Report from TRAI Regional Office Kolkata
On
Consumer Outreach Programme at **Agartala, Tripura**
On 25.02.2026

1	Place & date of conduction of COP	Agartala, West Tripura District, Tripura on 25th February' 2026 [Wednesday]
2	Venue	Women's Polytechnic, Hapania, Agartala, West Tripura District, Tripura - 799130
3	Brief Description of COP Place	Agartala is the capital & largest city of Tripura State. It is the second most populous city after Guwahati in Northeast India. It is India's third international internet gateway and being developed under the Smart Cities Mission. Agartala is a derivative of two words, namely agar, a valuable perfume and incense tree of genus Aquilaria, and the suffix tala, meaning underneath, a reference to the density of agarwood trees in the region. As of the 2011 Indian Census, Agartala had a total population of 400,004, of which 200,132 were males and 199,872 were females. The population within the age range of 0 to 6 year is 35,034. The total number of literates in Agartala was 344,711, which constituted 86.18% of the population with male literacy of 87.53% and female literacy of 84.82%. The effective literacy rate of 7+ population of Agartala was 94.5%, of which male literacy rate was 96.2% and female literacy rate was 92.8%. The sex ratio of Agartala is 999 females per 1,000 males. The COP took place in Women's Polytechnic at Hapania which is under Agartala Block and having other educational Institutes too. The languages spoken in Bengali, Kokborok mainly. **Courtesy - Wikipedia**
4	Distinguished Speaker & Domain Expert attended the COP	1. Sh. Debapriya Bardhan, IAS, Spl. Secretary – Food, Civil Supplies and Consumer Affairs Department, Govt. of Tripura - Chief Guest 2.Dr. Tirtharaj Sen, Principal – Women's Polytechnic - Guest of Honour 3. Dr. Jayanta Chakraborty, Professor, Tripura Institute of Technology – Special Guest 4. Sh. Titan Paul, SI, the representative from Cyber Crime Cell, Tripura Police - Speaker & Domain Expert 5. Sh. Ankit Shaw, JTO, DoT, Tripura – Domain Expert
5	No. of TSPs in the LSA	Four (04)

6	No. of TSPs present in the COP	Two (04)
7	No. of COs in the state	Nil
8	No. of COs present in the COP	Nil
9	No. of consumers who attended the COP	**Total participants 200** including guests, TSPs, Organisers**.** The detailed age, profession and education-wise participation is given at **Annexure-I. A large no. of students participated in the COP from Women's Polytechnic.** Few snapshots of the event are shown in **Annexure-II.**
10	Printed materials distributed to participants	A folder containing TRAI presentation summary, notebook and pen, feedback form etc. along with a booklet covering TRAI Apps, Consumer Grievance Redressal, DND etc.
11	Registration (10.00 Hrs. to 10.30 Hrs.)	
12	Welcome Address by Sh. Kaushik Mukherjee, ITS Advisor, TRAI RO Kolkata	Sh. Mukherjee, ITS, Advisor, TRAI, in his welcome speech, apprised them about the legislative framework under which telecom service is provided in India, the roles and responsibilities of TRAI and the very purpose of this program. The theme of the program, namely, Quality of service was briefly explained.
13	Address by Dr. Jayanta Chakraborty, Professor, Tripura Institute of Technology – Special Guest	Dr. Chakraborty highlighted the importance of conducting such awareness programme for the benefit of the future generations of India. He requested to students to take the full benefit of this programme.
14	Address by Dr. Tirtharaj Sen, Principal – Women's Polytechnic - Guest of Honour	Dr. Sen, in his address, appreciated the arrangement of this kind awareness program which is very relevant in today's perspective. He also highlighted about the importance of good quality network in educational institutes like Women's Polytechnic College for better coverage.
15	Key Note address by Sh. Debapriya Bardhan, IAS, Spl. Secretary – Food, Civil Supplies and Consumer Affairs Department, Govt. of Tripura - Chief Guest	Sh. Bardhan appreciated the arrangement of this kind awareness program which is very relevant in today's perspective. He also highlighted about the importance of good quality network in important public places, educational institutes to bridge the digital gap.
16	Presentation by Sh. Nilay Dutta, SRO, TRAI RO Kolkata	During the programme, through a detailed presentation (by Sh. Nilay Dutta, Sr. Research Officer, TRAI), 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 (MNP), Complaint Redressal Mechanism, Data services and Tariff etc. Participants were also informed

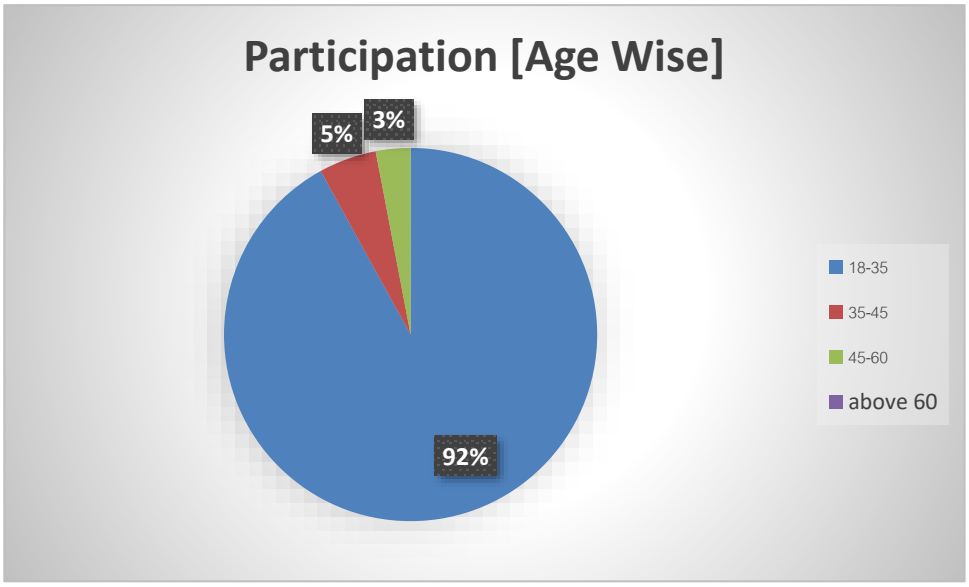
<table>
<tr><td></td><td></td><td>about the benefits of various Mobile apps (TRAI My Speed app, TRAI DND 3.0 app and TRAI Mycall app), Tariff portal, Drive tests undertaken by TRAI to monitor QoS and Network coverage maps developed by TRAI for consumer empowerment and how consumers can take advantage of these apps /portals. The COP theme ‘Quality of Service’ was highlighted among the audience. Participants were also briefed on various recommendations made by TRAI to facilitate growth of telecommunication and about TRAI's new regulations/ Directions on UCC and how they should be extra careful about different telecom fraud like tower fraud, fraudulent message/ calls etc.</td></tr>
<tr><td>17</td><td>Address by Sh. Ankit Shaw, JTO, DoT, Tripura</td><td>A brief overview on Sanchar Saathi portal (sancharsaathi.gov.in, a citizen centric portal of the Department of Telecom, was delivered by Sh. Ankit Shaw, JTO during the COP session. The discussion dealt with various tools such as “Chakshu” (fraud communication), CEIR (Lost or stolen mobile), TAFCOP (No. Of mobile connections) etc, which are part of Sanchar Saathi portal. The presentation also contained the details on ‘Electro Magnetic Radiation’ in Telecom infrastructure.</td></tr>
<tr><td>18</td><td>Address by Sh. Titan Paul, SI, the representative from Cyber Crime Cell, Tripura Police,</td><td>Sh. Paul, as a domain Expert, delivered a session on cyber hygiene related do’s and don’ts. In his interaction with the audience. In his speech, Sh. Paul discussed the various cyber frauds, where to report the incidence, if fraudsters duped the people and he answered the cyber-crime related queries raised by the participants.</td></tr>
<tr><td>19</td><td>Introduction of TSPs</td><td>All the TSPs in Tripura set up their individual Customer Service kiosk at the COP venue alongwith their representatives. In the Kiosk, the TSP representatives informed about their nearest Customer Service Centre, details of Appellate Authority, their operating PoP located in Agartala and it’s nearest places etc.</td></tr>
<tr><td>20</td><td>Interactive session</td><td>Consumers raised different issues, complaints during the interactive session. All the complaints were recorded by the respective TSPs and it was requested to all the TSPs to resolve the issues at the earliest.</td></tr>
<tr><td>21</td><td>Feedback from customers (based on no. of receipts)</td><td><table><tr><td>Grade 10</td><td>Grade 9</td><td>Grade 8</td><td>Grade 7</td><td>others</td></tr><tr><td>25%</td><td>50%</td><td>17.74%</td><td>2.4%</td><td>4.86%</td></tr></table>Classifications of the consumers based on parameters like age, profession etc. is shown in Annexure-I.</td></tr>
</table>

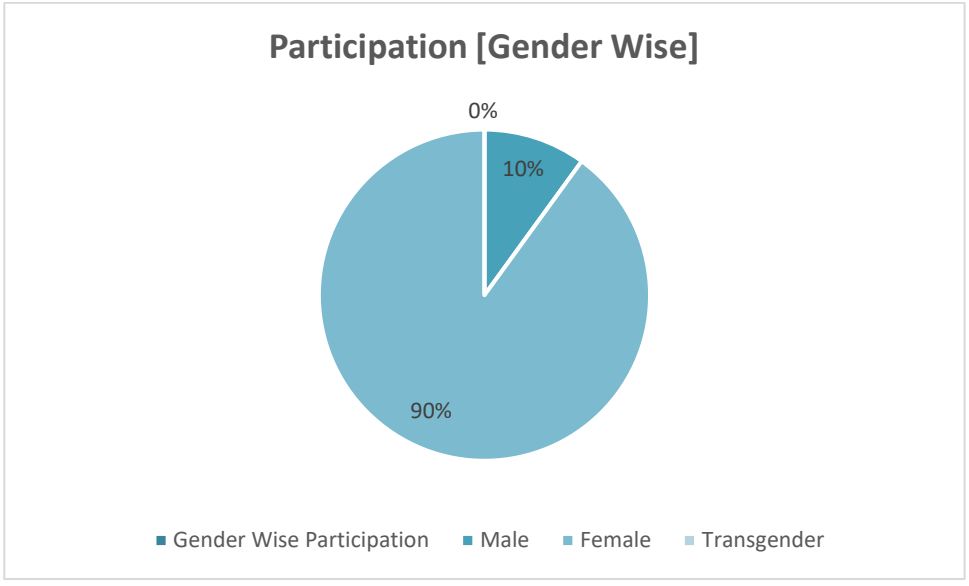
22	Coverage by Media	The program was extensively covered by Press & Media and digital media. Such coverage supplements the program by extending the reach of the program to other adjacent places. The media coverage details are shown in **Annexure-III. Dainik Sanbad Bengali** daily-edition of 26.02.2026; **DD News, Tripura telecast on 25.02.2026; North East Colurs – English Daily edition on 26.02.2026, Coveragen in GoonAir.Gov.in etc.**
23	Name of COs present in the COP	Not applicable
24	Amount Spent for conducting COP	**Rs. 75,750/- (Rupees Seventy Five Thousand and Seven Hundred Fifty only)**

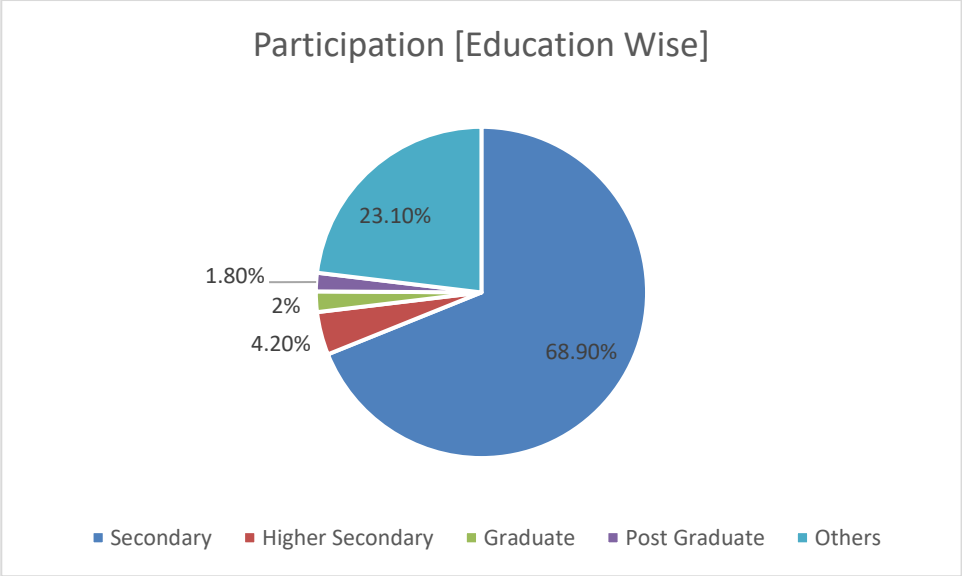
(Nilay Dutta)
Sr. Research Officer-1
Tel. No. 033 22361401

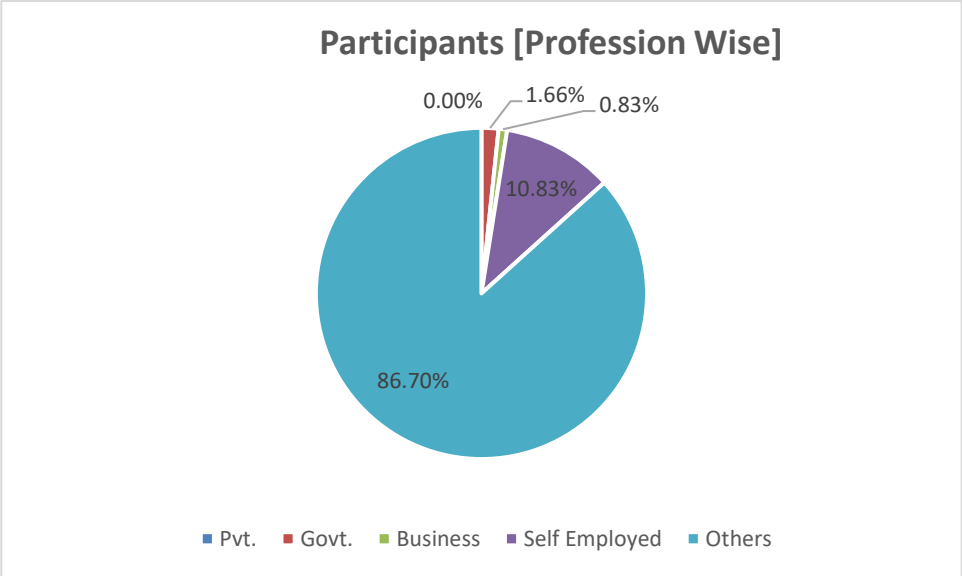
Annexure-I

Classification of participants based on their age, gender, education, and profession:






Participation [Education Wise]
23.10%
1.80%
2%
4.20%
68.90%
Secondary
Higher Secondary
Graduate
Post Graduate
Others


Participants [Profession Wise]
0.00%
1.66%
0.83%
10.83%
86.70%
Pvt.
Govt.
Business
Self Employed
Others

Annexure – II

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
Regional Office, Kolkata
Quality of Service
XIAOMI 11i
25/02/2026 11:31

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
Regional Office, Kolkata
Quality of Service

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
Regional Office, Kolkata
Quality of Service
25/02/2026 11:39

XIAOMI 11i
25/02/2026 11:27

Annexure – III

1. **https://youtube.com/live/wbMlXV6Rtzk?si=06nK2D3gE60aZw68**

DD News, Tripura telecast on 25th February' 2026

2. **https://www.newsonair.gov.in/trai-celebrates-29th-anniversary-with-consumer-awareness-program/**

3. **Dainik Sanbad on 26.02.2026**

আউটরীচ অনুষ্ঠানে বার্তা ট্রাইয়ের

সচেতনতাই পারে সাইবার ক্রাইম ঠেকাতে

সংবাদ প্রতিনিধি

আগরতলা, ২৫ ফেব্রুয়ারী ঃ টেলিকম গ্রাহকদের স্বার্থ সুরক্ষা এবং পরিষেবা সম্পর্কিত সচেতনতা বৃদ্ধির লক্ষ্যে টেলিকম রেগুলেটরি অথরিটি অব ইন্ডিয়া (ট্রাই) বুধবার আগরতলার হাপানীয়াস্থ মহিলা পলিটেকনিক কলেজে একটি কনজিউমার আউটরীচ প্রোগ্রামের আয়োজন করে।

অনুষ্ঠানে অতিথিদের মধ্যে উপস্থিত ছিলেন খাদ্য কন্ট্রোলের বিশেষ সচিব দেবপ্রিয় বর্ধন, মহিলা পলিটেকনিকের অধ্যক্ষ ড. তীর্থরাজ সেন এবং ত্রিপুরা ইনফরমেশন টেকনোলজির অধ্যাপক ড. জয়ন্ত চক্রবর্তী।

অংশগ্রহণকারীদের স্বাগত জানিয়ে ট্রাই-এর উপদেষ্টা কৌশিক মুখার্জি ভারতে টেলিকম পরিষেবার আইনি কাঠামো, ট্রাই-এর ভূমিকা ও দায়িত্ব এবং এই ধরনের আউটরীচ কর্মসূচির প্রয়োজনীয়তা তুলে ধরেন। তিনি জানান, গ্রাহকদের স্বার্থ রক্ষা, পরিষেবার মান বজায় রাখা এবং টেলিকম সংস্থাগুলির কার্যক্রম নিয়ন্ত্রণের ক্ষেত্রে ট্রাই গুরুত্বপূর্ণ ভূমিকা পালন করে।

প্রধান অতিথি দেবপ্রিয় বর্ধন তার ভাষণে বলেন, ডিজিটাল যোগাযোগের এই যুগে টেলিকম পরিষেবা মানুষের দৈনন্দিন জীবনের অপরিহার্য অংশ হয়ে উঠেছে। শিক্ষা প্রতিষ্ঠান, হাসপাতাল এবং অন্যান্য গুরুত্বপূর্ণ জনপরিসরে উন্নতমানের নেটওয়ার্ক পরিষেবা নিশ্চিত করা জরুরি বলেও তিনি উল্লেখ করেন। এই ধরনের সচেতনতা কর্মসূচি সাধারণ মানুষের জন্য অত্যন্ত উপযোগী বলে তিনি মন্তব্য করেন।

অনুষ্ঠানে ট্রাই-এর সিনিয়র রিসার্চ অফিসার নিলয় কুমার ভৌমিক সুরক্ষায় ট্রাই-এর গৃহীত বিভিন্ন উদ্যোগের বিস্তারিত উপস্থাপনা করেন। তিনি পরিষেবার মানমূল্য সংক্রান্ত পরিষেবা (কিউওএস), অবাঞ্ছিত বাণিজ্যিক যোগাযোগ (ইউসিসি), মোবাইল নম্বর পোর্টেবিলিটি, অভিযোগ নিষ্পত্তি ব্যবস্থা, চেটা পরিষেবা এবং ট্রাফিক সংক্রান্ত নির্দেশিকা সম্পর্কে অংশগ্রহণকারীদের অবহিত করেন।

এছাড়াও ট্রাই-এর বিভিন্ন মোবাইল অ্যাপ যেমন ট্রাই মাই স্পিড, ট্রাই কিউওডি ৪.০ এবং ট্রাই মাই কল অ্যাপের ব্যবহার, ট্যারিফ পোর্টাল, নেটওয়ার্ক কভারেজ ম্যাপ এবং গ্রাহক ক্ষমতায়নে ট্রাই পরিচালিত ড্রাইভ টেস্ট সম্পর্কেও বিস্তারিত ব্যাখ্যা করা হয়। টাওয়ার জনিত্যাতি, প্রতারণামূলক কল ও বার্তা সম্পর্কে সতর্ক থাকার প্রয়োজনীয়তার ওপর বিশেষ গুরুত্ব দেওয়া হয়। টেলিযোগাযোগ বিভাগের নাগরিকমুখী পোর্টাল 'সঞ্চার সাথী' সম্পর্কে বক্তব্য রাখেন জেটিও অফিসার শ্রী। তিনি চক্ষু, সিইআইআর ও ট্র্যাকফোপের মতো পরিষেবার মাধ্যমে জালিয়াতি যোগাযোগ শনাক্তকরণ, হারানো মোবাইল ট্র্যাকিং এবং মোবাইল সংযোগ সংক্রান্ত তথ্য যাচাইয়ের সুবিধা সম্পর্কে জানান।

ত্রিপুরা পুলিশের সাইবার ক্রাইম সেলের প্রতিনিধি এসআই টিটন পাল সাইবার হাইজিন, অনলাইন প্রতারণা প্রতিরোধ এবং সাইবার অপরাধের ক্ষেত্রে অভিযোগ জানানোর পদ্ধতি সম্পর্কে বিস্তারিত আলোচনা করেন।

উপস্থাপনার পর একটি প্রানবন্ত মতবিনিময় পর্ব অনুষ্ঠিত হয়, যেখানে অংশগ্রহণকারীদের বিভিন্ন প্রশ্নের উত্তর দেন ট্রাই-এর প্রতিনিধিরা।

বেকাবু পুলিশ

সংবাদ প্রতিনিধি

অগরতলা, ২৫ ফেব্রুয়ারী ঃ দিন শুরু শহরের বুকে একের পর এক চুরি ছিনতাইয়ের ঘটনায় প্রশ্নের মুখে উঠেছে পুলিশি সুরক্ষা ব্যবস্থা। শহরের প্রধান প্রধান থানা এলাকায় পালা করে চুরি সংঘটিত হলেও কোনো ঘটনারই কিনারা করতে পারেনি পুলিশ। বুধবার দুপুরে আমতলি থানাধীন বাধারঘাট মাতৃপল্লী এলাকায় একটি বাড়িতে চুরির ঘটনা প্রকাশ্যে এসে চাঞ্চল্য ছড়ায়। ঘটনার বিবরণে জানা যায়, সপ্তাহখানেক ধরে ফাঁকা ছিলো দেবজিৎ রায় নামে এক প্রধান শিক্ষকের আবাস। দেবজিৎ রায়ের ছেলে দেবরাজ এদিন দুপুরে বাড়ি ফিরে এলে দেখতে পায় ভাঙা রয়েছে মূল ফটক সহ ঘরের দরজার তালা। ছেতরে লণ্ডভণ্ড অবস্থায় রয়েছে ঘরের জিনিস এবং আসবাব। তালা ভাঙা অবস্থায় শোকেস, আলমারি এবং জিনিসপত্র ছড়ানো

→ ৭-এর পাতায় দেখুন

4. **North East Colours post on 26.02.2026**

English Daily of Northeast India

NORTH EAST COLORS

PUBLISHED FROM AGARTALA

Omar backs West Bengal name change demand after nod to Kerala

>> Pg.8

Severe floods in southeast Brazil kill at least 25 and force hundreds to evacuate

>> Pg.6

Parabasi: A Cinematic Tribute to Memory, Migration and Resilience

>> Pg.4

Decoding Varun: Why top overseas batters are treating him like an Off-Spinner

>> Pg.7

NEC WEATHER

SUNNY 05°/ 01°

AT A GLANCE

Rangotsav 2026

Kanchanpur-Mathura (IOP), Feb 25 (PTI): The 26th festival of the Tripti region commenced with great gaiety and enthusiasm on Tuesday with the 'Rangotsav 2026' celebrations in Haryana, according to a statement by the Uttar Pradesh government. The festival is being organised by Shri Radha Krishna Temple Trust, Barsana, Mathura in collaboration with the Haryana government. The cultural procession was inaugurated by the UP Sugarcane Development and Sugar Mills Minister, Laxmi Narayan Chaudhary, who is the ceremonial head of Barsana, Mathura (UP), Feb 25 (PTI): The 26th festival of the Tripti region commenced with great gaiety and enthusiasm on Tuesday with the 'Rangotsav 2026' celebrations in Haryana, according to a statement by the Uttar Pradesh government. The festival is being organised by Shri Radha Krishna Temple Trust, Barsana, Mathura in collaboration with the Haryana government. The cultural procession was inaugurated by the UP Sugarcane Development and Sugar Mills Minister, Laxmi Narayan Chaudhary, who is the ceremonial head of Barsana

Cinema 40

Mumbai, Feb 25 (PTI): Atul Kagane has done it! Hindi of roles in his career of over 40 years and Ek Sabyasaachi star says he wonderful journey in cinema continues to motivate and challenge the actor in him. Known for films such as "Welcome", "Ram Lakhan", "Mr. India", "Nayak", "Tridev", "Lam" and "Dil Chahta Hai", Kapoor stars in a relentless subplot in his most recent "Sikandar" and the multi-starrer issued now with an action sequence. "I'm really grateful to the audience, to the media to all my friends, co-stars, leading actors and directors

Solar Power crosses 8 MW in state

■ NEC Report

Agartala, Feb 25: [illegible] Tripura Electricity Corporation Limited (TSECL) [illegible] Tripura has helped in [illegible] power generation, [illegible] power distribution and [illegible] gas rooftop solar [illegible] an enterprise on a [illegible] information [illegible] Tripura are steadily [illegible] power stations, [illegible] clean energy [illegible] solar grid.

According to Debasis Saha, Managing Director of Tripura State Electricity Corporation Limited, a total of 2,250 residential consumers have installed solar panels on their rooftops, in which, the consumers under the scheme, are buying only generating over 8 lakh of electricity.

Agartala Circle has [illegible] installed rooftop solar systems, followed by Kumarghat Circle [illegible] Sepahijala Circle [illegible] Sabroom Circle have installed rooftop systems. Sepahijala circle has 349 beneficiaries, North Tripura's 84 [illegible] Circle has 72, Dhalai 68, Khowai 36, and Unakoti 48.

[illegible] Tripura has [illegible] 2,850 [illegible] are now actively involved government [illegible] duty amounting to Rs 13.27 crore. Broadening its [illegible] base [illegible] Tripura Electricity Corporation Limited [illegible] has now set up branches in [illegible] Kumarghat, Kamalpur, Kanchanpur, Dharmanagar, Kailashahar, Ambassa, Khowai, Teliamura, Sabroom, Belonia, Udaipur, Amarpur, Sonamura, Bishalgarh, Melaghar, Sabroom, Belonia, Udaipur, Amarpur, Sonamura, Bishalgarh, Melaghar

AMC eviction continues in midnight

■ NEC Report

Agartala, Feb 25: Continuing its anti-encroachment campaign across the city, the Agartala Municipal Corporation (AMC) carried out a major midnight eviction drive mobilizing [illegible] parts of the city from Tuesday evening till late Wednesday night. The AMC has already [illegible] "Sikandar" and the multi-starrer issued now with an action sequence. "I'm really grateful to the audience, to the media to all my friends, co-stars, leading actors and directors

Close Friendship

Prime Minister Narendra Modi (right) is received at Ben Gurion International Airport by Israeli Prime Minister Benjamin Netanyahu, upon arrival in Tel Aviv, Israel. – PTI Photo

■ Technology, water management discussed

Modi, Netanyahu had 'excellent' meeting

Jerusalem, Feb 25 (PTI): Prime Minister Narendra Modi and his Israeli counterpart Benjamin Netanyahu on Wednesday held an "excellent" meeting during which they discussed a wide range of issues aimed at boosting bilateral ties and key developments in the region.

Modi, whose working hours for the second day were nearly wiped out by Netanyahu and his wife Sara in the airport. The Prime Minister received a red-carpet welcome and a guard of honour at the New Ben Gurion International Airport. The two leaders held a private meeting at the airport [illegible] Netanyahu.

"Had a excellent meeting with Prime Minister Netanyahu. Expressed gratitude to Israel for its warm welcome on the tarmac. It is a delight to be back in Israel after 9 years," Modi wrote on [illegible] X.

We discussed a wide range of subjects aimed at boosting bilateral ties. Sectors such as technology, water management, agriculture, urban governance and skills after discussed ways to elevate our bilateral ties to [illegible] he said. "Look forward to [illegible] Netanyahu to [illegible] Israel," he added. Where Modi arrived at the Hotel King David in Jerusalem, he was welcomed by the members of the Indian community, which included Indian-origin Israeli residents, professionals and workers.

Indian and Israeli artists presented colourful cultural performances, including traditional Thiruvathira raised from Kerala, Israeli folk dance Hora Nagila and Rajasthan's folksong "Kesariya balam" and also performed on the occasion.

Modi's visit assumed greater significance as it is taking place amid the ongoing tensions in West Asia, the escalating developments between the US and Iran.

The Prime Minister said he was "deeply touched by the warm welcome extended by our friend, PM Netanyahu. After the Indian cricket team's victory yesterday, it is a delightful continuation to start further!"

"Today also saw us step much down a 'closer personal relationship', much often, and I believe that the deep friendship between us powerfully reflects on the ties between our two countries.

"Tomorrow we will visit Yad Vashem, and afterwards hold another meeting together with our teams, during which we will sign a series of agreements in the economic, security, and diplomatic spheres that will further augment cooperation between Israel and India," he added. When Modi arrived at the Hotel King David in Jerusalem, he was welcomed by the members of the Indian community, which included Indian-origin Israeli residents, professionals and workers.

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Modi's visit assumed greater significance as it is taking place amid the ongoing tensions in West Asia, the escalating developments between the US and Iran.

Crime rate reduced by 8.20%, says CM

■ NEC Report

■ Govt to use more technology to boost cannabis destruction

■ Govt to recruit 916 more constable, 218 SI soon

Agartala, Feb 25: Chief Minister Prof. Dr. Manik Saha today said that the crime rate in the state has come down by 8.20% in the year 2025. The overall crime rate in 2025 was 1,024 cases as against 1,116 cases in 2024. The murder cases in the year 2025 were 32 as against 36 in the year 2024. The rape cases in the year 2025 were 102 as against 110 in the year 2024. The kidnapping cases in the year 2025 were 12 as against 15 in the year 2024. The robbery cases in the year 2025 were 12 as against 15 in the year 2024. The dacoity cases in the year 2025 were 2 as against 3 in the year 2024. The theft cases in the year 2025 were 1,024 as against 1,116 in the year 2024. The burglary cases in the year 2025 were 1,024 as against 1,116 in the year 2024. The arson cases in the year 2025 were 1,024 as against 1,116 in the year 2024. The riot cases in the year 2025 were 1,024 as against 1,116 in the year 2024. The unlawful assembly cases in the year 2025 were 1,024 as against 1,116 in the year 2024. The criminal intimidation cases in the year 2025 were 1,024 as against 1,116 in the year 2024. The criminal trespass cases in the year 2025 were 1,024 as against 1,116 in the year 2024. The criminal breach of trust cases in the year 2025 were 1,024 as against 1,116 in the year 2024. The criminal misappropriation cases in the year 2025 were 1,024 as against 1,116 in the year 2024. The criminal breach of trust by public servant cases in the year 2025 were 1,024 as against 1,116 in the year 2024. The criminal breach of trust by banker, merchant or agent cases in the year 2025 were 1,024 as against 1,116 in the year 2024. The criminal breach of trust by clerk or servant cases in the year 2025 were 1,024 as against 1,116 in the year 2024. The criminal breach of trust by public servant, or