

**TELECOM REGULATORY AUTHORITY OF INDIA**

**Virtual (Online) Consumer Outreach Program by TRAI for the consumers of Assam**

**New Delhi, 30<sup>th</sup> September, 2020:** Telecom Regulatory Authority of India (TRAI), through its **Regional Office Kolkata**, conducted online Consumer Outreach Program on 28<sup>th</sup> September, 2020 (Monday) for the telecom and broadcasting consumers of Assam.

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 Covid-19 Pandemic, it was decided to conduct such programs via online meeting platform where consumers can join while sitting at their home, shop, or office.
3. Representatives of Consumer Advocacy Groups (CAG), representatives of Telecom Service Providers, representatives of MSOs/ DTH service providers, students & teachers of different colleges and Govt. officials have participated in the event.
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 various Mobile apps viz. TRAI my-speed app, TRAI my-call app and DND 2.0 app developed by TRAI for consumer empowerment. Consumers were also educated about 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.
5. Consumers were also informed Channel selection 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.
6. During the interactive session, many queries of participants were answered by Shri Souvick Kr. Das, Advisor TRAI and his team. Representatives of TSPs also responded to problems highlighted by the consumers. Advisor, TRAI requested the representatives of the TSPs to improve the coverage and Internet speed in rural and suburban area, where people are forced to work from home and students are required to attend online classes due to ongoing pandemic. He also requested the representatives of the MSOs & DTH service providers to improve the uptime of the TV connections in rural / suburban area as people are mostly remaining indoors due to ongoing pandemic.
7. In case of any clarifications, Shri Sanjeev Banzal, Advisor (CA&IT), TRAI may be contacted at Telephone: 011-23210990 or email ID: [advisorit@traigov.in](mailto:advisorit@traigov.in).

  
(S.K. Gupta)  
Secretary, TRAI