



ಕರ್ನಾಟಕದ ಗ್ರಾಹಕ ಮತ್ತು ಸ್ವಯಂಸೇವಾ ಸಂಸ್ಥೆಗಳ ಸಂಘಟಿತ ಒಕ್ಕೂಟ (೦)
**Coordinated Action of Consumer & Voluntary
 Organisations of Karnataka® (CAOCVO)**

Registered Office: RMV Clusters Phase II, Block 3, Flat 102-103 RMV 2nd Stage,
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***Detailed report of the Consumer Awareness Programme (CAP)
 held @Sandur Ballari District on Wed 31st Dec 2025***

The programme commenced on time and the anchor Sri Channa Kumaraswamy Lecturer of the college welcomed the guest on to the stage. It began with an invocation prayer by Kumari Varshini and Usha. Then the welcome address was done by Sri Gururaj T Commerce Lecturer.

Dr Jagadeesh Basapur Secretary of Sandur Education Society, representing the Management inaugurated the function with his speech. He briefly mentioned the objective of their institution and how they encourage such programmes to inculcate knowledge to their wards. He stated that mobile has become an inevitable part of our system. Just as in our lives there are good and bad elements and one needs to abjure or keep abreast of the bad aspects and make it a habit to use them only for positive purposes. Also, students must know that their parents as well as their teachers are their guardians and shouldn't hide anything from them at any cost. Students should confide with confidence any aspect even if they are bad and not be scared or shy to disclose. He praised the organisers for having chosen their institution for such a programme. Coincidentally the team of office bearers happened to be in some way connected with the principal which is rather rare and nice coincidence.

The anchor then introduced the resource person Sri Somasekhar V K and read out his profile as well as the Theme Speaker-Sri A Sridhar Setty: Who happened to be the Zonal coordinator of CAOCVO and President of Vijayanagar Consumer Organisation.

Then the key resource person of TRAI Sri Somasekhar V. K., Founder and Chief Patron of CAOCVO, delivered a detailed session on the latest developments in consumer rights, Role of regulators in every field. He reminded how PM Sri Narendra Modi keeps referring to "**Minimum Government maximum Governance**" Which is to emphasize the role of Citizens in decision making. He stated that if things don't improve around them then there is no point in blaming elected representatives since they are limited to formulation of statutes in a welfare state of democracy. Unless Citizens involve themselves and take active part in policy formulations nothing would change. He spoke of the demographic dividend in India and how it is a major advantage at the global level where in other countries can envy.





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About TRAI which was the oldest regulator since 1997. He outlined the growth of telecom in the country from 2G to 5G-6G at present. Importance of TRAI as a powerful authority for Telecom and also Broadcasting services. He explained in detail the way TRAI operates transparently and in a most democratic fashion.

This programme is organised on behalf of TRAI by CAOCVO; which is a network of Consumer Organisations in Karnataka. CAOCVO plays a pivotal role in empowering Consumers of their duties and rights. Among the eight rights Consumer Education and Consumer Grievance redressal are important. No doubt it plays a very important part as Consumers want justice when their rights are trampled upon. However, Voluntary Consumer organisations play a major role in “Class action” which is to intervene on policy matters and ensure that at the initial stage itself if they intervene in policy that would ensure that system takes care rather than breach.

They put up draft papers well prepared and also hold OHD (Open house) to reach out to maximum people to elicit opinion, suggestion. He also mentioned that TRAI acts on feedback and brings up Apps which are free and user friendly. At present there are Apps for reporting of Unsolicited Commercial Calls (Spam) Mobile number Portability, ‘Do not disturb’ (DND) and many more. All these are available through play store or on TRAI Website, www.trai.gov.in It is free and can be downloaded through play store. Similarly, Government has come out with a new Sanchar Saathi website to help Consumers to report loss of mobiles immediately when noticed (Golden hour within 24 hrs) and they can even find out if SIMs are misused in their names. Almost close to 30 crore citizens have shown interest and benefitted from this site.

Mentioning how CAOCVO has conducted such CAPs ed in over 28 Taluks across Karnataka, he stated by the year end they hope to go across all the districts. TRAI doesn’t permit them to hold any CAP in district headquarters as they themselves would be doing so with their COP. They have specifically chosen colleges and youth to organise these programmes and therefore are very popular. TRAI also improves upon the CAP by introducing Themes for every quarter, in the recent past we did the programmes on “Consumer Grievance handling mechanism” & “Quality of Service”

Stating that TRAI doesn’t handle grievances directly it defines the methodology by which the grievances are resolved. They have also defined the Quality of Service (QOS) and defined how billing issues and refunds are to be handled within a given timeframe. TRAI also has set up a 3-step system. In the first level an aggrieved Consumer reports issues of network, Value added services (VAS)



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Internet speed, Spam and such other matters. The Company is expected to investigate the issue and incase they are not resolved even after 15 days they are escalated to the Appeal where in a CAG member joins in the advisory capacity and gives their suggestion, recommendation which then goes to their Appellate Authority who decides the matter.

Consumers if aggrieved can go to the District Consumer redressal Commission in case of damages and compensation.

He stated that TRAI conducts 'outreach programme (COP) regularly and then such awareness programmes through Consumer Advisory groups (CAG) in rural areas, villages. Similarly, it mandates every Telecom Service provider (TSP) to conduct such programmes atleast for their subscribers. Reports are sent to TRAI and they are monitored on an ongoing basis. Further TRAI also conducts capacity building workshops periodically.

Before taking any decision TRAI also puts out draft papers on the concerned subject and is announced on the website as well as newspapers. All stake holders then are requested to send their comments, suggestions. These are posted on the website and sometimes even Open houses are conducted online to elicit opinions, discussions etc. After collating all these the policy is made which is then Gazetted and becomes the guideline or instructions to be followed.

Voluntary Consumer Organisations also take very active part in putting up their best to ensure that the interest of consumers is incorporated. Unfortunately, the amount of effort that industry put in for getting through their views forcefully is not felt by the Consumers.

TRAI collects lot of feedback from different sources and studies them to take appropriate action. They are taking a lead role in controlling spam and unsolicited commercial communication (UCC) They have introduced an APP (DND-Do not disturb) and it is very user friendly. This helps TRAI to monitor and even take punitive action against violations. This includes fines and instructing licence holder -TSPs to even suspend connections if the violations are repeating.

A Sridhar Setty who is also the Zonal Coordinator of CAOCVO spoke about the theme of the programme on Consumer Grievance handling & QOS by TRAI. He interacted with students and the session generated lot of enthusiasm and interest.





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Sri Katgi Srinivas Vice president of Vijayanagar association also interacted with the students and gave some useful advice to the young minds.

In his Presidential address Sri B Srinivas the Principal paid eloquent praise on the organisers and TRAI for choosing their institution and the were really delighted to acquire several information that they were not familiar hitherto. Similar programmes would be organised in the future also.

Unfortunately, due to some unrest and disturbance in the place the Police officials who enthusiastically were interested in participating couldn't come and they sent a message.

Even though special invitations were sent to TSP's to depute their officers, Airtel and Reliance Jio were positive in recommending the names and Sri Mahantesh of Jio attended the programme and sat through till the end.

Programme ended with a Vote of Thanks and singing of the National Anthem.

