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**Coordinated Action of Consumer & Voluntary  
Organisations of Karnataka ®**

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**Report of Consumer Awareness Programme (CAP) @1<sup>st</sup> Grade  
College, Gundlupet, ChamaraJanagar district on Tue 2<sup>nd</sup> Sept 2025**

A Consumer Awareness Programme on behalf of Telecom Regulatory Authority of India (TRAI) organised through their "Consumer Advisory Group" (CAG) member CAOCVO (Coordinated Action of Consumer & Voluntary Organisations of Karnataka) was held on Tuesday 2<sup>nd</sup> September 25 @ 1<sup>st</sup> Grade College, Mysuru-Ooty road, Gundlupet, ChamaraJanagar.

The function began with Dr Kuvempu State Anthem by students of the College. Then lighting of the Lamp by the Chief Guest Sri Ganesh Prasad Local MLA of Gundlupet Assembly Constituency and other invitees.

Principal Ms Pavitra D B welcomed the gathering and introduced the guests on stage. Cyber Crime Police which were to be represented by Sri Pavan Kumar was unable to attend due to some other engagement and hence the local Inspector Sri Jayakumar was present on his behalf. Sri Rajendra Honnappanavar AGM from BSNL along with his team Smt Pon Rukmini hitherto the JTO of Gundlupet on transfer to Mysuru and Sri Anil Kumar now posted in her place and Sri Srikant the sales officer also attended.

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.

TRAI has a 3-tier structured programme to reach out to Consumers. Whenever TRAI conducts a programme, they are known as **Consumer Outreach Programme (COP)** which is held regularly. Then there are Consumer Advisory Groups (CAG) who are also sponsored, encouraged to conduct awareness under the title of "**Consumer Awareness Programmes (CAP)**" which are in Taluk levels. Similarly, Licencees or Telecom Service Providers (TSPs) are mandated to hold regular interactive programmes district wise atleast for their own subscribers.

Whereas TRAI doesn't handle any grievances directly, they issue guidelines for handling grievances; the procedures with clear cut timelines. At the Appellate level the CAG member also forms part of the redressal in the advisory capacity. If the grievances are not resolved they can approach the District Consumer Redressal Commission set up under the Consumer Protection Act 2019.



TRAI does monitor the quality of service both for Telecom and Broadcasting. They also take adequate steps to improve upon it wherever found essential.

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. MNP-Mobile number portability or TRAI Myspeed, TRAI Mycall, Procedure for filing grievances with specific mandates to Telecom Service Providers (TSP) and currently the theme of Cyber Hygiene, Cybercrime and other frauds that are rampant. He explained how TRAI acted on Unsolicited Commercial Calls (UCC) and dealing with spam calls.

TRAI is transparent and also releases draft of every issue and seeks the opinion, suggestions from everybody. They even conduct Open House discussions (OHD) and collects views from all sectors before deciding on the matter. Based on the feedback, responses they are formulated into policies.

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.

Sanchar Sarathi is a new web portal developed by Ministry to report on lost mobiles, be alert on SIMs that are taken and every consumer can easily find out if they are misused as well as so many other features. It is available for free downloads.

He then introduced Sri B P Krishnamurthy Organising secretary of CAOCVO who spoke exclusively on the present theme of **Cyber Hygiene**. 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 refers to the set of daily habits, practices, and procedures that individuals and organizations follow to maintain the health and security of their digital systems, devices, and data. Just as personal hygiene helps prevent disease, good cyber hygiene, like using strong passwords, updating software, and practicing safe browsing habits, protects against cyber threats, prevents breaches, and ensures a strong security posture.

TRAI has introduced a separate Channel which updates Consumers of the various developments in Telecom and Broadcasting segment which are highly useful and consumer centric.

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.

In the regulation, there is 3 tier punishment mechanism for action against such spammer; Warning for first violation; Usage Cap for 6 months for second violation; Number disconnection for a period of 2 years for third violation.

***Last year alone, TRAI imposed Financial Disincentives (FDs) of Rs. 75 crores on TSPs for violation.***

**Precautions a Subscriber can take to be safe from various frauds using Telecom Resources? Cyber Hygiene Tips for Everyday Users, he summarised as follows:**

- ❖ Update antivirus software. Ensure that they are licensed.
- ❖ Be cautious in creating passwords. These days there are new Multi-Factor Authentication (MFA) codes, identifications etc. Adopt them.
- ❖ Do not share your mobile number with potential spammer or tick consent box while filling any form,
- ❖ Register your preference for blocking commercial communications.
- ❖ Never ignore App permissions
- ❖ Never click on suspicious links
- ❖ Purchase mobile from trusted shops
- ❖ If your SIM gets deactivated, contact your TSP immediately.
- ❖ Go to DoT's TAF COP module of Sanchar Sarthi portal and check if any number is working against your name without your knowledge.
- ❖ Do not respond on fake/fraudulent calls relating to insurance policy details, bank Credit/Debit cards information.
- ❖ Do not call back on Missed calls with numbers having prefix other than +91.
- ❖ Avoid temptations; Ignore suspicious links/emails
- ❖ Constantly back up your data
- ❖ Be careful of scams, fake UPI links, and phishing traps.
- ❖ Safeguard and protect all your valuable information that you would be having of identities Viz: Pan Card, Voter ID (EPIC) Passports, Aadhar, etc.
- ❖ Don't get trapped to suspicious accounts, calls or enquiries. Use several Apps released free by TRAI from time to time.



- ❖ Have a valid virus protection software that can detect malware and viruses from slowing or damaging your phone/computer.
- ❖ Report to the authorities using helplines including Jago Grahak Jago to inform and also help take further steps.
- ❖ 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.
- ❖ Keep your phone number and email updated in bank so you get alert messages/mails when any transaction is done from your bank account

Cybercrime Inspector Sri Jayakumar then took the stage and spoke about how students ought to be careful while using mobiles and how innocent people are falling prey to financial frauds and scams. He then gave a visual presentation illustrating some cases. He told the students not to be afraid or hesitate to approach Police department hesitating about the negative publicity. He also cautioned about Phishing a term used for financial irregularity and scam by data thefts.

The college Magazine was also released by the MLA Sri Ganesh Prasad who also happens to be the President of the College.

Only BSNL team attended the programme even though we had circulated the Invitation in advance and followed up with them.

Our team from the district Viz: Chamarajanagar Balakedarara Hitharakshana Sangha (CBHS) were in full attendance.

Function ended with the singing of National Anthem.

