

**Fwd: FW: Airtel Invite || Consumer Education Workshop || Ratnagiri , Maharashtra -18th May26-Completion**

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Thu, 21 May 2026 4:14:08 PM +0530

To "Sudershan G N"<sudershan.gn25@traf.gov.in>

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From: Amit Karkera <[amit.karkera@airtel.com](mailto:amit.karkera@airtel.com)>

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Date: Thu, 21 May 2026 12:36:34 +0530

Subject: FW: Airtel Invite || Consumer Education Workshop || Ratnagiri , Maharashtra -18th May26-Completion

==== Forwarded message =====

Dear Sir,

This is to confirm that the awareness about Airtel and TRAI initiatives on various services, complaint redressal and Frauds, Consumer Education Workshop successfully conducted at Hotel Presidency-Dapoli(Ratnagiri) on 18th May'26

We also conducted a dedicated session on Airtel Payments Bank, led by the APB team Raviraj Patil and Krupal Shinde , which covered key aspects such as account benefits, types of accounts, and helpline numbers.

Enclosed are the details and snaps of event along with the methodology adopted for conducting the Consumer Education Workshop.

**Target Audience:** Postpaid and Prepaid customers

**Methodology to reach out & inform customers :** SMS

**Methodology to reach out & inform CAG Member:** Mail

**Criteria for selection of customers:** Location based

| S.N. | Name of the Service Provider | Name of the State/UT | Details about workshop held                                |                   |                  |   | Number of participants present | Name of the Cos invited & participated | Category of c received,                                |
|------|------------------------------|----------------------|--|-------------------|------------------|---|--------------------------------|--|--|
|      |                              |                      | Theme of Workshop  | Date (DD-MM-YYYY) | District         | Location/Address  |                                |  |  |
| 1    | Bharti Airtel Ltd            | Maharashtra          | Consumer Protection and Choice in Telecom and Broadcasting | 18-May-26         | Ratnagiri-Dapoli | Hotel Presidency At Post Dapoli Family Mal,Ratnagiri 415712 | 28                             | Dr. Manohar Kamath (Not Participated)  | Prepaid Validity Dapoli,Kashid, Retailers and c availa |

**Topics Covered During the Workshop:**

- **Introduction to Airtel, Airtel Services & Plan Benefits** – Basic Services, Key offerings and value for customers
- **Consumer Rights & Grievance Redressal** – Awareness of rights and complaint channels
- **Cybersecurity Essentials** – UCC and Spam prevention and safe digital practices
- **UCC & Spam Awareness** – TRAI TCCCPR 2023, Amendments, consent management, spam reporting, and 1600 series awareness, Sender Awareness
- **EMF Radiation, Illegal Repeaters, Tower Fraud**
- **Digital Tools & Initiatives** – DND 1909 calls, Airtel Thanks App, CNAP, TRAI platforms (MySpeed, MyCall), tariff plans, PM-WANI
- **Broadcasting/DTH** -Consumer Protection rights for TV services, EPG, Free Channels,Right to Choose Channels &

Queries raised by customers were resolved online.

Followed by the lunch.

Snaps are as below :

Hotel President-Ratnagiri(Dapoli)-18<sup>th</sup> May'26



Warm regards,

Amit Karkera

Nodal Officer

Bharti Airtel Limited, Maharashtra Circle

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Regards,

K Muralidhara  
9449005588

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