

## Report of the Consumer Awareness Programme held @Rayapur-Hubbali-Dharwad district on Tuesday 6<sup>th</sup> January 2026 @11 am in their Conference Hall

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The programme commenced with a prayer by the students of the institution and it was followed by an introductory speech by their HOD Sri Basavaraj.

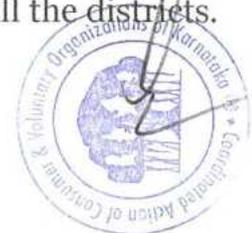
The ACP of Cyber crime Sri Shivraj who was the only guest called up and stated that he was held up in an emergency and he may not be able to make it. Then Sri Somasekhar V K-Key resource person of CAOCVO was asked to make the presentation.

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.

TRAI was one of the oldest regulators 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.

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) App for Speed test and many more. All these are available through play store or on TRAI Website, [www.trai.gov.in](http://www.trai.gov.in) It is free and can be downloaded. 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 27 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) 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 is taking several institutions that are transparent and democratic. Explaining he stated that TRAI conducts 'outreach programme (COP) regularly and then 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.

Consumers expect quality of service or “**value for money**” as they term it. This term it as “**Citizen Charter**”, “**Standards of Performance**” etc.

TRAI-BRAI has a full-fledged team that actively monitors several parameters and after due analysis with reports, feedback and also expert opinion has formulated the yardstick to be followed. These are again scrutinised from time to time eliciting the reports from Service providers both in Telecom & broadcasting. Action are taken for breach and non-adherence to these guidelines.

Telecom Regulatory Authority of India (TRAI) released revised Regulations namely “The Standards of Quality of Service of Access (Wirelines and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)’ on 2nd August, 2024. These Regulations are applicable for Access (Fixed and Mobile) and Broadband services

These Regulations provide for;

Mandating service providers to display technology (2G/ 3G/ 4G/ 5G) wise mobile coverage maps on their website <https://traigov.in/consumer-info/mobile-coverage-map/service-providers>

To bring transparency in QoS performance reporting, the service providers have been mandated to publish QoS performance, against prescribed parameters, on their website.

QoS performance of mobile service shall now be monitored on monthly instead of quarterly basis.

Performance against certain parameters like network availability, call drop, voice packet drop rate in uplink and downlink etc. is now being collected on Cell level.

Tightening of the benchmarks for some key parameters like network availability (cumulative downtime and worst affected Cells due to downtime), call drop rate, packet drop rate, latency etc. in a graded manner over a time frame of six months to two and half years to enable service providers to upgrade their networks, wherever needed.

The Regulations also provide for conduct of Drive Tests by the Service Providers at periodical intervals to measure the service coverage of the Access Service (Wireless). These tests are conducted across diverse usage environments - Urban Zones, Institutional Hotspots, Public Transport Hubs, and High-Speed Corridors. The drive tests focus on the following points:



Voice Services:

Call Setup Success Rate (CSSR)

Drop Call Rate (DCR)

Call Setup Time

Call Silence Rate

Speech Quality (MOS) Coverage.

Data Services:

Download/Upload Throughput

Latency, Jitter

Packet Drop Rate

Video Streaming Delay.

Independent Drive Test (IDT) – <https://traf.gov.in/release-publication/qos-reports/idt-reports>

Operator Assisted Drive Tests (OADT) - <https://traf.gov.in/release-publication/reports/performance-reports>

Press releases - <https://traf.gov.in/notifications/press-release>

Corrective action by TSPs

Consumer should download new MySpeed App to test network performance

Report coverage gaps

He spoke on digital connectivity and its advantages to different sections. Consumers get to:

Enjoy reliable and uninterrupted connectivity for work, entertainment, and daily life.

Make informed property choices based on digital readiness.

Build confidence through a transparent, government-backed rating.

The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 and as amended

The regulations provide consumers flexibility to subscribe channels/bouquets of their choice and budget.

Choose from broadcaster bouquet, Distributor Pack, al-a-carte channels, or any combination



## Selection of channels/bouquets

Choose/Make your pack, and pay only what you have chose.

Choice of channels is in the hands of consumer.

You can add/delete any channel anytime. You will be charged for the pay channel only for the no. of days you have subscribed for it.

You can also view, customize, and optimise your subscription package by using the TRAI's Channel Selector App (for DTH connections and major MSOs) to view or change your subscription.

## Complaint Redressal Mechanism

Tier I : Complaints handling by Customer Care Centre

Tier II: Redressal of complaints by Nodal Officers

Unsure about high TV bills or missing channels? You need to contact your service provider to resolve your complaint.

If unresolved, escalate to their Nodal Officer. For more information, visit: <https://traf.gov.in/consumer-info/broadcasting/grievance-redressal-mechanisms#ApnaTVApniMarzi>

## Customer Care Centre

Obligations on Distributors

Establishing and maintaining a customer care number

Interactive Voice Response System (IVRS) for complaint registration

A web-based complaint management system

S. No.	Type of Complaint	Response/Redressal Time	Remarks
a.	All complaints	Respond within 8 hours	Complaints received after working hours; respond next working day
b.	'No Signal' complaints	90% to be redressed and signal restored within 24 hours	-
c.	Billing complaints	Redressed within 7 days	Refunds, if applicable, within 30 days



d.	Other complaints (not in b or c)	90% to be redressed within 48 hours	-
e.	All complaints except billing-related	None to remain unresolved beyond 72 hours	-

All the above were explained from the ppt sent by HO recently in Kannada. Subsequently, Video presentation of all the Apps that were circulated by TRAI in the website was also shown to the audience.

Subsequently, Sri Shivanand Kumbar the Principal of the Institute while presiding over the function explained the importance of such programmes. He thanked CAOCVO for choosing their Institution for such a insightful and useful programme.

He said that the mobile is very useful if it is used in a prudent and wise way. Students must be careful not to fall for traps and keep both their parents as well as their lecturers informed about any wrong that they commit.

Later a girl student raised her query as to why BSNL charges are exorbitant whereas the service is rather poor, What does TRAI do in such cases.

Sri Rajashekar N Kulkarni AGM (Design) Marketing Hubballi, Sri Madhav Deshpande of Reliance Jio and Sri Kiran of Bharati Airtel also attended. They too spoke briefly about their Company.

Function ended with the National anthem.

