

Report from TRAI Regional Office Kolkata
 On
 Consumer Outreach Programme at **Baruipur, 24 Parganas (South), West Bengal** on **05.02.2026**

1	Place & date of conduction of COP	Baruipur, 24 Parganas (South), West Bengal on 05.02.2026 (Thursday)
2	Venue	Gargi Memorial Institute of Technology, Baruipur, 24 Parganas (South), West Bengal
3	Brief Description of COP Place	<p>Baruipur is a city and a municipality of South 24 Parganas district in the Indian state of West Bengal. It is the headquarters of Baruipur Sadar subdivision and South 24 Parganas district and is a part of the area covered by Kolkata Metropolitan Development Authority (KMDA).</p> <p>Baruipur subdivision is a rural subdivision with moderate levels of urbanization. 31.05% of the population lives in the urban areas and 68.95% lives in the rural areas.</p> <p>According to the 2011 Census of India, Baruipur had a total population of 53,128, of which 26,718 (50.29%) were males and 26,410 (49.71%) were females.</p>
4	Distinguished Speaker & Domain Expert attended the COP	<p>1. Dr. Nibedita Mukhopadhyay Banik, Registrar, Gargi Memorial Institute of Technology (GMIT) was the Chief Guest of the event</p> <p>2. Sh. Shubhendu Chakraborty, Cyber Expert, Cyber Centre of Excellence, West Bengal was the guest of honour. And Guest speaker- Domain expert</p>
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	Four (04)
8	No. of COs present in the COP	Two (02)
9	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>
10	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.
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

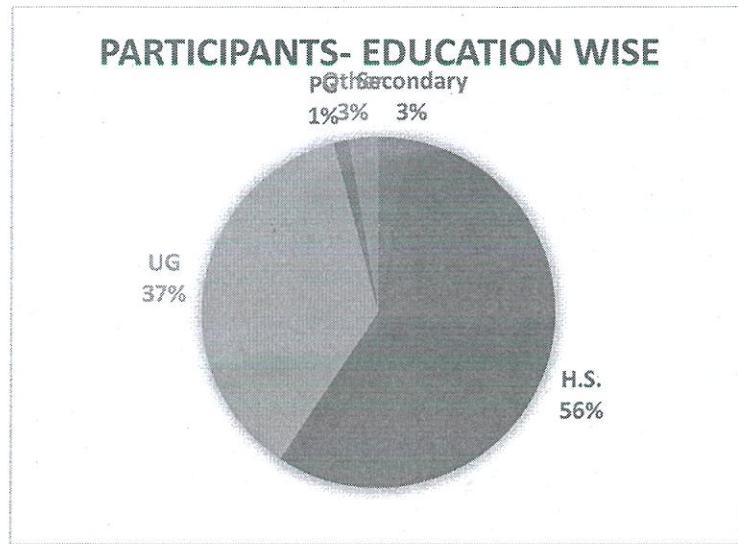
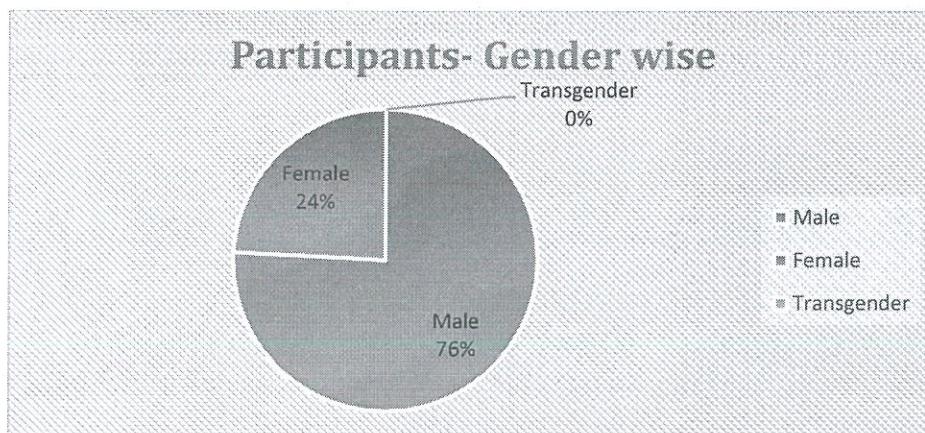
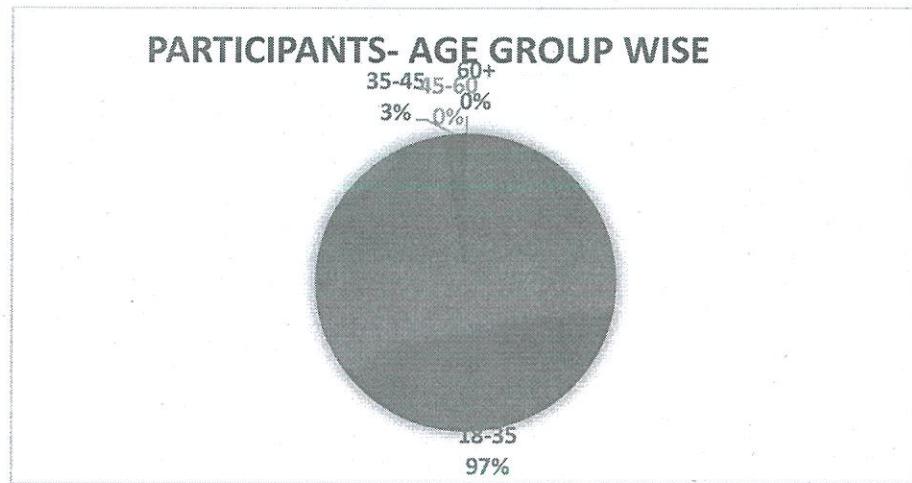
		attended the COP, were introduced. The outline of the program was explained to the participants. The theme of the program, Quality of Service was also explained in brief.										
13	Address by Chief Guest Dr. Nibedita Mukhopadhyay Banik, Registrar, Gargi Memorial Institute of Technology (GMIT)	Dr. Nibedita Mukhopadhyay Banik, Registrar, GMIT, while appreciating TRAI for the initiative, highlighted the requirement of good network connectivity in educational institutes like GMIT and requested TRAI to ensure the same in the college premises. He urged the participants to take full benefit of such program to enhance their knowledge and technical know-how.										
14	Presentation by Sri. Debjit Saha, SRO, TRAI	Sh. Saha deliberated on the PPT containing TRAIs 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.										
15	Presentation on Cyber frauds and Preventive/ Remedial measures by Sh. Shubhendu Chakraborty, Cyber Expert	A presentation on Cyber frauds and Preventive/ Remedial measures was made by Sh. Chakraborty. The presentation was very useful and lauded by the audience.										
16	Presentation by Shri. Shekhar Gautam, ADT, DoT, West Bengal	A presentation on Sanchar Saathi portal and app, developed by DoT, offering certain citizen-centric tools was delivered by Sh. Shekhar Gautam. The presentation included, various tools such as CEIR (Lost/ stolen mobile), TAFCOP, CHAKSHU etc.										
17	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.										
18	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.										
19	Feedback from customers (based on no. of receipts)	<table border="1" data-bbox="647 1696 1352 1815"> <thead> <tr> <th>Grade 10</th> <th>Grade 9</th> <th>Grade 8</th> <th>Grade 7</th> <th>others</th> </tr> </thead> <tbody> <tr> <td>11</td> <td>9</td> <td>23</td> <td>13</td> <td>7</td> </tr> </tbody> </table> <p>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.</p>	Grade 10	Grade 9	Grade 8	Grade 7	others	11	9	23	13	7
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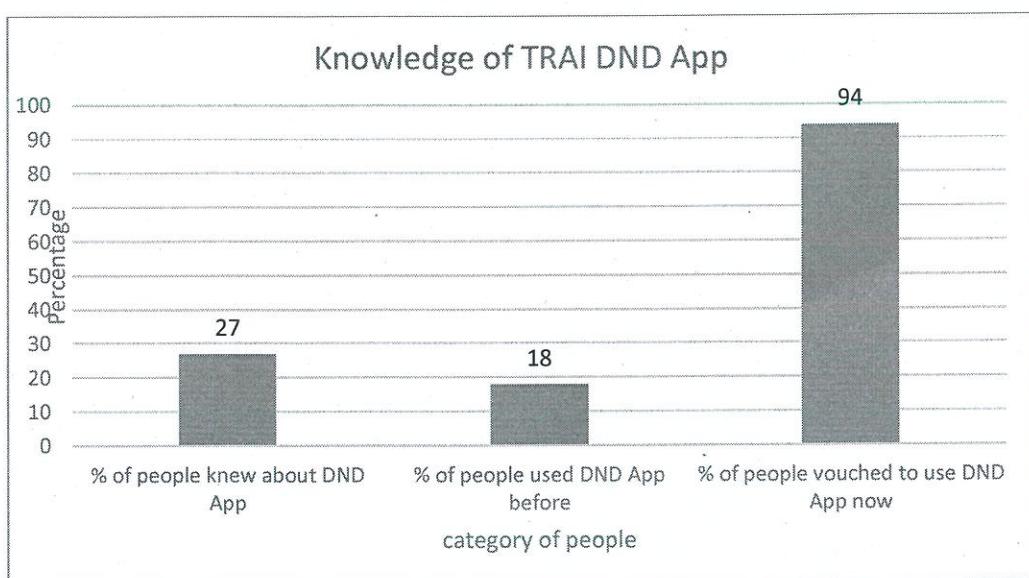
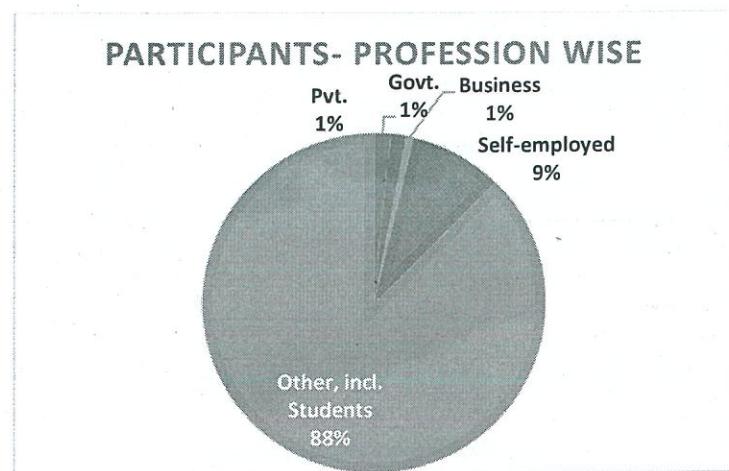
20	Coverage by Media	The program was covered by (i) DD News Bangla in its news bulletin and social media pages (Facebook/ Instagram) (ii) PIB Kolkata through Press Release (iii) Anandabazar Patrika- Leading Bengali news daily, edition of 07.02.26 (iv) SS Star news- Local digital news channel Details is given in Annexure-III
21	Name of CO present in the COP	i) Hemnagar Sundarban Dream, West Bengal ii) Islampur Ramkrishnapally Rural Welfare Society, West Bengal
22	Amount Spent for conducting COP	Rs. 94,950.00/- (Rupees Ninety Four Thousand Nine Hundred Fifty only)

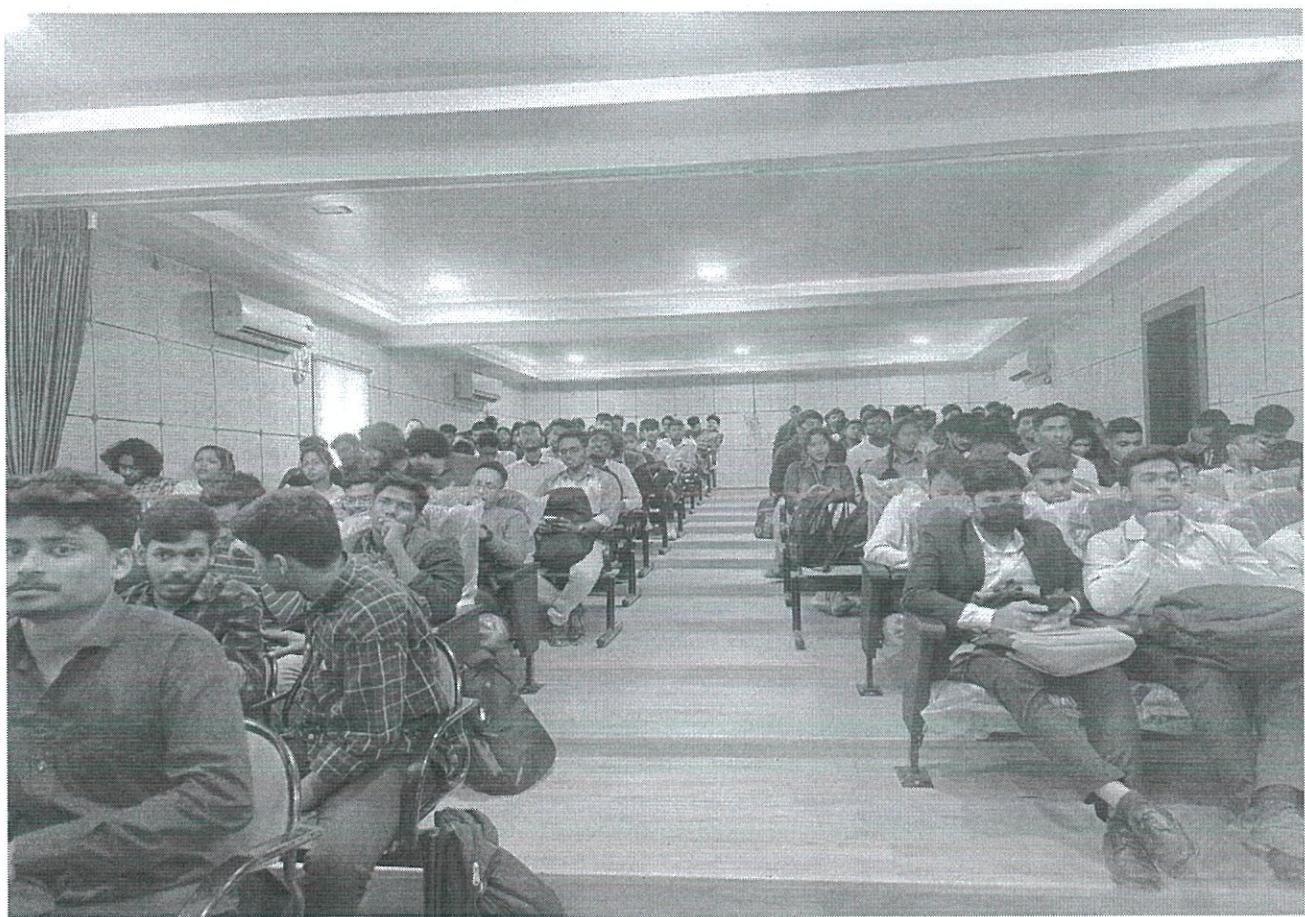
Debjit Dutta
 10/02/2024
 (Debjit Dutta)
 Sr. Research Officer-II

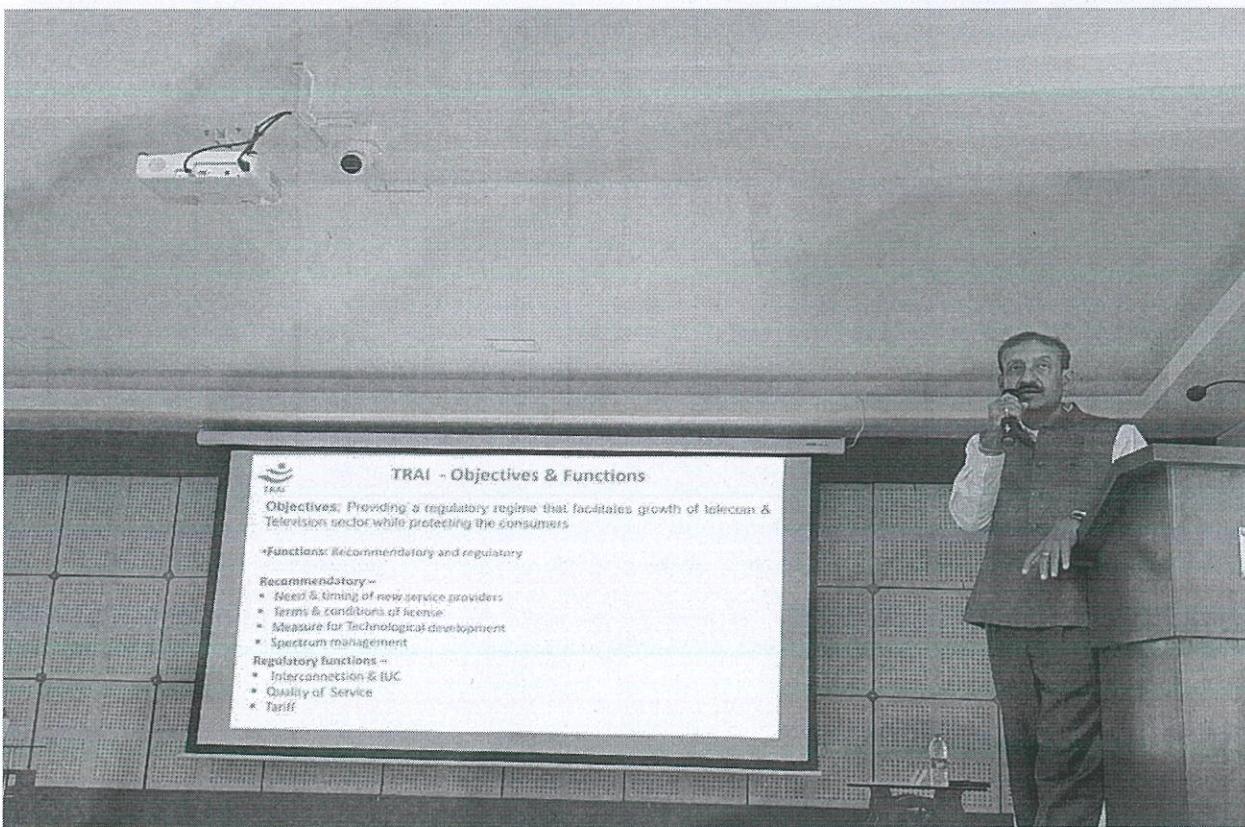
Annexure-I

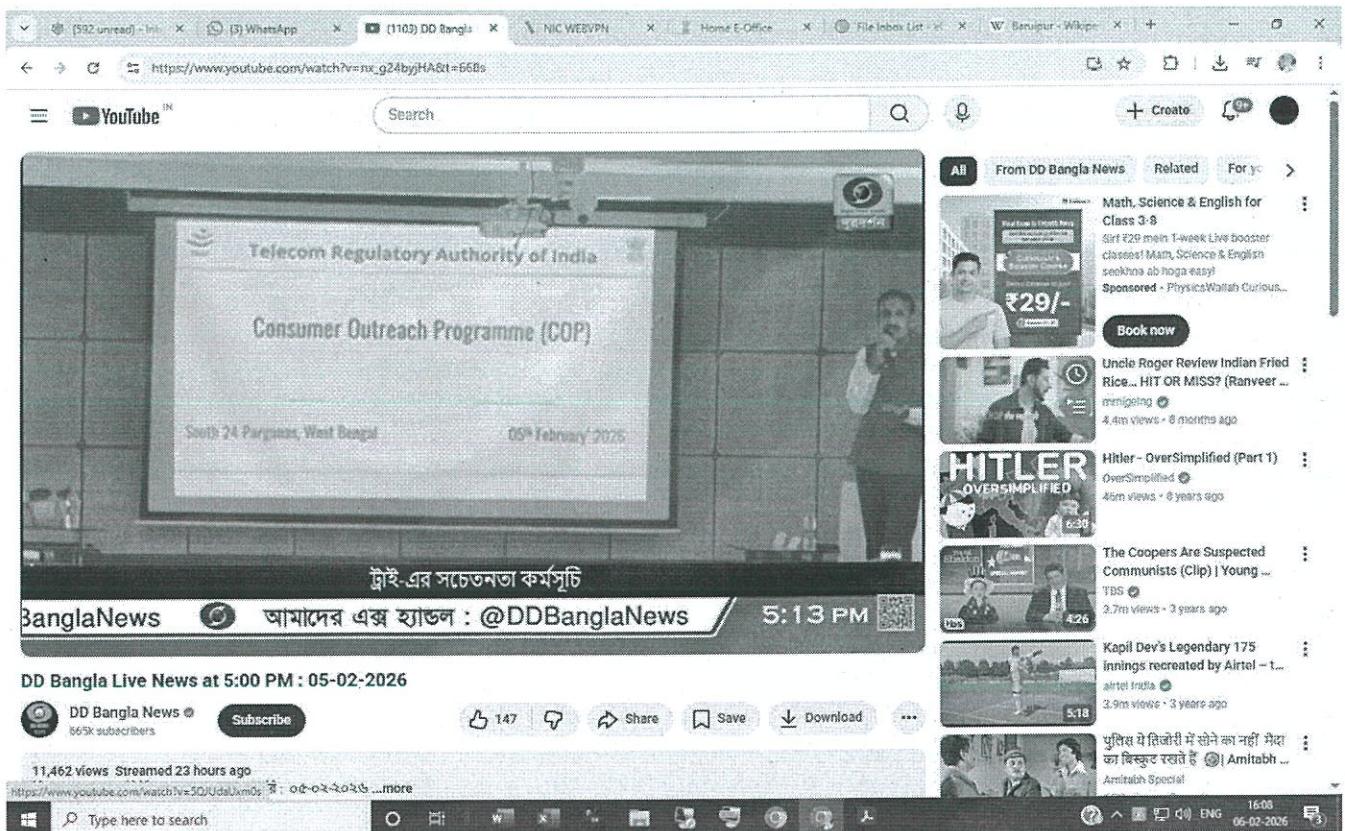
Classification of participants based on their age, gender, education, and profession:











3. DD News Facebook page: <https://www.facebook.com/share/v/1EyTZUygsE/> and Instagram page

4. PIB Kolkata Press Release:

<https://www.pib.gov.in/PressReleasePage.aspx?PRID=2223681®=3&lang=2>

5. SS Star News- Local digital news channel-

https://youtu.be/fNVCnGYQuYI?si=RG7g_Z8uNxcPAApO

6. Gargi Memorial Institute of Technology (GMIT) social media pages- Facebook/Instagram: <https://www.instagram.com/p/DUX4qbAjnq3/>

Media news links:

A. TRAI Social Media-

1. Twitter (X)-

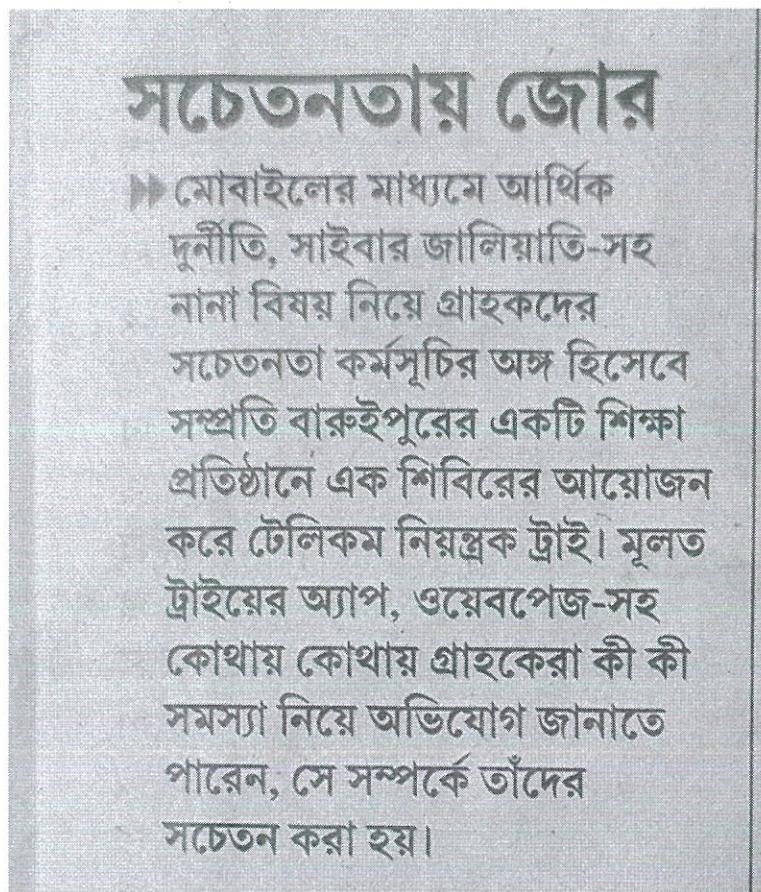
<https://x.com/TRAIBangla/status/2019714165389349280>

2. Facebook:

<https://www.facebook.com/share/p/1aUrKAJYLw/>

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

1. Anandabazar Patrika- Leading Bengali news daily- edition of 07.02.2026



2. DD News Bangla, News at 2 P.M. and 5 P.M. on 05.02.2025:

(<https://www.youtube.com/watch?v=JryPzVZpNuQ&t=1366s> 21:06 to 23:15 mins)

(https://www.youtube.com/watch?v=nx_g24byjHA&t=668s 12:54 to 14:23 mins)