

For Immediate Release

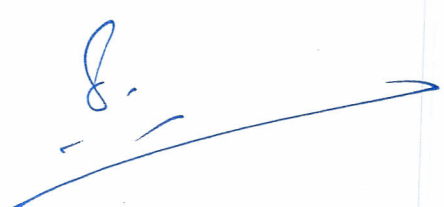
TELECOM REGULATORY AUTHORITY OF INDIA

“TRAI conducts Consumer Outreach Programme”

New Delhi, 19th February, 2018: One of the important objectives of TRAI is to create awareness and safeguard consumer interests. Towards this objective, TRAI organizes consumer outreach programmes, regional workshops on capacity building of Consumer Advocacy Groups (CAGs) registered with TRAI and seminars on issues of consumer interest and protection. In this series, TRAI organized a dedicated Consumer Outreach Programme (CoP) on 7th February, 2018 at National Law University (NLU), Dwarka, Delhi to educate the student community about various initiatives taken by TRAI to safeguard consumer interests. Besides students and faculty of NLU, representatives of telecom service providers participated in the programme.

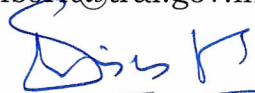
2. Dr. Sushila, Assistant Professor, NLU, Delhi welcomed the participants to the CoP and impressed upon the need for protection and promotion of consumer rights. She thanked TRAI for its initiative to reach out to student community and make them aware of their rights granted as a telecom consumer.

3. TRAI officers made a presentation on various aspects of consumer centric regulations including Mobile Data Services, Value Added Services (VAS), Unsolicited Commercial Communications (UCC), Mobile Number Portability (MNP), Complaint Redressal Mechanisms of TSPs, benefits of Mobile Apps viz TRAI Myspeed, TRAI My Call, DND 2.0 developed by TRAI. Faculty and students were also briefed on various recommendations of TRAI viz. Net Neutrality, In Flight Connectivity, Cloud computing etc. The presentation was followed by a lively interactive session wherein students raised questions related to various aspects of telecom services which were suitably responded to by TRAI team lead by Advisor (CA &IT). Faculty and students were also



requested to participate in the TRAI's consultative process actively and become a part of policy making process.

4. For further details, Shri Sanjeev Banzal, Advisor (CA & IT), TRAI may be contacted at telephone No. +9111- 23210990 and email 'advisorit@trai.gov.in.'


(U.K. SRIVASTAVA)
Secretary I/C (TRAI)