

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

Consumer Outreach Program by TRAI through online mode

New Delhi, 23rd November, 2020: Telecom Regulatory Authority of India (TRAI), through its Regional Office Bengaluru, conducted online Consumer Outreach Program on 20th Nov 2020 (Friday) for the telecom and broadcasting consumers of Karnataka.

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 Telecom Service Providers, students & faculty of different colleges and other stakeholders participated in the event.

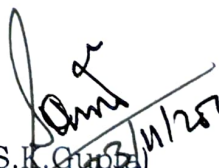
4. During the program, consumers were informed about their rights with regard to various aspect of telecom services viz Tariff, Value Added Services (VAS), Data Services, Unsolicited Commercial Communications (UCC), Mobile Number Portability, Complaint Redressal Mechanism, etc. Consumers were also informed 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, etc. and how to remain careful.

5. It was also informed about 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 was played during the program.

6. Shri Sanjeev Banzal, Advisor (CA&IT) spoke about IoT and Applications.

7. During the interactive session, many queries of participants were answered by Shri S S Galgali, Advisor TRAI and his team. He clarified the points raised, regarding UCC, VAS and Network complaints, Grievance Redressal Mechanism, Refund of Security Deposit and Fraudulent calls. The participants were requested to make use of Apps developed by TRAI.

8. 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.


(S.K. Gupta)
03/11/2020
Secretary, TRAI