

## Information Note to the Press [11/2021]

### For Immediate Release

#### TELECOM REGULATORY AUTHORITY OF INDIA

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

New Delhi, 12<sup>th</sup> March 2021: Telecom Regulatory Authority of India (TRAI), through its Regional Office Bengaluru, conducted online Consumer Outreach program on 9<sup>th</sup> March 2021 (Tuesday) for the telecom and broadcasting consumers of Maharashtra.

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, CAGs, faculty & students of different colleges and other stakeholders participated in the event.

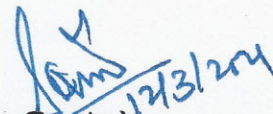
4. During the program, consumers were informed about their rights with regard to various aspect of telecom services viz Tariff, Value Added Services (VAS), Data Services, Unsolicited Commercial Communications (UCC), Mobile Number Portability, Complaint Redressal Mechanism, etc. Consumers were also informed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

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.

6. Advisor, Regional Office, Bangalore also spoke about 5G Technology.

7. During the interactive session, queries of participants were answered. Points raised included Measurement of Radiation from Mobile Towers, Spectrum for 5G, Grievance redressal from Telecom Service Providers.

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](mailto:advisorit@traigov.in).

  
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