

Information Note to the Press [Press Release **No.68/2020**]

**For Immediate Release**

**TELECOM REGULATORY AUTHORITY OF INDIA**

**Consumer Outreach Program by TRAI through online mode**

**New Delhi, 12<sup>th</sup> September, 2020**: Telecom Regulatory Authority of India (TRAI), through its Regional Office Bhopal, conducted Consumer Outreach Program via online mode on 11<sup>th</sup> September, 2020.

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. In this outreach programme, besides the Telecom consumers of Uttarakhand state, a large number of Common Service Centre (CSC) in-charge(s) from various villages of the state, 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.

4. During the program, 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 analytic 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 selection App on 25th June 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

5. During the interactive session, many queries of participants were answered by Sh. Vinod Gupta, Advisor TRAI Regional Office, Bhopal.

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](mailto:advisorit@traigov.in).