

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

Consumer Outreach Programs through online mode

New Delhi, 1st April, 2021: Telecom Regulatory Authority of India (TRAI), through its Regional Offices conducted two Consumer Outreach Programs via online mode on 25.03.2021 and 26.03.2021 by Regional Offices, Kolkata and Hyderabad.

2. One of the important objectives of TRAI is to safeguard consumer interests and create consumer awareness. Towards this objective, TRAI organizes consumer outreach programs in different parts of the country. In the current situation of Corona Virus Pandemic, it was decided to conduct such programs via online platform where consumers can join while sitting at their home, shop, or office.

3. During these programs, consumers were informed about their rights with regard to various aspect of telecom services viz. Tariff, Value Added Services (VAS), Data services, Unsolicited Commercial Communications (UCC), Mobile Number Portability, Complaint Redressal Mechanism, etc. Consumers were also informed about the benefits of various Mobile apps viz. TRAI my-speed app, TRAI my-call app and DND 2.0 app developed by TRAI for consumer empowerment and how consumers can take benefit of these apps and TRAI analytics portal. Consumers were also informed about various frauds viz. Tower fraud, missed calls from ISD nos. etc. and how to remain careful with these frauds. TRAI launched a Channel selector App for the benefit of consumers so that consumer can see his subscription, add/ delete channels and optimize his choice. A video prepared by TRAI in this regard (also available on YouTube) was shown to consumers for their benefit.

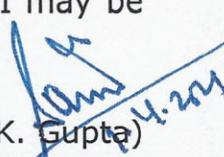
Regional Office, Kolkata

4. This Consumer Outreach Programme is organized for Bihar & Jharkhand States. In this program besides the Telecom consumers, representatives of Consumer Advocacy Groups (CAGs), representatives of Telecom Service Providers, members from various consumer associations, students and teachers of different colleges, officials of Government and public have participated in large number. During the interactive session, many queries of participants were answered by Sh. A. Munisekhar, Advisor, TRAI Regional Office, Kolkata.

Regional Office, Hyderabad

5. This Consumer Outreach Programme is organized for Telangana state. In this program besides the Telecom consumers, large number of local consumer forums from various places of Telangana, representatives of Consumer Advocacy Groups (CAGs) registered with TRAI, representatives of Telecom Service Providers, officials of Government and Private Organizations, teachers and students from various engineering & management colleges across Telangana have participated. During interactive session, queries of participants were answered by Shri. V.S. Raju, Joint Advisor, RO, Hyderabad.

6. In case of any clarifications, Sh. Sanjeev Banzal, Advisor (CA&IT), TRAI may be contacted at Telephone: 011-23210990 or email ID: advisorit@traigov.in.


(S.K. Gupta)
Secretary