A REPORT ON “CUSTOMER OUTREACH PROGRAM” ORGANIZED BY TELECOM REGULATORY AUTHORITY OF INDIA AT SARVODAYA HOTEL, KANKROL SERVICE ROAD, HIMATNAGAR ON 20th AUGUST 2015 GROW MORE FACULTY OF ENGINEERING GROW MORE GROUP OF INSTITUTIONS
Telecom Regulatory Authority of India (TRAI) has been organizing Interactive sessions to create awareness among telecom consumers and stakeholders. Thus as a part of such sessions, TRAI regional office, Jaipur has conducted a workshop in Himmatnagar (Gujarat) to build a good rapport and understanding among the service providers, consumers and Consumer Advocacy Group for coordinated development of the services.

It was a “Customer Outreach Program” to create awareness among telecom consumers and other stakeholders. TRAI has already conducted 6 such programs throughout India and it was the 2nd one in Gujarat. Representatives of all Telecoms Companies, Government representatives, other stakeholders and faculties and students of different colleges have attended it.

*From Grow More, 16 Students of Final Year Engineering along with Prof. Hirak Shah have attended this workshop on 20th August 2015.*

All the participants were provided with registration kit from 02:30 PM to 03:00 PM.

Then at 03:00 PM, inaugural session was there along with the Lamp Lighting Ceremony. TRAI specially called all the Faculties from the Educational Institutes for Lamp Lighting ceremony. After Lamp Lighting ceremony, Mr. Sanatan Ojha (Senior Research Officer, TRAI Office Jaipur) welcomed all the participants and dignitaries by his welcome speech.

After the welcome speech, Mr. Sanatan Ojha gave a small presentation about the role of TRAI and the consumer’s rights regarding using cellular connections from any telecoms.

The following were the key points discussed:

- What is TRAI and what are its Functions?
- Appellate Authority
- Consumer Rights
- Various Rules for Telecom Companies
- Cable TV Digitalization, etc

After the presentation, an interactive session was there regarding any queries of any consumer or stakeholders. Our students & faculty actively participated in the Questionnaire session and they also asked TRAI about few of the current issues like Net Neutrality, Licensing over VOIP, etc. Such interaction was highly appreciated by the TRAI members as students were aware of such things.
After the interaction session was over, there was arrangement of High Tea for all the participants. So overall it was an overall very interesting session.

PHOTO GALLERY: