

OFFICE OF THE PRINCIPAL GOVT. DEGREE COLLEGE UDHAMPUR

PRESS RELEASE

GDC, Udhampur organizes Telecom Services Customers Awareness Programme.

GDC Udhampur on collaboration with TRAI, New Delhi organize massive Telecom Services Awareness programme for the customers of District Udhampur in the conference hall of the college today in which telecom services users of different categories like, senior citizens, Govt. official & students etc. took part and interacted with the officials of TRAI & different telecom service providers on various issues & formed some instant solution and procedures for quick redressal of the customer issues.

Earlier the programme began with the welcome remarks of Dr. S.K Magotra Principal of the college, followed by introductory speech by Mr. G.S Panwar Dy. Advisor TRAI New Delhi in which he threw light on the various rights & their safeguards available to the telecom services customer and role of TRAI in ensuring safeguards to these rights of the customers. It was followed a detailed power point presentation by Mr. Sanjay Kumar Sr. Research Officer TRAI, New Delhi wherein he dealt in minute details on very common issues like call drop, unwanted message alerts, data tariffs, net connectivity, internet speed etc. generally confronted by the customers. This PowerPoint presentation was followed by open discussion on customer queries, in which Mr. Ravi Malguria president Chamber of Commerce, Mr. Sham Kalsotra Ex. President Chamber of Commerce, Mr. Raj Guru Veteran Volleyball player, Mr. Jugal Gupta Ex. Bank Manager, Mr. Neeraj Gupta Vice- President chamber of Commerce Udhampur & Mr. Vijay Sharma highlighted various issues and problems of telecom services customer of District Udhampur and interacted with the District representatives of these services like BSNL, Airtel, Aircel & Reliance Jio etc.

Officers of TRAI, New Delhi, India acknowledged these issues and asked the service providers to mitigate these issues on priority basis. TRAI officers also ensured of all support and help to the customers.

Senior citizens also submitted written representations to Mr. Meena Dy. General Manager BSNL, Udhampur & Mr. Meena assured of quick redressal of these issues.

Prominent among the college faculty who attended the programme include Dr. Udhey Bhanu, HoD Mathematics, Prof. Romesh Kumar Atri HoD Botany, Prof. Suresh Dogra, Prof. Samosh Kumar, Prof. Jawaid Sarver. Programme concluded with the remarks of thanks and gratitude by Mr. G.S Panwar to Dr. S.K Magotra Principal of the college and his team for nicely organizing and coordinating the programme.


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