

Information Note to the Press [Press Release **No. 72/2018**]  
For Immediate Release

**TELECOM REGULATORY AUTHORITY OF INDIA**

**“TRAI conducts “Consumer Outreach Programme (COP)” on 29.06.2018 at Dalhousie (HP)”**

**New Delhi, 4<sup>th</sup> July, 2018**: One of important objectives of TRAI is to safeguard consumer interests and create consumer awareness. Towards this objective, TRAI organizes consumer outreach programmes, workshops on capacity building of Consumer organisations and seminars etc. on issues of consumer interests and protection. In this series, TRAI organised a Consumer Outreach Programme on 29.06.2018 at Hotel Dalhousie Heights, Dalhousie to educate the general public about various initiatives taken by TRAI to safeguard consumer interests. Besides the general public, representatives of Consumer Advocacy Groups (CAGs) registered with TRAI and Telecom Service Providers participated in the programme.

2. During the programme, a presentation was made on various aspects of consumer centric regulations including Mobile Data services, Value Added Services (VAS), Unsolicited Commercial Communications (UCC), Mobile Number Portability), Complaint Redressal Mechanism, benefit of Mobile apps viz. TRAI Myspeed, TRAI DND 2.0 TRAI Mycall developed by TRAI. Participants were also briefed on recent recommendations and regulations made by TRAI viz. recommendation on Net Neutrality, In Flight Connectivity, Cloud Computing and regulations on revised call drop norms, draft UCC regulation etc. Participants were also advised to participate in the TRAI’s consultation process actively and become a part of policy making process. The presentation was followed by a lively interactive session wherein participants raised questions related to various aspects of telecom services which were suitably responded by TRAI team led by Shri Sanjeev Banzal, Advisor (CA&IT).

3. For further details, 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)