

**Consumer Education Workshops to be held by Service Providers during
2011-12**

**Guidelines issued by TRAI for organising consumer workshops
by Telecom Service Providers**

- a) The annual calendar of consumer workshops may be planned well in advance and put on service providers' website for wide publicity with a copy to TRAI.
- b) An advance notice of at least 30 days may be given to all CAGs registered with TRAI, in that service area, under intimation to TRAI.
- c) Wide publicity for such workshops may also be done so that consumers can get advantage of such initiatives. Such publicity may include Press Releases, Advertisements or SMSs, as may be felt suitable.
- d) Emphasis may be given to highlight consumer centric initiatives taken by service providers for effective redressal of consumer complaints.
- e) Adequate importance may also be given to consumer education in developing awareness especially from the experience of operations in that service area.
- f) Proceeding of such consumer workshops must be recorded and a report is invariably sent to CA Division of TRAI.
- g) The workshops shall not be used as a forum to promote products and services.
- h) The service providers may make all out endeavour to reach out to maximum number of customers by holding consumer education workshops at various locations/district headquarters in the states/service areas.

SCHEDULE OF WORKSHOP

S No.	Service Provider	State/Circle	Venue	Date
1	AIRCEL	1. Assam	1. Guwahati	21.4.11
			2. Bongaigaon	20.9.11
		2. North East	3. Aizawl	15.6.11
			4. Imphal	15.12.11
		3. Punjab	5. Amritsar/Patiala	12.12.11
			6. Chandigarh	10.6.11
			7. Ludhiana	16.9.11
			8. Jalandhar	12.3.11
		4. Andhra Pradesh	9. Vijayawada	30.3.11
			10. Tirupati	22.6.11
			11. Warangal	21.9.11
			12. Vizag	21.12.11
		5. Kerala	13. Trichur	22.3.11
			14. Calicut	22.6.11
		6. Gujarat	15. Baroda	15.3.11
			16. Rajkot	13.5.11
			17. Surat	15.9.11
		7. UP(West)	18. Dehradun	24.3.11
			19. Meerut	5.5.11
			20. Bareilly	15.9.11
			21. Agra	10.11.11

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S No.	Service Provider	State/Circle	Venue	Date
	AIRCEL	8. Mumbai	22. Central Mumbai	18.3.11
			23. Navi Mumbai	20.5.11
			24. South Mumbai	23.9.11
			25. Western Mumbai	9.12.11
		9. Rajasthan	26. Jaipur	8.3.11, 14.9.11
		10. Himanchal Pradesh	27. Mandi	15.6.11
			28. Dharmshala	15.9.11
			29. Shimla	15.12.11
		11. Bihar	30. Patna	Oct. 11
			31. Gaya	May 11
		12. J & K	32. Anantnag	4.4.11
			33. Sri Nagar	9.5.11
			34. Jammu	13.6.11
		13. Madhya Pradesh	35. Bhopal	(Q 1)
			36. Indore	TBA (Last week Q 2)
			37. Jabalpur	TBA (Last week Q 3)
			38. Raipur	TBA (Last week Q 4)
		14. UP(East)	39. Kanpur	March 11
			40. Lucknow	July 11
			41. Varanasi	Oct. 11
			42. Gorakhpur	Dec. 11
		15. Delhi.	43. Delhi. Circle Office	Sept. 11
		16. Haryana	44. Haryana - Ambala	28.10.11
	45. Haryana - Hissar		25.11.11	
	46. Haryana - Rohtak		23.12.11	
	17. Karnataka	47. Bangalore	11.3.11	
		48. Hubli	10.6.11	
		49. Mysore	19.8.11	
		50. Mangalore	25.11.11	
	18. Tamil Nadu	51. Coimbatore	TBA (Last week Q 2)	
		52. Madurai	TBA (Last week Q 2)	
		53. Trichy	TBA (Last week Q 3)	
		54. Salem	TBA (Last week Q 3)	
		55. Erode	TBA (Last week Q 4)	
		56. Pondy	TBA (Last week Q 4)	
	19. Kolkata	57. Kolkata	3/11, 6/11, 9/11, 12/11	
	20. West Bengal	58. Durgapur	March 11	
		59. Kharagpur	June 11	
		60. Siliguri	Sept. 11	
		61. Bolpur	Dec. 11	
	21. Orissa	62. Bhubneswar	18.3.11, 18.11.11	
		63. Cuttak	17.6.11	
		64. Rourkela	16.9.11	
	22. Chennai	65. Chennai	3/11, 5/11, 8/11, 11/11	
	23. R O M	66. Pune	18.3.11	
		67. Nasik	13.5.11	
		68. Nagpur	19.8.11	
		69. Goa	25.11.11	

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S No.	Service Provider	State/Circle	Venue	Date
2	Airtel	1. Karnataka		March & April 2011
		2. Andhra Pradesh		Jul-11
		3. Tamil Nadu(inc. Chennai)		March & May 2011
		4. Kerala		Apr-11
		5. Madhya Pradesh		Feb. & Sept.2011
		6. Maharashtra		Oct. 2011
		7. Mumbai		Oct. 2011
		8. Bihar		Nov. 2011
		9. Delhi		Sept. 2011
		10. Gujarat		Sept.2011
		11. Haryana		Dec.2011
		12. Himanchal Pradesh		Oct. 2011
		13. Jammu & Kashmir		Nov.2011
		14. Punjab		Dec.2011
		15. North East		Nov.2011
		16. Assam		Nov.2011
		17. Rajasthan		Aug.2011
		18. UP(East)		Aug.2011
		19. UP (West)		Sept.2011
		20. West Bengal		Nov.2011
		21. Kolkata		Oct.2011
		22. Orissa		Nov.2011
3	ETISALAT	1. Andhra Pradesh		29.7.11
		2. Bihar		4.4.11
		3. Delhi		25.3.11
		4. Gujarat		31.10.11
		5. Haryana		18.10.11
		6. Karnataka		20.9.11
		7. Kerala		14.10.11
		8. Madhya Pradesh		19.10.11
		9. Maharashtra		21.9.11
		10. Mumbai		16.9.11
		11. Punjab		4.10.11
		12. Rajasthan		15.7.11
		13. Tamil Nadu(incl.Chennai)		25.7.11
		14. UP (East)		6.10.11
		15. UP(West)		16.6.11
4	IDEA	1. Tirupati		17.6.11
		2. Guwahati		20.8.11
		3. Agartala		16.7.11
		4. Bihar		Pending
		5. Delhi		11.4.11
		6. Ahmedabad		4.6.11
		7. Panipat		9.5.11
		8. Shimla		19.10.11
		9. Jammu & Kashmir		No CAG Present
		10. Davangree		4.5.11

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S No.	Service Provider	State/Circle	Venue	Date
	IDEA	11.Trivandrum		14.2.11
		12.Kolkata		Pending
		13.West Bengal		Pending
		14. Maharashtra		Pending
		15. Indore/Bhopal		25.3.11
		16.Mumbai		15.6.11
		17.Rourkela		18.5.11
		18.Chandigarh		12.10.11
		19.Jaipur		14.10.11
		20.Pondicherry		16.9.11
		21.kanpur		19.5.11
		22.UP(West)		Pending
5	Loop Mobile (India) Ltd.	Mumbai	Western Zone	TBA
			Southern Zone	TBA
6	MTNL	Delhi	1	24.6.11
			2	22.9.11
			3	22.12.11
			4	20.1.12
		Mumbai	Southern Zone	25.5.11
			Central	Sept.2011
			North	Oct.11
				Nov.11
				Dec.11
			West-I	Oct.11
				Dec.11
			West-2	11.11.11
				25.11.11
			West -3	Oct.11
				Nov.11
			East -1	May.11
	Oct.11			
East -2	Nov. 11			
	Dec.11			
Navi Mumbai	26.5.11			
	14.10.11			
	18.11.11			
7	Quadrant Televentures Ltd. (Formerly HFCL Infotel Ltd.)	1. Punjab	B-71, Mohali	23.4.11
			B-71, Mohali	22.10.11
8	Reliance Communi-cations	1. Andhra Pradesh	Vijayawada	28.5.11
		1A. Andhra Pradesh	Tirupati	26.3.11
		2. Bihar & Jharkhand		15.6.11
		3. Himanchal Pradesh		1.10.11
		4. Kolkata		14.4.11

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S No.	Service Provider	State/Circle	Venue	Date
	Reliance Communi-cations	5.Madhaya Pradesh		10.5.11
		6. Delhi		9.9.11
		7. Orissa		13.5.11
		8.west Bengal		7.4.11
		9.Gujarat		12.7.11
		10. Haryana		1.10.11
		11.Jammu & Kashmir		1.10.11
		12. Karnataka		8.4.11
		13. Kerala		16.9.11
		14. Maharashtra		26.11.11
		15. Mumbai		16.12.11
		16. Punjab		1.5.11
		17. Rajasthan		20.7.11
		18.Tamil Nadu		20.7.11
19. Uttar Pradesh (E)		5.5.11		
20. Uttar Pradesh (W)		14.5.11		
9	Reliance Telecom	1. Assam		7.4.11
		2. Bihar & Jharkhand		15.6.11
		3. Himanchal Pradesh		1.10.11
		4. Kolkata		14.4.11
		5.Madhaya Pradesh		10.5.11
		6.North East		7.4.11
		7. Orissa		13.5.11
		8.West Bengal		7.4.11
10	Sistema Shyam (MTS)	1. Madhya Pradesh	Bhopal	20.6.11
		2. Delhi	Mathura Road	2nd week April 11
			Vasant Kunj	2nd week Mayl 11
			Rajendra Place	2nd week June 11
		3. Haryana	Karnal	2nd week Julyl 11
		4. UP(East)	Lucknow	19-26 June 2011
		5. UP(West)	Meerut	21-28 Aug.2011
		6. Mumbai	Mumbai Circle office	20.6.11
		7. Maharashtra	Pune Office	18.7.11
		8. Gujarat	Hotel Pride Ahemdabad	15.6.11
		9. Kolkata/ WB	Kolkata	26.3.11
			Siliguri	23.4.11
			Durgapur	22.5.11
10.Bihar	Ranchi, Maru centre	18.6.11		
11. Andhra Pradesh	Vijayawada	9.7.11		
12.Tamil Nadu	Chennai	23.3.11		
	Madurai	25.4.11		
	Pondy	19.5.11		
13. Kerala	Cohin	25.3.11		
	Palakad	27.4.11		

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S No.	Service Provider	State/Circle	Venue	Date
	Sistema Shyam (MTS)	14.Karnataka	Bangalore	20.4.11
			Kolar	15.5.11
			Hassan	15.6.11
			Mysore	15.7.11
			Mangalore	20.8.11
			Hubli	22.10.11
			Gulberga	28.11.11
			Davengare	14.12.11
		15. Rajasthan	Alwar	March 11
			Kota	April 11
			Udaipur	May 11
			Jodhpur	June 11
			Ajmer	July 11
			Jaipur	Aug. 11
		Bikaner	Sept.11	
		Sikar	Oct.11	
11	Tata Teleservices Ltd.	1. Andhra Pradesh		June 11
		2. Assam		Dec.10
		3. Bihar		May 11
		4. Delhi		Nov.10
		5. Gujarat		Feb 11
		6. himanchal Pradesh		June 11
		7.Haryana		Jan.11
		8. Jammu & Kashmir		March 11
		9. Karnataka		July 11
		10. Kolkata		Aug.11
		11. Kerala		April 11
		12. Madhya Pradesh		Aug.11
		13. Mumbai		May11
		14. North East		Dec.10
		15. Orissa		June 11
		16. Punjab		Jan. 11
		17. Rajasthan		June 11
		18. Maharastra		Sept.11
		19. West Bengal		July 11
		20. Tamil Nadu		Sept.11
		21. UP (East)		June 11
		22. UP(West)		June 11
12	S.Tel	1. Assam	Nagaon	25.3.11
			TBD	24.6.11
			TBD	16.9.11
			TBD	16.12.11
		2. North East	Agartala	21.3.11
			TBD	17.6.11
			TBD	23.9.11
			TBD	9.12.11

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S No.	Service Provider	State/Circle	Venue	Date
	S.Tel	3. Bihar & Jharkhand	Ranchi	25.3.11
			Patna	6.6.11
			Ranchi	16.9.11
			Patna	23.12.11
		4. Himanchal Pradesh	Shimla	23.3.11
			Shimla	22.6.11
			Shimla	15.9.11
			Shimla	20.12.11
		5. Orissa	Cuttack	25.3.11
			Bjubneshwar	6.6.11
			Behrampur	16.9.11
			Rourkela	23.12.11
		13	UNINOR	1. Andhra Pradesh
2. Tirupati	4.12.11			
3. Hyderabad	7.12.11			
4. Vijayawada	10.12.11			
2. Bihar	5. Patna			15.4.11
3. Karnataka	6. Bangalore			11.3.11
	7. Mangalore			23.9.11
	8. Gulbarga			9.12.11
	9. Hubli			17.6.11
4. Kerala	10. Kerala			3.4.11
5.Kolkata	11.Kolkata			19.5.11
6. Maharashtra	12. Pune			17.6.11
7. Mumbai	13. mumbai			12.4.11
8. Orissa	14. Cuttack			20.3.11
	15. Baleswar			17.4.11
	16. Sambalpur			15.5.11
	17. Behrampur			19.6.11
9. Tamil Nadu	18. Bhubaneswar			17.7.11
	19. Coimbatore			5.5.11
10. UP(East)	20. Lucknow			18.2.11
	21. Bareilly			24.6.11
11. UP(West)	22. Agra			29.4.11
	23. Dehradun			23.1.11
	24. Meerut			25.11.11
12. West Bengal	25. Kolkata			16.6.11
13. Gujarat	26. Ahmedabad			19.5.11
14	VIDEOCON	1. Andhra Pradesh		27.5.11
		2. Bihar		11.6.11
		3.Gujarat		20.5.11,16.9.11
		4.Haryana		23.7.11,22.10.11
		5. Himanchal Pradesh		30.7.11
		6.Karnataka		14.7.11
		7. Kerala		14.5.11
		8. Maharashtra		19.7.11
		9. Madhya Pradesh		20.5.11

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S No.	Service Provider	State/Circle	Venue	Date
	VIDEOCON	10. Mumbai		18.3.11
		11. Orissa		27.4.11
		12. Rajasthan		12.5.11
		13. Tamilnadu(inc. chennai)		14.5.11
		14. UP(EAST)		15.5.11
		15. UP(WEST)		17.8.11
		16. West Bengal		20.5.11
15	VODAFONE	1. Delhi		11.4.11
		2. Punjab		24.3.11
		3.Haryana		20.4.11
		4.UP (East)		4th Week April 11
		5. UP (West)		21.4.11
		6. Himanchal Pradesh		21.4.11
		7. Jammu & Kashmir		4th Week April 11
		8. Kolkata		18.4.11
		9. West Bengal		18.5.11
		10.Orissa		June 11
		11.Bihar		20.5.11
		12.Assam		2nd Week April 11
		13.North East		2nd Week April 11
		14. mumbai		20.5.11
		15.Gujarat		18.4.11
		16.Rajasthan		3rd week March 11
		17.Maharashtra		15.3.11
		18 Madhya Pradesh		13.3.11
		19. Andhra Pradesh		23.3.11, 16.5.11
		20. Chennai		4th week April 11
		21. Tamil Nadu		3rd Week May 11
		22. Karnataka		3rd week May 11
		23. Kerala		18.4.11