

Information Note to the Press [Press Release **No. 37 /2020**]

**For Immediate Release**

**TELECOM REGULATORY AUTHORITY OF INDIA**

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

**New Delhi, 19<sup>th</sup> June, 2020**: Telecom Regulatory Authority of India (TRAI) today, through its regional office Bhopal, conducted Consumer Outreach Program via online mode.

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 programme, besides the Telecom consumers of Chhattisgarh state, a large number of Common Service Centre (CSC) in-charge(s) from various villages of Chhattisgarh, representatives of Consumer Advocacy Groups (CAGs), representatives of Telecom Service Providers, officials of Government and public have participated in large number (around 350 have participated).

4. During the program, consumers were educated about their rights granted to them with regard to various aspect of telecom services viz Tariff, Value Added Services (VAS), Unsolicited Commercial Communications (UCC), Mobile Number Portability, Complaint Redressal Mechanism, Data services etc. Consumers were also informed about the benefits of various Mobile apps like TRAI my-speed app, TRAI my-call app and DND app developed by TRAI for consumer empowerment and how consumers can take advantage of these apps/portal. Consumers were also told about tower fraud and how to be careful with it. Besides this, Information about new rules of broadcasting and cable TV was also discussed.

5. During the interactive session, many queries of participants were answered by Shri Vinod Gupta, Advisor TRAI.

6. 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).