

Report from TRAI Regional Office Kolkata
 On
 Consumer Outreach Programme at **Pasighat, Arunachal Pradesh**
 on **07.11.2025**

1	Place & date of conduction of COP	Pasighat, Arunachal Pradesh on 07.11.2025 (Friday)
2	Venue	Apex Professional University, Pasighat, Arunachal Pradesh-791102
3	Brief Description of COP Place	<p>Pasighat is the headquarters of East Siang district in the state of Arunachal Pradesh.</p> <p>Pasighat is located at 28.07°N 95.33°E. It has an average elevation of 153 metres or 502 feet. Pasighat has a typical lowland Northeast India humid subtropical climate a little too cool to qualify as a tropical monsoon climate.</p> <p>As of 2011 India Census, Pasighat had a population of 24,656. Males constitute 50.62% (12,482 males) of the population and females 49.37% (12,174 females). Pasighat has an average literacy rate of 79.6%: male literacy is 85.33%, and female literacy is 73.74%. In Pasighat, 12% of the population is under 6 years of age.</p>
4	Distinguished Speaker & Domain Expert attended the COP	<ol style="list-style-type: none"> 1. Dr. N A Khan, Vice Chancellor, Apex Professional University (APU) was the Chief Guest of the event 2. Sh. Vijay Kumar Tilak, Registrar, APU was the guest of honour. 3. Dr. Mousumi Choudhury, Pro-VC, APU was the special guest 4. Sh. Raju Manpang, Manager, RBI, Arunachal Pradesh was the guest speaker- Domain expert
5	No. of TSPs in the LSA	Four (04)
6	No. of TSPs present in the COP	Four (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	<p>Total participants 135 including guests, TSPs, 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>
10	Printed materials distributed to participants	A folder containing TRAI presentation summary, Flyers on Spam call/ MNP/ Tower fraud/ customer grievance/ Key nos. etc., notebook and pen, feedback form etc.
11	Registration (10.00 Hrs. to 10.30 Hrs.)	
12	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.

13	Address by Shri Vijay Kumar Tilak, Registrar, APU- Special Guest	Shri Vijay Kumar Tilak, in his address appreciated the initiatives taken by TRAI to organise such a relevant program in APU. He emphasized the need of greater awareness among the citizens, particularly students, on cyber threats and cyber security.										
14	Address by Dr. Mousumi Choudhury, Pro-VC, APU- Special Guest	Dr. Mausumi Chaudhary, in her address, appreciated the arrangement of this kind awareness program which is very relevant in today's perspective. She also highlighted about the importance of good quality network in educational institutes like APU.										
15	Address by Chief Guest Dr. N A Khan, Vice Chancellor, Apex Professional University (APU)	Dr. Khan, VC, APU, while appreciating TRAI for the initiative, highlighted the requirement of good network connectivity in educational institutes like APU and requested TRAI to ensure the same in the university premises. He urged the participants to take full benefit of such program to enhance their knowledge and technical know-how.										
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,' '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 by Shri. Harish Mittal, ADT, DoT, Arunachal Pradesh	A presentation on Sanchar Saathi portal and app, developed by DoT, offering certain citizen-centric tools was delivered by Sh. Harish Mittal. The presentation included, various tools such as CEIR (Lost/ stolen mobile), TAFCOP, CHAKSHU etc.										
18	Presentation on Cyber financial frauds and Preventive/ Remedial measures by Sh. Raju Mangpang, Manager, RBI, Itanagar	A presentation on Cyber financial frauds and Preventive/ Remedial measures was made by Sh. Raju Mangpang, Manager, RBI. The presentation was very useful and lauded by the audience.										
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 Pasighat area 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)	<table border="1" data-bbox="632 1882 1362 2001"> <tr> <td>Grade 10</td> <td>Grade 9</td> <td>Grade 8</td> <td>Grade 7</td> <td>others</td> </tr> <tr> <td>11</td> <td>9</td> <td>23</td> <td>13</td> <td>7</td> </tr> </table> <p>Classifications of the consumers based on parameters like age, profession etc. is shown in Annexure-I.</p>	Grade 10	Grade 9	Grade 8	Grade 7	others	11	9	23	13	7
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		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 Akashvani Pasighat in its news bulletin
23	Name of CO present in the COP	N/A
24	Amount Spent for conducting COP	Rs. 82,900/- (Rupees Eighty Two Thousand Nine Hundred only)

(Debjit Dutta)
Sr. Research Officer-II

Annexure-I

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







