



भारतीय दूरसंचार विनियामक प्राधिकरण  
**TELECOM REGULATORY AUTHORITY OF INDIA**  
**REGIONAL OFFICE HYDERABAD**



6<sup>th</sup> Floor, Doorsanchar Bhawan  
Nampally Station Road, Abids, Hyderabad – 500 001  
Phone No. 040-23000761 – 765 and 040-29707761

No.TRAI/RO/Hyd/COP/2026-27/1

Date 29/06/2026

To  
The Principal Advisor (CA & QoS)  
Telecom Regulatory Authority of India  
New Delhi – 110029.

Sir,

**Sub: Report of Consumer Outreach Programme held at Husnabad Telangana AP LSA on 25<sup>th</sup> June 2026 – Reg.**

**Telecom Regulatory Authority of India** conducted Telecom Consumer Outreach Programme at **Vysya Bhavan, Husnabad, Telangana State** on 25-06-2026 to create awareness among the telecom consumers about their rights and privileges, and also Cyber Frauds and preventive measures. Large number of Mahila Swashakthi Groups, Anganwadi Teachers, ANM Medical Attendants, telecom consumers, representatives of telecom service providers, representatives from Consumer Forums and representatives from press media participated in the Program

This office has made efforts to mobilize the participants through sending invitations to the State Government departments, visiting Municipal, Revenue Divisional, DMHO and ACP offices. This office has also requested the CAGs to encourage the local consumer groups to participate in the programme. This office has got publicized the event in the local Telugu and English Newspapers. All Service Providers were also directed to give publicity in their sales outlets/customer points so that their consumers could attend the COP. The TSPs and MSOs were also requested to attend the event so as to clarify queries/complaints of the consumers.

**Number of total participants: Over 180**

**Participation Composition:** Participants included large number of consumers from Mahila Swashakthi Groups, Anganwadi Teachers, ANM Medical Attendants, Formers, CAG Members, Cable operators (MSO) and representatives from all telecom service providers participated in the COP representatives of Telecom Service Providers like Airtel, BSNL, Vodafone Idea, Reliance Jio.

**Consumer Advocacy Groups:**

1. R. Prabhakar Rao, Society for Health and Agricultural Environment (SHARE)
2. K. Shoba Rani, Sri Dharani Voluntary Organization

**MSOs:**

Shri T Anana Sun Direct  
Shri Surya Prakash Reddy GTPL  
Shri Hanumantha Rao Siti Siri cable Network Pvt Ltd.

Shri V. Rammurthy, RDO, is the Chief Guest of the program. During the address he strongly emphasized the importance of consumer safety and security in the digital ecosystem during the meeting. He highlighted the need for creating awareness among telecom and broadcasting consumers

about their rights, safe usage of digital services, protection against cyber frauds, and the importance of safeguarding personal and financial information while using digital connectivity.

Shri S. Sadanandam, ACP, Husnabad, expressed concern over the increasing incidence of cybercrimes and emphasized the need for greater public awareness. He advised telecom consumers to exercise caution while sharing personal information, OTPs, passwords, and banking details. He also urged citizens to remain vigilant during online and mobile-based financial transactions and to promptly report any suspicious activities to the concerned authorities.

Shri T. Mallikarjun, Municipal Commissioner, Husnabad, he highlighted the need for educating mobile and broadcasting consumers about their rights, available grievance redressal mechanisms, digital safety measures, and the importance of making informed choices while availing telecom and broadcasting services.

**Shri K.V. Suresh Babu ITS, Joint Advisor, TRAI, RO, Hyderabad** delivered **keynote address** and explained about growth of Telecom and role of TRAI in orderly growth of the sector and at the same time safeguarding the interests of consumers. Also explained the roles and functions of Regional Office, initiatives taken for telecom and Broadcasting consumer protection. He explained in detail in his **presentation** regarding the steps taken by TRAI regarding the Unsolicited communications, Telecom Complaint Redressal mechanism, maintenance of Quality of service, Mobile Number Portability, EMF Radiation, Tower frauds, The Broadcasting and cable services, Apps used for channel selection etc. The Consumers were advised to make use of TRAI Apps (My Call, My Speed, DND) which help customers rate quality of Telecom services, speed, performance and prevention of Spam Calls.

**Shri D. Madhukar AD (Security), DoT, AP LSA** has given a presentation on Cyber Frauds and initiatives of DoT for the safety of consumers.


The Power point presentations were followed by an interactive session where the consumers have raised issues especially regarding the difficulties faced by them due to improper signal and poor coverage of mobile networks.

**Some of the issues raised in the above COP are as follows:**

Customer feedback on telecom services provided by their service provider was gathered in the feedback form by providing additional column to rate the services. The satisfaction level of most of the participants in respect of their service provider in Scale of 1-10 was 9.

The programme was concluded with Vote of Thanks given by **Shri A. Kishtaiah, (Consultant Grade-II)**.

The programme received very good response and was very successful in bringing out the real problems faced by the consumers. Our programme got wide media coverage on the ensuing day.

  
(K.V.Suresh Babu)  
Joint Advisor  
TRAI, RO, Hyderabad.

**Encl:** Registration sheets, Photos, Newspaper clips.

**Copy to:** Secretary, TRAI for kind information