

**Report of CAP held on Thursday 21st August 2025 @ Sri. Kolli
Nageshwar Rao Government 1st Grade College Gangavathi
Koppala District Karnataka 11: @0 am**

A Consumer Awareness Programme on behalf of Telecom Regulatory Authority of India (TRAI) was organised in Gangavati; Koppal District, Karnataka on 21st August 2025 @11:30 am.

The function began with an introductory welcome by Sri K H Manjunatha Asst Professor Dept of Political sciences with a formal symbolic watering of a Plant signifying healthy environment by resource person Sri Somasekhar V K (Founder Chief Patron) of CAOCVO, Dr Mumtaz Begum the principal of the College and Dr Shivaraju Gurikara and Sri Tayappa.

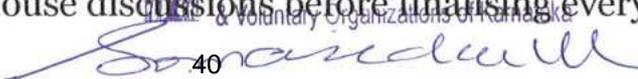
With a brief introduction of the Consumer movement and its origin in the country, Sri Somasekhar V K explained to the students-audience the present trend of regulatory mechanisms in every sector. He then mentioned the role of TRAI in particular to reach out to Consumers as a stake holder and to protect the interest of Consumers. He explained the various issues concerning Consumers such as guidelines issued for handling grievances the procedures with clear cut deadlines and TRAI as such will not entertain or directly handle any grievances to maintain neutrality.

Consequent to reforms in various sectors necessitating the need to involve specialists, experts in each field as also to get investments, we have now adopted the Regulatory model of Governance. It is constituted by Parliament giving opportunity to every stake holder including Government, Industry as also voluntary Consumer Organisations. This is intended to putforth forcefully their views, suggestions and opinion and then take a decision based on feedback.

He then explained the regulators for each sector including the Consumer Movement by the new Consumer Protection Act in 2019 which brought in the Central Consumer Protection Authority (CCPA)

Through this new system, as Prime Minister Sri Narendra Modi emphasized the Central Government, introduced **“Minimum Government maximum Governance”** principle. Thus, Consumers also had a key role in policy interventions, governance by suggesting, intervening in each stage through proper set out systems, procedures.

One of the oldest in this regulatory authority was the TRAI (Telecom Regulatory Authority of India) which came into existence in 1997. The pivotal role it plays today in a most transparent and dynamic way by putting out consultation papers on each subject, eliciting the views of Consumers and even holding Open House discussions before finalising every drafts.


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He also mentioned about the different Apps to educate the Consumers in order to caution as well as be of immense help in educating themselves which are consumer friendly and easy to use. They are available for free and can be downloaded or even by visiting the TRAI website www.traigov.in.

He also explained how with proper feedback TRAI has gone about introducing user friend Aps that protect Consumers, whether it is the DND- Do not disturb to keep away pesky callers. TRAI Myspeed, TRAI Mycall, Procedure for filing grievances with specific mandates to Telecom Service Providers (TSP) and currently the theme of Cyber Hygiene, Cyber crime and other frauds that are rampant.

He alerted the audience to be more vigilant and watchful as well as support the initiative of TRAI in handling Cyber frauds which are now coming up in various new forms. Citing how Government of India has taken several steps including the Online gaming Act which has been passed in Parliament to punish even celebrities who are endorsing such schemes.

As the adage goes, "*Prevention is better than cure*"; Cyber hygiene is also one such measure that every Consumer has to be watchful and not be careless resulting in untold misery to them. Elaborating he stated the main principles of "Cyber hygiene" Viz: Stay Safe Online: *Cyber Hygiene Tips for Everyday Users*, he summarised as follows:

Cyber Hygiene means following good digital habits to keep our devices, data, and identity secure. We saw this during COVID when we all wore masks, washed our hands, interacted with caution to protect ourselves from the disease; Similarly cyber hygiene prevents online threats like scams, hacking, and data theft.

- 1) Update antivirus software. Ensure that they are licensed.
- 2) Be cautious in creating passwords. These days there are new Multi-Factor Authentication (MFA) codes, identifications etc. Adopt them.
- 3) Avoid temptations; Ignore suspicious links/emails
- 4) Constantly back up your data
- 5) Be careful of scams, fake UPI links, and phishing traps.
- 6) Safeguard and protect all your valuable information that you would be having of identities Viz: Pan Card, Voter ID (EPIC) Passports, Aadhar, etc.
- 7) Don't get trapped to suspicious accounts, calls or enquiries. Use several Apps released free by TRAI from time to time.
- 8) Have a valid virus protection software that can detect malware and viruses from slowing or damaging your phone/computer.
- 9) Report to the authorities using helplines including Jago Grahak Jago to inform and also help take further steps.



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- 10) Avoid financial frauds that are too tempting to resist. If you find something too attractive be careful before you commit. Do a lot of 'due diligence' and checks before making any commitments.
- 11) One-time Passwords (OTP) are meant to protect and safeguard your accounts and interests; these are specifically to only the concerned. Don't share it with anyone. Consequences can be catastrophic.
- 12) Visit TRAI website and follow all their Social Media accounts so that you get updated with the latest development.

He then went on to explain how TRAI's structured Consumer Outreach Programme (COP) for Consumers organised regularly and through CAGs in different parts of the country. Also, the mandate to Companies to meet their subscribers atleast and handle their grievances.

Citing the analogy of cricket where in the bowler has to appeal to an Umpire; he stated that unless Consumers bring out their problems or grievances in the regular method prescribed, they will not get their remedy. Unless they go through systematic prescribed guidelines there would be no proper redressal or reporting. Hence understand the mechanism or even find out from various sources Viz: Internet, helplines and call centers, Company/TRAI websites.

He cited proliferation of Cyber frauds, thefts, crimes which are unimaginable and vast. They are creating havoc in society and spoiling families. He mentioned that their Organisation invites heads of Cyber crime Police and other authorities so that they can synergize and work together as also upgrade them with practical anecdotes to make them more alert. He then requested Sri S B Yashwant Kumar Dy SP of Police handling Cyber crime issues of Koppal district to address the gathering.

Yashwant than decided to interact with the audience to make it livelier and engaging. Instead of giving a speech he asked questions from the gathering and started to explain. It was indeed very lively and informative.

Principal Dr Mumtaz Begum in her Presidential address explained the activities of the College and also thanked the Organisers Viz: CAOCVO and TRAI for choosing their college as the venue for this programme. She exhorted her students to be more involved in such activities and develop their knowledge.

We invited all TSPs and sent them intimation/ invitation in advance but only Sri Solomon from Airtel and Sri Manjunath S Dy Manager Jio attended.

Sri Tayappa Assistant Professor Journalism proposed the vote of thanks.



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