

TELECOM REGULATORY AUTHORITY OF INDIA



E-NEWSLETTER



JANUARY 2024



Ms. Meenakshi Gupta, Active Chairperson, TRAI delivered keynote address of Special Consumer Outreach programme at Udaipur, Gomati District, Tripura on 15th December 2023

Special Consumer Outreach Programme

TRAI Conducted special consumer outreach programme at Udaipur, Tripura on 15th December 2023



Ms. Meenakshi Gupta, Member and acting Chairperson of TRAI, graced the event as the Chief Guest. The programme aimed at educating telecom and broadcasting consumers about TRAI's initiatives for consumer protection. Ms. Meenakshi Gupta delivered keynote address and shared her thoughts about the role of Information and Telecommunication sector in the development of India and the important roles that TRAI is playing in the development of telecommunication sector. She also mentioned that the focus of TRAI will now be for taking steps in bridging the digital divide and ensuring access of telecommunication services to different sections of society.

Shri Mahendra Srivastava, Pr. Advisor, TRAI delivered a talk on the importance of providing quality service and various measures adopted by TRAI for ensuring the quality of service. He highlighted various technical developments taking place in the telecommunication arena.

Seminar

Seminar on “Emerging Cyber-Security Threats-Mitigation Strategies” at Mysuru (Karnataka) by RO Bengaluru on 05th December 2023

Seminar on “Emerging Cyber-Security Threats-Mitigation Strategies” at Mysuru (Karnataka). The main aim of the seminar was to discuss Potential Cyber Security Threats and Challenges/ Opportunities related to prevention of such Cyber Crimes.



Eminent Speakers from Police department, RBI, DoT, academia, and industry were invited to speak on the subject. During the inaugural session, Sh. Brajendra Kumar, Advisor, TRAI in his welcome address, briefed about TRAI roles and functions in addition to the brief outline about the Seminar sessions. The keynote address was delivered by Shri Ramesh Banoth, IPS, Commissioner of Police, Mysore who spoke about the initiatives of Mysore City Police in combating Cyber Crimes. He dealt at length with the necessity to be vigilant and aware of the kind of threats which are continuously evolving. He also gave a few examples of how the fraudsters were able to dupe gullible persons who approaches the police at much later stage when they realized that they were cheated by cyber crooks. He advised people to contact cyber crime helpline and approach the law enforcement authorities in all such cases without delay.

Shri K.N. Yashavantha Kumar, Deputy Superintendent of Police, Cybercrimes Division, CID, Karnataka covered comprehensively all aspects of cybercrime including those perpetrated through social media using fake identities. He gave several examples of such crimes where people lost lot of money as they believed the fraudster who posed as police, army officer or employee of bank, utility company or courier. He explained about best practices to be adopted while dealing with any such calls or messages. His talk in local Kannada language kept the audience fully engaged for the whole session.

Ms. J Sailaja Rani, Deputy General Manager, Reserve Bank of India, Bengaluru delivered a talk on the measures taken by RBI through its campaign “*RBI Kehta Hai...Jaankar Baniye, Satark Rahiye*” to spread awareness among people. She explained about various initiatives taken by RBI to protect the bank consumers in case of frauds. She also referred to the card tokenisation process whereby credit card details are not required to be stored by e-commerce/merchant websites. She responded to queries about the balance between security safeguards versus customer convenience posture adopted by banks. Overall, the session was very interactive with a lot of queries from audience from the perspective of a bank customer.

Shri Prasanna V, Information Security and Data Privacy Professional, Bengaluru and representing ‘Cyber Quotient’ and ‘CySecK’, a Government of Karnataka affiliated Cyber security organisation. He deliberated upon the cyber security practices adopted by organisations, the threats posed by State actors, the emergence of crypto currencies as conduit for payment to ransomware criminals. He also spoke about the security issues related to biometric data of property owners available in public domain and its misuse in Aadhar Enabled Payment System (AEPS) frauds. He enlightened the audience about various social engineering methods adopted by cyber criminals and the protection measures against such threats.

Shri Niranjana Maka Head, TAC - Cyber Verse Foundation, Mysore dwelt upon the topic from industry perspective. He discussed about the highly connected world and how Technology has encompassed everything in business or individual lives. With proliferation of AI enabled services, everything Smart, the monitoring activity involves lot of data capture. Since there is no escape from it, the Large enterprises employ security frameworks to protect business and their customers. The risks are usually more from Insiders and hence awareness of systems, network, vulnerability, threat monitoring is essential. Once an incident happens appropriate response mechanism must be in place, apart from audit reporting, insurance claim etc.

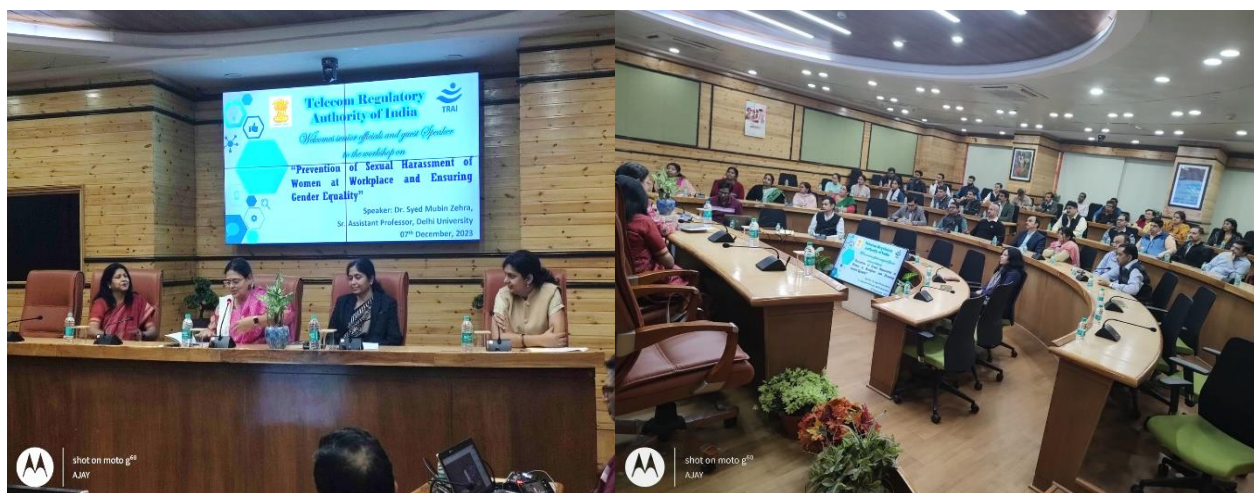
Shri Atul Kumar Karelia, Deputy Director General, National Centre for Communication Security (NCCS), Department of Telecommunications, Bengaluru provided the perspective from government. He spoke about the security framework for detecting threats and consequent response mechanisms in India. He told about different organisations working towards this strategy namely NSCS, NTRO, NCIIPC, NICRD, CERT-In, Sectorial SOC including that of Telecom, Cyber Swachhata Kendra, I4C. He explained how India has moved ahead by 35 points to reach 10th position in ITU’s Global Cybersecurity Index. He dwelt at length about ComSec scheme of NCCS and how it will ensure deployment of secure Telecom equipment including requirement of origin from ‘Trusted Sources’.

Shri Jagadish A T Asst. Professor, JSS Law College (Autonomous), Mysore. Cyber Law cyber space computers spoke candidly about the remedy available in case of cyber-attack for such victim. He explained about the Online and offline options. The establishment of police stations in every district for Cyber, economic and narcotics offences. He explained legal definitions of various terms in IT Act 2000. He also told how this Act whose main objective was to facilitate e-commerce now will be replaced by Digital India Act. He also dwelt upon relevant provisions of Digital personal data protection Act, IPC and how to protect in case of cyber security incidents.

The participants in the seminar belonged to a diverse background of Government, industry and academia.

Events

TRAI organized a workshop on "Prevention of Sexual Harassment of Women at Workplace and ensuring Gender Equality" for creating awareness and sensitization of the employees of TRAI under SH Act. Dr. Syed Mubin Zehra, Sr. Asstt. Prof., ARSDC, DU, addressed the gathering on 7th Dec. 2023



Telecom Subscriptions

Telecom Subscription Data as on 31st October 2023:

Particulars	Wireless	Wireline	Total
Urban Telephone subscribers (Million)	630.36	28.63	658.99
Rural Telephone subscribers (Million)	520.62	2.70	523.32
Total Telephone subscribers (Million)	1150.98	31.33	1182.31
Overall Tele-density (%)	82.54	2.25	84.79
Share of Urban Subscription (%)	54.77	91.38	55.74
Share of Rural Subscription (%)	45.23	8.62	44.26
No. of Broadband Subscribers (Million)	850.92	37.35	888.27

Active wireless subscribers on the date of Peak VLR in October 2023 were 1045.46 million.

In October 2023, 12.72 million subscriber requests were made for MNP. By the end of October 2023, a total of 902.80 million consumers availed the MNP facility since its implementation.

Other Miscellaneous

TRAI released the updated list of panel of Auditors to carry out audit of Digital Addressable Systems (DAS) on 01st December 2023, vide which two Auditors M/s Agarwal & Dhandhanian and M/s Ratan Rathi & Co were removed. Further, TRAI released another updated list of panel of Auditors to carry out audit of Digital Addressable Systems (DAS) on 29th December 2023 vide which one Auditor M/s Bansal R. Kumar & Associates was added and two Auditors M/s BRAND & Associates LLP and M/s Haribhakti & Co LLP were removed. The total number of auditors empanelled by TRAI to carry out the audit of DAS as on 31st December 2023 are 47.

Consumer Outreach Programmes

TRAI conducted Special Consumer Outreach Programmes (SCOPs)/Consumer Outreach Programmes (CoPs) for different sections of the society as under:

S. No.	Place	Date
1	Ghaziabad (Uttar Pradesh)	6 th December 2023
2	Chhindwara (Madhya Pradesh)	7 th December 2023
3	Pernem (Goa)	12 th December 2023
4	Vellore (Tamilnadu)	14 th December 2023
5	Gomati (Tripura)	15 th December 2023
6	Botad (Gujarat)	19 th December 2023
7	Prayagraj (Uttar Pradesh)	20 th December 2023
8	Varanasi (Uttar Pradesh)	21 st December 2023
9	Vizianagaram (Andhra Pradesh)	22 nd December 2023
10	Mahaveer Nagar (Raipur)	26 th December 2023
11	Kaithal (Haryana)	27 th December 2023
12	Purulia (West Bengal)	29 th December 2023

PHOTO GALLERY



Consumer Outreach Program at Ghaziabad (Uttar Pradesh) on 6th December 2023 by TRAI, HQ New Delhi



Special COP for all women students at Vellore (Tamilnadu) 14th December 2023 by RO Hyderabad. Ms.Veena, Inspector of police, Vellore addressed the gathering on women safety and precautions to be taken and Ms. Abarna, Inspector of police ,Cyber Crime, Vellore gave presentation on Cyber frauds and safety lies in awareness.



Consumer Outreach Program at Gomati (Tripura) on 15th December 2023 by RO Kolkata. Member and acting Chairperson Smt. Meenakshi Gupta is delivered her keynote address



Consumer Outreach Program at Botad (Gujarat) on 19th December 2023 by RO Jaipur



Consumer Outreach Program at Prayagraj (Uttar Pradesh) on 20th December 2023 by RO Bhopal



**Consumer Outreach Program at Varanasi (Uttar Pradesh) on 21st December 2023
by RO Bhopal**



**Consumer Outreach Program at Vizianagaram (Andhra Pradesh) on 22nd December 2023
by RO Hyderabad**



Consumer Outreach Program at Mahaveer Nagar (Raipur) on 26th December 2023 by RO Bhopal



Haryana police cyber crime expert taking awareness session in Consumer Outreach Program at Kaithal (Haryana) on 27th December 2023 by RO Jaipur



Special Consumer Outreach Programme for tribal population at Bagmundi in Purulia District of (West Bengal) on 29th December 2023 by RO Kolkata

Full details of the Directions/Orders/Consultation Paper/Report, Subscription Data, etc mentioned in this newsletter are available on TRAI website

www.trai.gov.in

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