

Brief report on CAP program in S.T Hindhu College, Nagercoil on 28.01.2026

The Consumer Awareness Programme (CAP) on Telecom Services was successfully conducted on 23rd February 2026 at S.T. Hindu College, Nagercoil. The programme aimed to create awareness among students about their rights and responsibilities as telecom consumers and to promote the safe, secure, and responsible use of mobile and internet services.

The programme commenced with a warm welcome address delivered by Dr. C.A. Sham Shankar, Associate Professor and Head of the Department of Economics, S.T. Hindu College. He cordially welcomed the Chief Guest, dignitaries on the dais, faculty members, and students. In his address, he emphasized the growing importance of digital literacy in today's technology-driven world. He highlighted that awareness about telecom regulations, consumer rights, cyber safety, and grievance redressal mechanisms is essential for students, as they are among the largest users of digital services. He appreciated CREATE for organizing such a meaningful and timely awareness programme for the benefit of students.

A total of 142 participants, including students and faculty members, actively participated in the event.

The Presidential Address was delivered by Dr. A. Nagarajan, MS, FAIS – Chairman & Secretary of S.T Hindu College, who highlighted that the rapid growth of mobile phone usage has made life more convenient but has also introduced several challenges related to privacy and security. He emphasized that many individuals store sensitive personal information such as contacts, photographs, banking details, passwords, and financial applications on their mobile phones. A lack of awareness and careless usage can lead to privacy breaches, identity theft, and cyber-related crimes. He also pointed out that mobile-based banking fraud is one of the major risks faced by consumers today and stressed the importance of adopting safe digital practices.

The Inaugural Address was delivered by Dr. N. Ayyapan, Principal S.T. Hindu College. In his address, he highlighted the transformative impact of digital communication in education, business, and governance. He encouraged students to become responsible digital citizens and to verify information before responding to unknown calls, messages, or links. He stressed that awareness is the first line of defense against cybercrime and urged students to spread the knowledge gained from the programme among their families and communities.

The Felicitation Address was delivered by Prof. S. Peer Mohamed, Ex-Chairman, Federation of Consumer Organization-Tamil Nadu (FEDCOT), and Mr. R. Ponnambalam, Managing Trustee, CREATE, Nagercoil. They spoke about the importance of using mobile phones wisely and responsibly. They stated that while mobile phones have become an essential part of modern life, excessive usage can negatively affect health, academic performance, and real-life social interactions. They also emphasized the need for digital discipline, such as limiting screen time, protecting personal data, and avoiding the sharing of confidential information. Furthermore, they warned that misuse of mobile phones can lead to privacy violations, financial fraud, and online exploitation.

The Keynote Address was delivered by the Chief Guest, Prof. Dr. P. Duraisingam, Chairman, CREATE, who elaborated on the role of the Telecom Regulatory Authority of India (TRAI) in safeguarding the interests of telecom consumers. He explained various consumer protection initiatives introduced by TRAI, including the Do Not Disturb (DND) facility, which enables consumers to block unwanted promotional calls and messages. He also discussed the importance of registering complaints through proper grievance redressal systems and informed participants about consumer helplines and online complaint portals.

He highlighted common types of telecom and mobile-related frauds, such as fake calls requesting OTPs, phishing links, fraudulent loan offers, lottery scams, SIM swap frauds, and mobile tower installation scams. He emphasized that consumers should never share OTPs, passwords, or banking details with anyone and should immediately report suspicious activities to the concerned authorities. He further explained the concept of Mobile Number Portability (MNP), which allows consumers to change their service providers without changing their mobile numbers, thereby ensuring better service quality and promoting healthy competition among telecom operators.

The programme concluded with an interactive Question and Answer session, during which participants actively raised their doubts and gained practical knowledge about telecom consumer rights, digital safety, and preventive measures against cyber fraud.

Representatives from Jio and BSNL, Mr. M. Palraj and Mr. Baskar, also participated in the programme. They addressed queries raised by consumers regarding network services, billing issues, service quality, and complaint procedures, and provided clarifications to ensure better customer satisfaction.