

TELECOM REGULATORY AUTHORITY OF INDIA

**TRAI conducts 'Consumer Outreach Programme (COP)' on 24.08.2018 at
Samba (J&K)**

New Delhi, 28th August, 2018: One of the 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 **24.08.2018** at **Hotel Bhargav Residency, Samba (J&K)** 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, through a detailed presentation, participants were educated about the provisions of different consumer centric regulations, directions and orders relating to Value Added Services (VAS), Unsolicited Commercial Communications (UCC), Mobile Number Portability), Complaint Redressal Mechanism, Data services and Tariff etc. Participants were also informed about the benefits of various Mobile apps (TRAI Myspeed app, TRAI DND 2.0 app and TRAI Mycall app), Tariff portal and Network coverage maps developed by TRAI for consumer empowerment and how consumers can take advantage of these apps/portal. Participants were also briefed on recommendations made by TRAI viz. Net Neutrality, In Flight Connectivity, data security and measures recommended for enhancing ICT accessibility for Persons with Disabilities. They were also briefed about TRAI's new regulations on UCC. Participants were advised to actively participate in the TRAI's consultation process to become a part of the policy making process.

3. 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.

4. For further details, Shri Sanjeev Banzal, Advisor (CA&IT), TRAI may be contacted at Telephone : 011-23210990 or email ID: advisorit@trai.gov.in .


(S.K. GUPTA)
Secretary (TRAI)