. Godwin Rufus, S.J.

At the outset, Dr. Lourdu samy, Vice-Principal of the College, delivered the introductory address explaining the objectives of the programme. Subsequently, Mr. J. Asir David, Associate Director of R-SOYA, delivered the welcome address and greeted the dignitaries and participants.

The Principal, Rev. Fr. Dr. U. Godwin Rufus, S.J., presided over the programme and delivered the presidential address. In his address, he emphasized that students should gain a clear understanding of their rights in the telecommunications sector, the availability of quality services, and the provisions of consumer protection laws. He also highlighted the importance of reporting service deficiencies and the need to be responsible and aware consumers. Furthermore, he stated that, in line with the rapid development of information technology, students as well as the general public must keep themselves updated and remain vigilant against online frauds, while also creating awareness among their family members and social circles.

Officials from the Tirunelveli District Police Department participated in the programme. Shri P. Murugan, Deputy Superintendent of Police, along with Assistant Sub-Inspector Muthu Kumar from the Cyber Security Wing and Mr. Venkataraman from the Social Media Wing, addressed the participants and provided detailed insights on cybercrimes, preventive measures, cyber safety, and cyber hygiene.

Shri P. Ramachandran, JTO (Sales), BSNL, also participated and delivered a special address. In his presentation, he explained the Quality of Service (QoS) policy of BSNL, the grievance redressal mechanisms available to consumers, and the various telecom services provided by BSNL. He also emphasized that the public should remain vigilant against online frauds in accordance with TRAI guidelines, and elaborated on complaint procedures and Mobile Number Portability (MNP).

Following this, Mr. John K. Thirunavukkarasu, a TRAI-registered CAG Member and Director of Rose Foundation, delivered a detailed presentation based on the

Dr. U. Godwin Rufus

TRAI 2025-26 Third Quarter themes. Through a PowerPoint presentation, he explained the consumer rights related to telecom and broadcasting services, tariff information, grievance redressal mechanisms, Quality of Service (QoS), and the functions and initiatives of TRAI.

He further elaborated on Unsolicited Commercial Communications (UCC) and Spam Calls, the provisions of TCCCPR 2023 and the measures undertaken by TRAI to curb spam communications. In addition, the procedure for DND registration through 1909, the process for lodging spam complaints, Mobile Number Portability (MNP), and the usage of TRAI applications such as DND, MySpeed, MyCall, and Channel Selector were explained in detail. The procedures for filing consumer complaints, understanding Quality of Service standards, and ensuring digital safety were also demonstrated through visual presentations.

Mr. S. N. Saravanan, Director of R-SOYA, a telecom sector expert and a consumer rights activist, delivered a technical session on Quality of Service (QoS). He explained the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations - 2024, the QoS standards, the Digital Connectivity Framework, and aspects of digital security.

All the questions raised by the participants were answered in accordance with TRAI guidelines. The students actively interacted during the session and received clear and informative responses to their queries.

Participants expressed appreciation for TRAI's initiatives aimed at protecting telecom consumers and requested that more such awareness programmes be organized in the future. The programme commenced at 10:30 AM and concluded at 12:45 PM with the vote of thanks delivered by Dr. Shanmuga Sundaram, Head of the Department of Criminology and Forensic Science. The event was organized jointly by the college administration and faculty members.

Total Participants:

Students - 119

Professors, Lecturers & Faculty Members - 12

The programme significantly enhanced awareness among students regarding telecom and broadcasting services, particularly in areas such as Spam Calls, Billing Transparency, and Quality of Service (QoS).

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Details of the programme were shared on social media three days prior to the event and again on the day of the programme. The programme information was communicated in advance to the TRAI Regional Office. TRAI awareness videos were screened using a projector, the TRAI banner was prominently displayed, photographs and a one-minute video recording were taken, and awareness pamphlets were distributed to the students.

Yours Truly,

John K. Thirunavukkarasu

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CAG Member - TRAI