

Information Note to the Press [Press Release **No.52 /2019**]
For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

TRAI held “Regional Workshop on Capacity Building of Consumer Advocacy Groups” at Raipur (Chhattisgarh)

New Delhi, 23rd July, 2019: Telecom Regulatory Authority of India (TRAI), New Delhi organised Regional Workshop on Capacity Building of Consumer Advocacy Groups (CAGs) at Hotel Babylon International, Raipur (Chhattisgarh) on 19.07.2019 for capacity development of CAGs, Telecom service Providers and other stakeholders. The Regional Workshop was attended by the representatives of Telecom Service Providers and Consumer Advocacy Groups of the region consisting of Delhi, Haryana, Chhattisgarh, MP & Maharashtra states and interested citizens of Raipur.


In this workshop, CAGs shared therein experiences in dealing issues with regard to various consumer centric regulations (MNP, VAS, UCC, Grievance redressal, QoS etc.) and the steps taken by them to enhance consumer awareness. TSPs gave their presentations briefing the participants about steps being taken by them towards consumer protection and grievance redressal, measures being taken towards enhancing consumer education, various mobile apps developed for increased accessibility and convenience.

The workshop also contained an interactive session in the afternoon wherein a presentation was given by Shri Sanjeev Banzal, Advisor (Consumer Affairs) on “New Regulatory framework for Broadcasting and cable service” and a presentation was also given by Sh Man Mohan Vyas, Dy Advisor (Consumer Affairs) on “An overview of TCEPF Activities & Recent Key Regulations of TRAI”.



Besides CAGs and TSPs, Interactive Sessions were also attended by, prominent academicians from the educational institutes, officers of State Government/Central Government, Industry Associations, representatives from banks, business association, NGOs etc.

For further details, Shri Sanjeev Banzal, Advisor (IT&CA), TRAI may be contacted at Telephone: 011-23210990 or email ID: advisorit@trai.gov.in .


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Secretary (TRAI)