

CONSUMER AWARENESS PROGRAM

DATE: - 24-06-2026

VENUE: Rajkiyakrit Singheshwar Seminary, Patahi,
Block- Motihari, Distt: Purbi Champaran (Bihar)

PROGRAMME REPORT

Welcome speech: - All the guests and telecom service providers, participants and all the associates present in the consumer awareness program organized by Indian Institute of Technology & Entrepreneur Development (IITED) and Sponsored by Telecom Regulatory Authority of India (TRAI) New Delhi were welcomed by **Mr. Ranjit Kumar**, Assistant program coordinator. He explained in detail about the major contribution of Telecom Regulatory Authority of India (TRAI) in the development of telecom and broadcasting sector and its role and responsibilities.

Information about Consumer Protection and Choice in Telecom and Broadcasting: - In the consumer awareness program, the IT specialist/trainer of the institute, **Mr. Prasanna Mahadevrao Balvir**, explained in detail about the theme Consumer Protection and Choice in Telecom and Broadcasting set by Telecom Regulatory Authority of India (TRAI) He explained Consumer Protection and Choice in Telecom and Broadcasting through the PPT released by Telecom Regulatory Authority of India (TRAI) such as Consumer Protection and Choice in Telecom and Broadcasting, What are UCC and spam calls, TRAI initiatives to curb spamming TCCCPR 2023, directions, UCC Preference and consents, TSPs APP, Websites, 1909 Call, Digital Consent Acquisition, SPAM Reporting, DND App, Service Provider App, 1600 awareness, Sender awareness Calling Name Presentation (CNAP) Broadcasting, Consumer Protection rights for TV services, What is EPG, Free Channels, Pay Channels, Platform Channels, Right to Choose Channels & Packs, Common, TRAI Apps and Portals (DND, MySpeed & MyCall, Channel Selector), Voice & SMS vouchers, PM WANI. how to lodge complaints regarding telecommunication and broadcasting services, how to report cybercrimes, how children and women can protect themselves from cyber fraud, how to block unwanted telephone calls, etc.

Address by expert resource persons: - Consumer awareness program sponsored by Telecom Regulatory Authority of India (TRAI) and organized by Indian Institute of Technology & Entrepreneur Development (IITED) Addressing the expert resource person **Mr. Vinod Kumar Maurya**, he gave information to be cautious of cybercrime. cyber fraud and appreciated this program organized by Telecom Regulatory Authority of India (TRAI).

Special Topic: - In the consumer awareness program sponsored by Telecom Regulatory Authority of India (TRAI) and organized by Indian Institute of Technology & Entrepreneur Development (IITED) telecom consumers were informed about the method of complaining and appealing in case of non-resolution of the complaint, along with helpline numbers 198, 1098, 1030 and consumer rights.

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Question Answer Session: - At the end of the consumer awareness program sponsored by Telecom Regulatory Authority of India (TRAI) and organized by Indian

Institute of Technology & Entrepreneur Development (IITED) a question answer session was organized. Participants asked their questions which were resolved by the representatives of the institute and the concerned telecom service providers. Most of the questions were related to cyber-crime and network problems which were resolved.

Collection of Feedback from Consumers: - The feedback form of the program was distributed to all the participants who participated in the consumer awareness program sponsored by Telecom Regulatory Authority of India (TRAI) and organized by Indian Institute of Technology & Entrepreneur Development (IITED) as part of the program, which was collected after getting filled by everyone.

Closing Session: - The closing session of the consumer awareness program sponsored by Telecom Regulatory Authority of India (TRAI) and organized by Indian Institute of Technology & Entrepreneur Development (IITED) was addressed by the Assistant program coordinator **Mr. Ranjit Kumar**, and all the participants were thanked.

Suggestions as per the feedback form: - After collecting the data of the feedback form given by the participants in the consumer awareness program sponsored by Telecom Regulatory Authority of India (TRAI) and organized by Indian Institute of Technology & Entrepreneur Development (IITED) the following were the suggestions given by the consumers: -

01. Most of the participants suggested to end network problems.

02. The participants appreciated this program sponsored by Telecom Regulatory Authority of India (TRAI) and demanded to organize such work in all the schools and colleges of the district and at all the development block levels.

03. The participants Appreciation the Mobile apps made by Telecom Regulatory Authority of India (TRAI).

04. The participants described the organization of the related program as very useful.
