

Report from TRAI Regional Office Kolkata
On
Consumer Outreach Programme at **Wokha, Nagaland**
On 04.12.2025

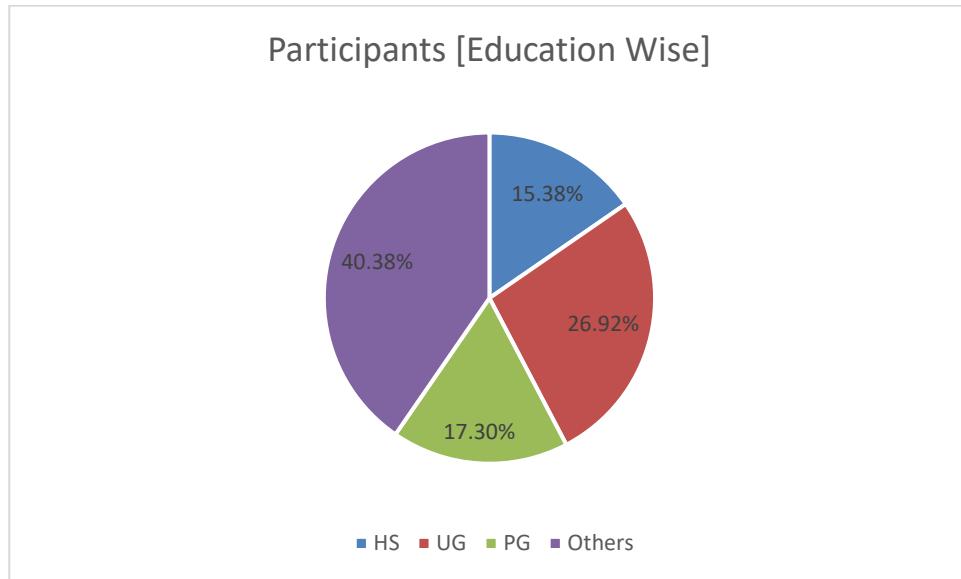
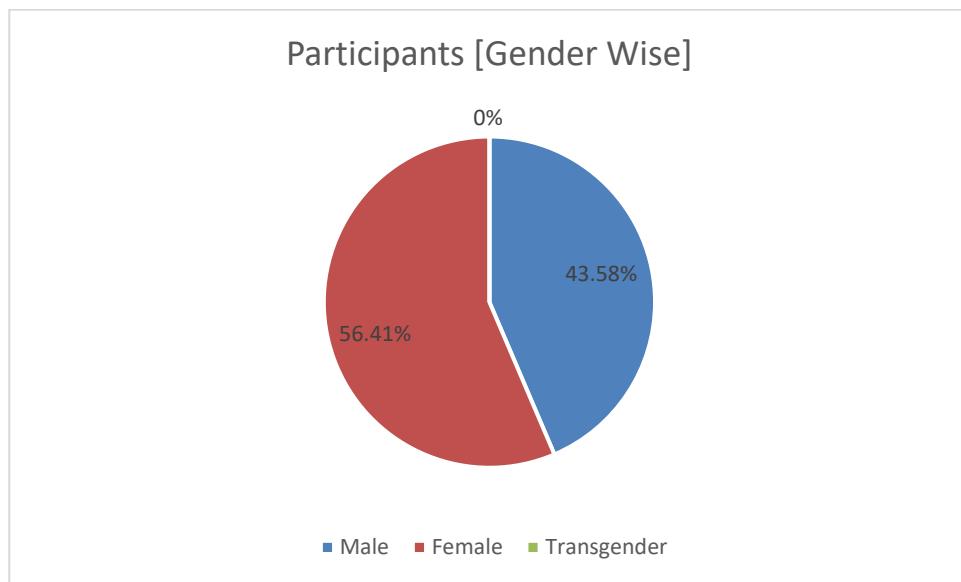
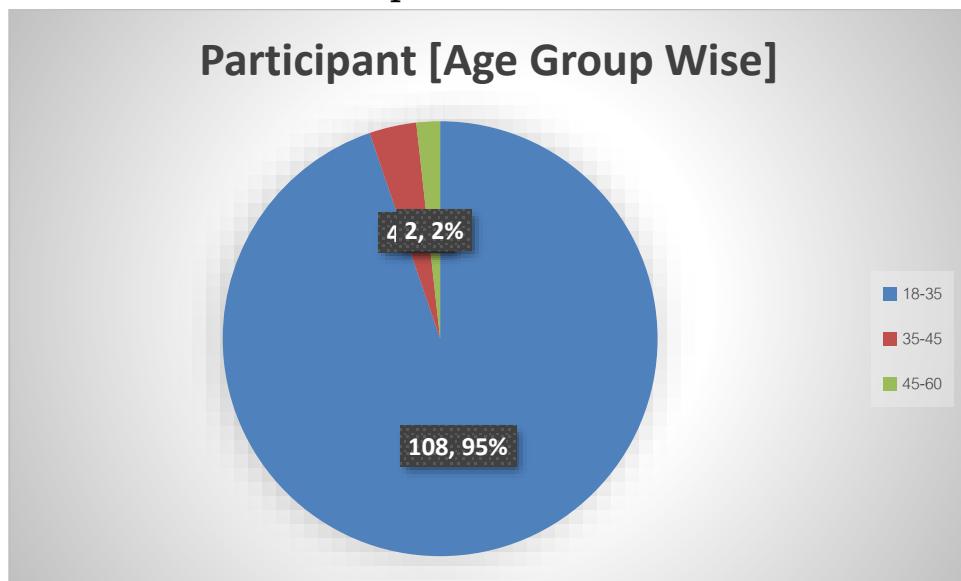
1	Place & date of conduction of COP	Wokha, Nagaland on 04.12.2024 (Thursday)
2	Venue	Mount Tiyi College, Wokha, Nagaland
3	Brief Description of COP Place	<p>Wokha is a town and municipality in the Indian state of Nagaland. It is the headquarters of Wokha District and is located about 75 km north of the state capital, Kohima. Wokha literally means head count or census in the Lotha language. It has a population of 35,004 and is predominantly inhabited by the Lotha Nagas.</p> <p>Wokha is the third largest town in Nagaland after Dimapur and Kohima. According to the 2011 census, the population is 35,004. Wokha has an average literacy rate of 96%; male literacy is 97%, while female literacy is 95%.</p> <p>Mount Tiyi in Wokha is a hill which has supernatural legends associated with it. Most Nagas believe that this mountain is the abode of departed souls. According to local Lotha folklore, the mountain had an orchard that could only be found by the 'lucky ones.' Rhododendrons are common on Mount Tiyi.</p>
4	Distinguished Speaker & Domain Expert attended the COP	<ol style="list-style-type: none"> 1. Dr. Bweyhunle Khing, Principal MTC - Chief Guest 2. Dr. Khyopenthung Tsopoe, Vice Principal, MTC - Guest of Honour 3. Sh.Tsenchumo Officer-in-Charge, Cyber Crime, Wokha, Nagaland Police- Speaker & Domain Expert
5	No. of TSPs in the LSA	Four (04)
6	No. of TSPs present in the COP	Two (02)
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 185 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 Mount Tiyi College and other adjoining educational Institutes.</p>

		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 etc.
11	Registration (09.30 Hrs. to 10.00 Hrs.)	
12	Welcome Address by Sri. Nilay Dutta, Sr. Research Officer, TRAI, Kolkata	Sh. Dutta in his welcome 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. The Distinguished Speakers/ Invitees and other Officers of TRAI attended the COP, were also introduced, and felicitated. The outline of the program was explained to the participants.
13	Address by Dr. Khyopenthung Tsopoe, Vice Principal, MTC - Guest of Honour	Dr. Khyopenthung Tsopoe, the Vice Principal, MTC 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 Mount Tiyi College.
14	Key Note address by Dr. Bweyhunle Khing, Principal MTC - Chief Guest	Dr. Bweyhunle Khing, the Principal MTC, while addressing the session, highlighted the role of TRAI as sector regulator of telecom sector. She urged the participants to take full benefit of such program to enhance their knowledge and technical know-how.
15	Presentation by Sri. Debjit Saha, SRO, TRAI	During the programme, through a detailed presentation (by Sh. Debjit Saha, 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 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. 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.

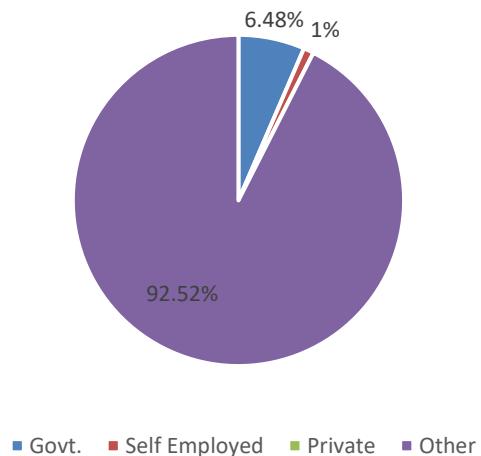
16	Address by Mr.Tsenchumo Cyber Crime Cell, SP Office, Wokha, Nagaland Police	The representative from Cyber Crime Cell, SP Office, Wokha, Mr. Tsenchumo delivered a session on cyber hygiene related do's and don'ts. In his presentation, Mr. Tsenchumo discussed the various cyber frauds, where to report the incidence, if fraudsters duped the people and he answered the cyber-crime related queries raised by the participants.										
21	Introduction of TSPs	All the TSP representatives introduced themselves and informed about their nearest Customer Service Centre, details of Appellate Authority, their operating PoP located in Wokha and its nearest places etc.										
22	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.										
23	Feedback from customers (based on no. of receipts)	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Grade 10</th> <th style="text-align: center;">Grade 9</th> <th style="text-align: center;">Grade 8</th> <th style="text-align: center;">Grade 7</th> <th style="text-align: center;">others</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">19.13%</td> <td style="text-align: center;">20.86%</td> <td style="text-align: center;">36.52%</td> <td style="text-align: center;">18.26%</td> <td style="text-align: center;">5.23%</td> </tr> </tbody> </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	19.13%	20.86%	36.52%	18.26%	5.23%
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24	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 Nagaland Post - English daily-edition of 05.12.2025; DD News, Nagaland Youtube Channel, telecast on 04.12.2025; UNN Apex India News Channel on 05.12.2025										
25	Name of COs present in the COP	Not applicable										
26	Amount Spent for conducting COP	Rs. 95,900/- (Rupees Ninety Five Thousand and Nine Hundred only)										

(Nilay Dutta)
Sr. Research Officer
Tel. No. 033 22361405

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



Participants [Profession Wise]



Annexure – II





Annexure – III

1. https://www.youtube.com/live/IlttFu6_OLU?si=nX3--1TuvAmsNhmc

DD News, Nagaland telecast on 4th December' 2025

2. https://youtu.be/FfZAVE_niYA?si=trzZ9Njyc3DvUbgZ

Youtube on 5th December' 2025

3. [Nagaland Post on 05.12.2025](#)

TRAI conducts COP in Wokha



Special guest speaking at the event.

Correspondent

WOKHA, DEC 4 (NPN)

The Telecom Regulatory Authority of India (TRAI) Regional Office, Kolkata, conducted a Consumer Outreach Programme (COP) on December 4 at Mount Tiyi College, Wokha, aimed at enhancing public awareness on telecom consumer rights and services.

The programme, held under TRAI's ongoing initiative to safeguard consumer interests, witnessed participation from telecom service providers, students and members of the public.

Principal of Mount Tiyi College, Dr. Bweyhunle Khing, graced the event as the special guest, while vice principal Dr. Khyopenthung Tsopoe attended as the guest of honour.

Welcoming the participants, senior research

officer, TRAI Kolkata, Nilay Dutta highlighted the legislative framework guiding telecom services in India and briefed attendees on the theme of the programme — consumer grievances and protection mechanisms.

Special guest highlighted TRAI's role as telecom regulator and urged participants to make use of such platforms to upgrade their technical understanding while guest of honour, Dr. Tsopoe termed the awareness initiative timely and relevant, emphasizing the importance of strong connectivity in educational institutions.

A detailed presentation was delivered by Sh. Debit Saha, senior research officer, TRAI, covering consumer-centric regulations related to value-added services, unsolicited commercial communications, mobile

number portability, tariff systems, data services and complaint redressal mechanisms.

Participants were also introduced to TRAI-developed mobile applications such as MySpeed, MyCall, and the DND app, alongside tariff portals and network coverage mapping tools.

The session further educated attendees on emerging telecom frauds and TRAI's new directions on curbing unsolicited communications.

A briefing was also given on the Sanchar Saathi portal and its integrated services including CEIR for lost or stolen phones, TAFCOP for SIM connection tracking, and 'Chakshu' for reporting fraudulent communication.

Cyber Crime Cell representative Tsenchum from the SP Office, Wokha, delivered a session on cyber hygiene and fraud awareness while addressing public queries on cybercrime reporting mechanisms.

The programme concluded with an interactive session between participants, TRAI officials and telecom service providers, followed by a vote of thanks from Mount Tiyi College.