

Information Note to the Press [Press Release **No. 95/2018**]

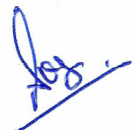
For Immediate Release

**TELECOM REGULATORY AUTHORITY OF INDIA**

**TRAI conducts “Regional Workshop on Capacity Building of Consumer Advocacy Groups and Consumer Education” at Aurangabad, Maharashtra**

**New Delhi, 6<sup>th</sup> September, 2018**: One of the important objectives of TRAI is to safeguard consumer interests and create consumer awareness. Towards this, TRAI has instituted a system of registration of consumer organizations as Consumer Advocacy Groups (CAGs). These CAGs act as interlocutors between consumers, Telecom Service Providers (TSPs), coordinate/articulate consumer responses to TRAI initiatives towards consumer education and work for protection and propagation of consumer interests. Thus CAGs are important partners of TRAI in its constant endeavor to safeguard consumer interests. It is thus necessary that the CAGs are well equipped and trained so that they can perform this role efficiently. Keeping this purpose in mind, TRAI conducted a “Regional Workshop on Capacity Building of Consumer Advocacy Groups and Consumer Education” at **Aurangabad (Maharashtra)** on **31.08.2018**. The workshop was chaired by Shri Sunil Bajpai, Pr. Advisor, TRAI.

2. The programme comprised two sessions. In the forenoon session, attended by TSPs operating in Delhi, Haryana, Chhattisgarh, Madhya Pradesh, Maharashtra and Mumbai licensed service areas (LSAs) and the CAGs from these areas, deliberations were held amongst TRAI, CAGs and TSPs on various consumer centric issues particularly with regard to redressal of consumer grievances by TSPs, efforts being made by CAGs and TSPs in enhancing consumer education. While CAGs shared their experiences and informed about the issues being faced by consumers in their respective areas, TSPs apprised of the efforts being made by them in this direction. TRAI team impressed upon TSPs for timely redressal of consumer grievances to enhance consumer satisfaction and urged both CAGs and TSPs to enhance consumer



education so that they can take advantage of the rights granted to them under various regulations, directions and orders issued by TRAI .

3. In the afternoon session, experts from Ministry of Electronics, Information Technology (MEITY), New Delhi and M/s. Ernst & Young made presentations on two important subjects viz. “*Digital India: An Overview*” and “Cyber Security in Digital Era” respectively.

4. Speakers educated the audience about the growing digitization in different sectors, with more and more services being brought on digital platform and how this is improving and impacting of our day to day life. Audience was also informed about the precautions to be taken while using the internet to enhance data privacy and security.

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

  
(S.K. GUPTA)  
Secretary (TRAI)

6/9/2018