

Report from TRAI Regional Office Kolkata

On

Consumer Outreach Programme at **Mayabunder, North & Middle Andaman district, Andaman and Nicobar Island** on **25.02.2026**

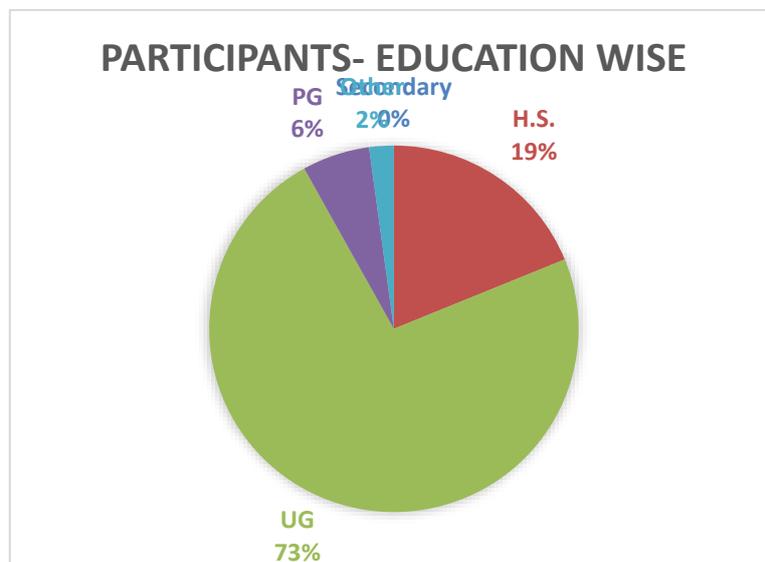
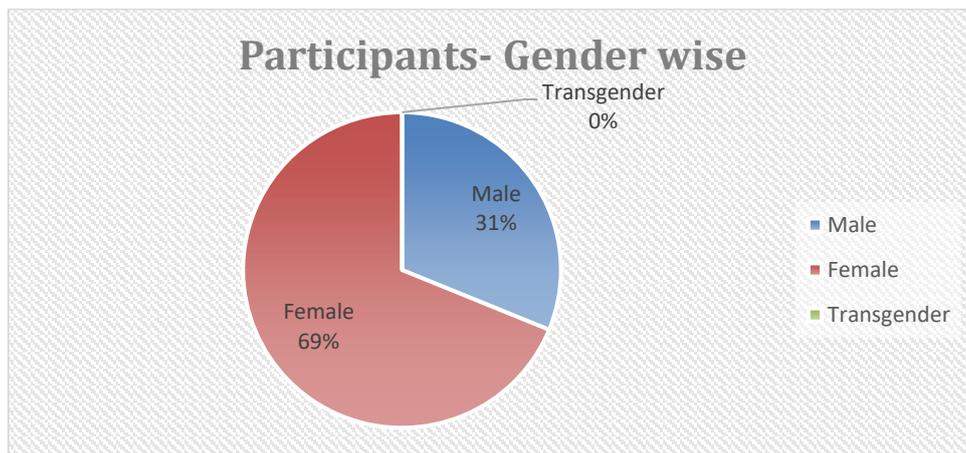
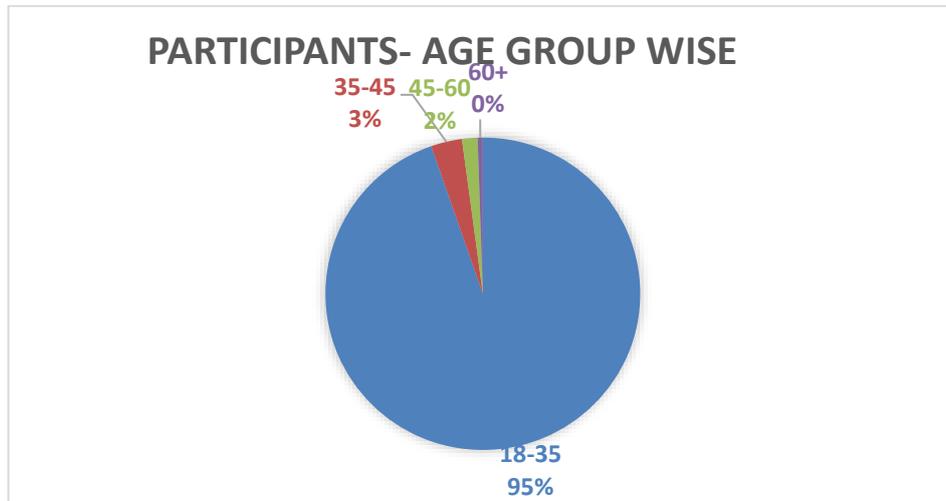
1	Place & date of conduction of COP	Mayabunder, North & Middle Andaman district, Andaman and Nicobar Island on 25.02.2026 (Wednesday)
2	Venue	Mahatma Gandhi Government College, Mayabunder
3	Brief Description of COP Place	<p>Mayabunder is a town and a tehsil in the northern part of Middle Andaman Island, Andaman Archipelago, India. The name is also spelled Maya Bunder or Maya Bandar. As of 2001, the county had 23,912 inhabitants, of which 3182 were in the town. Administratively, Mayabunder is the headquarters of the North and Middle Andaman district, which is part of the Andaman and Nicobar Islands territory.</p> <p>Bengali is the most spoken language in Mayabunder tehsil. As of 2011 census, Bengali is spoken as the first language by 41.42 per cent of the tehsil's population.</p> <p>Mayabunder is linked with Port Blair by the Andaman Trunk Road (242 km) and by ferry (136 km)</p>
4	Distinguished Speaker & Domain Expert attended the COP	<ol style="list-style-type: none"> 1. Sh. S. Krishna Chaitanya, Addl. DM, North & Middle Andaman was the Chief Guest of the event 2. Dr. R.V.R Murthy, Principal, MGGC was the Guest of Honor 3. Mr. C. Manivanan, SI, Mayabunder P.S was the speaker on cyber fraud issues
5	No. of TSPs in the LSA	Four (04)
6	No. of TSPs present in the COP	Four (03)
7	No. of COs in the state	NIL
8	No. of COs present in the COP	N/A
9	No. of DPOs attended the meeting and their details	NA (No DPO in Andaman)
10	No. of consumers who attended the COP	<p>Total participants 203 including guests, TSPs, DPO, CO and Organisers. The detailed age, profession and education-wise participation is given at Annexure-I. Substantial no. of students participated in the event.</p> <p>Few snapshots of the event are shown in Annexure-II.</p>
11	Printed materials distributed to participants	A folder containing TRAI presentation summary, Flyers on Spam call/ MNP/ QoS/ customer

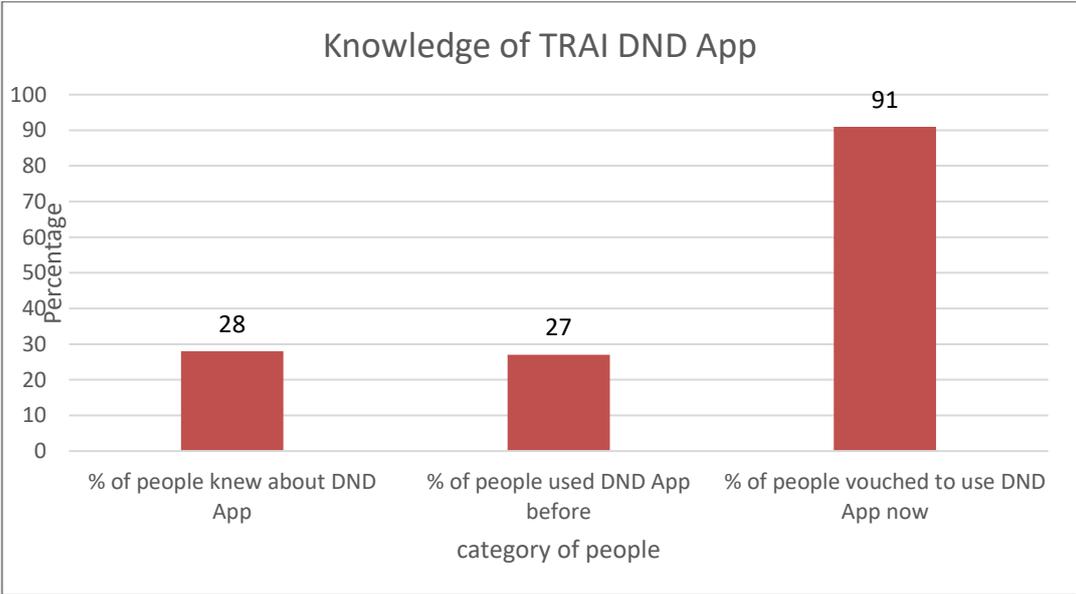
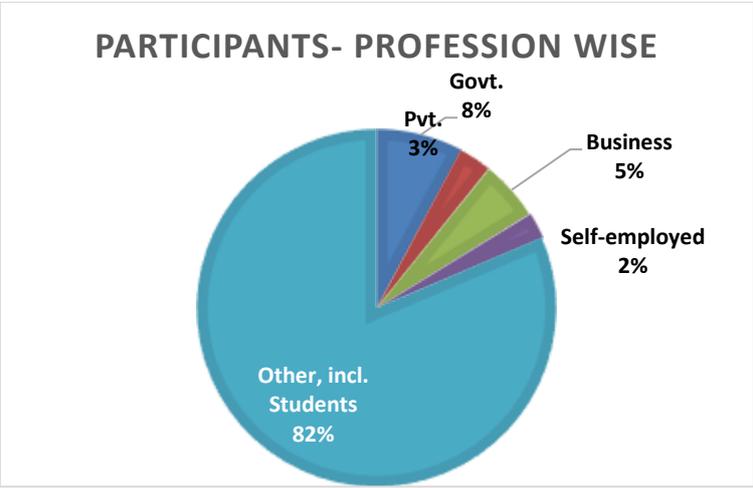
		grievance/ Key nos. etc., notebook and pen, feedback form etc.
12	Registration (10.00 Hrs. to 10.30 Hrs.)	
13	Welcome and Key Note Address by Sri. Ashim Dutta, Jt. Advisor, TRAI, Kolkata	Sh. Dutta in his Key Note address mentioned the TRAI's role in Indian Telecom and B&CS Industry within the legal and executive framework of the country. The importance to conduct COP was briefly described. Speaker and other Officers of TRAI attended the COP, were introduced. The outline of the program was explained to the participants. The theme of the program, Quality of Service was also explained in brief.
14	Address by Dr. R.V.R Murthy, Principal, MGGC	Dr. R.V.R Murthy, 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 MGGC
15	Address by Chief Guest S. Krishna Chaitanya, Addl. DM, North & Middle Andaman	Sh. S. Krishna Chaitanya while addressing the session, appreciated the effort of TRAI in conducting such a useful and important program for the interest of the consumers in MGGC, an important educational institute in this district. He urged the participants to pay full attention to the proceedings of the program to extract full benefit from it.
16	Presentation by Sri. Debjit Saha, SRO, TRAI	Sh. Saha deliberated on the PPT containing TRAI's initiatives taken for consumer centric measures & to protect the consumer interest related to both broadcasting and telecom industry. He displayed the jingles and short videos. The presentation on the 'Tower Fraud,' 'Quality of Service', "Fraudulent International Call,' UCC including recent amendments in the UCC Regulations and Escalation mechanism of Faults along with TRAI Mobile Apps were highly praised by the participants.
17	Presentation on Cyber frauds and Preventive/ Remedial measures by Mr. C. Manivanan, SI, Mayabunder P.S	A presentation on Cyber frauds and Preventive/ Remedial measures was made by Sh. Manivanan. The presentation was very useful and lauded by the audience.
18	Presentation by Shri. Ashim Dutta, Joint Advisor, TRAI RO	A presentation on Sanchar Saathi portal and app, developed by DoT, offering certain citizen-centric tools was delivered by Sh. Ashim Dutta. The presentation included, various tools such as CEIR (Lost/ stolen mobile), TAF COP, CHAKSHU etc.
19	Introduction of TSPs	All the TSP representatives present in the programme introduced themselves and informed about their nearest Customer Service Centre, details of Appellate Authority, their operating PoP located in Mayabunder etc.
20	Interactive session	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.				
21	Feedback from customers (based on no. of receipts)	Grade 10	Grade 9	Grade 8	Grade 7	others
		51	55	64	11	7
		Classifications of the consumers based on parameters like age, profession etc. is shown in Annexure-I . Feedback on the use of DND App by the participants, before and after the COP event, was also taken and is shown in the Annexure-I .				
22	Coverage by Media	The program was covered by (i) Dweep Darpan, DDK, Vijayapuram in its news bulletin and social media pages (Facebook/Instagram) (iii) The Daily Telegram and The Echo of India- Leading English news daily, edition of 26.02.26; Lipi- Bengali news daily- edition of 26.02.26				
23	Name of CO present in the COP	N/A				
24	Amount Spent for conducting COP	Rs. 99,800.00/- (Rupees Ninety Nine Thousand Eight Hundred only)				

(Debjit Dutta)
Sr. Research Officer-II

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









Media news links:

A. TRAI Social Media-

1. Twitter (X)-

<https://x.com/i/status/2027410166132695386>

2. Facebook:

<https://www.facebook.com/photo?fbid=1341135301393178&set=a.367608598745858>

B. Print Media & Broadcast news (& links)-

1. The Daily Telegram- Leading English news daily- edition of 26.02.2026

4 Daily Telegrams

TRAI organizes Consumer Outreach Prog. at MGGC

Mayabunder, Feb. 25
Telecom Regulatory Authority India (TRAI) is organizing Consumer Outreach Programmes (COP), workshops on capacity building of consumer organisations and seminars etc. on issues of consumer interests and protection. In this series, TRAI (Regional Office-Kolkata) today organised a COP at MGGC, Mayabunder to apprise the public about various initiatives taken by TRAI to safeguard consumer interests.

Shri S. Krishna Chaitanya, Addl. DM, N&MA as the chief guest addressed the session and appreciated the effort of TRAI in conducting such a

useful and important program for the interest of the consumers in MGGC, an important educational institute in this District. Dr. R.V.R Murthy, Principal, MGGC as the guest of honour appreciated the arrangement of this kind awareness program which is very relevant in today's perspective.

During the programme, through a detailed presentation by Shri Debjit Saha, SRO, TRAI, participants were educated about the provisions of different consumer centric regulations, etc. A presentation on financial cyber frauds and preventive measures was given by Shri C. Manivanan, SI,

Mayabunder P.S, highlighting the do's and don'ts on the part of the citizens to safeguard themselves from falling prey to cyber crime related traps.

A presentation on Sanchar Saathi Portal (sancharsaathi.gov.in, a citizen centric portal of the Department of Telecom) was presented by Shri Ashim Dutta, Jt. Advisor, TRAI RO Kolkata which dealt with various tools such as "Chakshu" (fraud communication), CEIR (Lost or stolen mobile), TAF COP (No. of mobile connections) etc, which are part of Sanchar Saathi portal, a press release from PIB, Sri Vijaya Puram said.

2. Dweep Darpan, News at 5 P.M. and 5 P.M. on 25.02.2025:

(https://www.youtube.com/watch?v=mm4WdK6b1Ko&si=Re_LvvAUvvC1rUEk
11:22 to 14:22 mins)



Dweep Darpan 25-02-2026



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<https://andamansheekha.com/152480/>