

Report from TRAI Regional Office Kolkata
On
Special Consumer Outreach Programme at **Serchhip**
District, Mizoram
On 22.05.2026 [Friday]

1	Place & date of conduction of COP	Serchhip District, Mizoram-796181 on 22.05.2026 (Friday)
2	Venue	Sub-Hqrs YMA Hall, Serchhip Bazar, Serchhip District, Mizoram-796181
3	Brief Description of COP Place	<p>The establishment of Serchhip District came into being on 15th September, 1998 from the existence of Rural Development Block. Serchhip is the smallest district in the state. The Tropic of Cancer passed through the District and is located in the central of the state of Mizoram.</p> <p>District Overview Name of District Headquarter: Serchhip Total Geographical Area: 1421 sq.km No. of Sub-Divisions: 3 No. of RD Blocks: 2 No. of Census Village 2011: 40 No. of Notified Towns 2011: 3 Major Languages: Mizo & English Population : 64,937 (as of 2011 census)</p>
4	Distinguished Speaker & Domain Expert attended the COP	<ol style="list-style-type: none"> 1. Sri Paul L Khuma, DC, Serchhip - Chief Guest 2. Sri Gavit Gogna, SP, Serchhip - Guest of Honour 3. Ms. Pi Lalrinzuali, SDPO, Serchhip - Speaker
5	No. of TSPs in the LSA	Four (04)
6	No. of TSPs present in the COP	Four (03)
7	No. of Consumer Organisations (CO) in the state	One (01)
8	No. of COs present in the COP	One (01)
9	No. of consumers who attended the COP	<p>Total participants 111 including guests, TSPs, Organisers. Few snapshots of the event are shown in Annexure-I.</p>
10	Printed materials distributed to participants	A folder containing TRAI presentation summary, notebook and pen, feedback form etc.
11	Registration (10.00 Hrs. to 10.30 Hrs.)	
12	Welcome Address by Sh. Kaushik Mukherjee, Advisor, TRAI, Kolkata	Sh. Mukherjee in his welcome address mentioned the TRAI's role in respect of organizing Consumer Outreach Programme and introduced the Guests and dignitaries present in the said COP Event. The felicitation for distinguished guests were also done. The outline of the entire Cop event was also described. The theme of the program, namely,

		Consumer Protection & Choice in Telecom and Broadcasting was briefly explained.				
13	Address by Sri Gavit Gogna, SP, Serchhip	Shri Gavit Gogna, SP, Serchhip, in his address, appreciated the arrangement of this kind awareness program which is very relevant in today's perspective. He also highlighted about other government initiatives in the form of Sanchar Saathi portal etc.				
14	Keynote Address by Sri Paul L Khuma, DC, Serchhip- Chief Guest	Sh. Paul L Khuma, DC, Serchhip , while addressing the session highlighted the role of TRAI as sector regulator of telecom and broadcasting sectors. He urged the participants to take full benefit of such program to enhance their knowledge and technical know-how. He emphasized the importance of application of knowledge for the empowerment of citizens.				
15	Presentation by Ashim Duta, Joint Advisor and Sh. S. Dasgupta, Consultant, TRAI, RO Kolkata	The officers deliberated on the PPT containing TRAI's initiatives taken for consumer centric measures & to protect the consumer interest and displayed the jingles and short videos. Participants were also informed about the benefits of various Mobile apps (TRAI MySpeed 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				
16	Presentation by Sh. Ankur Singh, DoT, Mizoram, NE LSA.	A presentation on Sanchar Saathi portal (sancharsaathi.gov.in, a citizen centric portal of the Department of Telecom, was presented by Shri Ankur Singh, JTO, DoT, NE LSA. The presentation dealt with various tools such as "Chakshu" (fraud communication), CEIR (Lost or stolen mobile), and TAF COP (No. Of mobile connections) etc, which are part of Sanchar Saathi portal..				
17	Presentation by Ms. Pi Lalrinzuali, SDPO, Serchhip on Cybersecurity measures	A presentation on financial cyber frauds and preventive measures was given by Ms. Pi Lalrinzuali, SDPO, Serchhip, highlighting the do's and dont's on the part of the citizens to safeguard themselves from falling prey to cybercrime related traps.				
18	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 Serchhip etc.				
19	Interactive session	Consumers raised few 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.				
20	Feedback from customers (based on no. of receipts)	Grade 10	Grade 9	Grade 8	Grade 7	others
		21	16	23	9	

21	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-II (1. Social Media of TRAI (Twitter, Linkdin and Facebook) 2. Website of Department of Information & Public Relations (DIPR), Mizoram 3. Akashvani AIR-Mizoram, Evening Mizo news on 22.05.26, their YouTube channel; 4. DD News Mizoram, evening news at 6:30 P.M. on 22.05.2026- 5. Lenkawl, edition of 23.05.2026- Local English daily; 6. Zothlifim – edition of 23.05.2026, Local English daily; 7. RAMLAI ARSI- daily-edition of 23.05.26
24	Name of Consumer Organisations (CO) present in the COP	Mizoram Consumers Union, Aizawl, Mizoram
25	Amount Spent for conducting COP	Rs. 73,790.00 (Rupees Seventy Three Thousand Seven Hundred Ninety only)



(Ashim Dutta)
Joint Advisor

Tel. No. 033 46010085

Annexure-I





Media news links:

A. TRAI Social Media-

1. Twitter (X)-

<https://x.com/i/status/2058056919550669107>

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

1. LENKAWL- Local English news daily- edition of 23.05.2026

Founder :
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Zonunsanga Kawlni
M - 9862647655

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LENKAWL

(Serchhip Nitin Chanchinbu)

Postal Regn. MR NE-992/2006

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R. Zangura

Letter Box :
Serchhip Press Club,
Field Road, Serchhip

VOL-XLV NO. 212 23rd MAY 2026 INRINNI SERCHHIP : MIZORAM (P - 1)

Telecom Regulatory Authority of India (TRAI)-in Serchhip-ah 'Consumer Outreach Programme' an buatsaih

Serchhip May 23 : Telecom Regulatory Authority of India (TRAI) te chuan nimin khan Serchhip-ah Consumer-te nena intawhkhawmna hum 'Consumer Outreach Programme' an buatsaih a, he hun hi District Bawrsap Paul L. Khuma chuan hmanpuin Telecom Regulation Act hnuaiah Consumer ten dikna chanvo (right) tam tak an neih thu a sawi.

India rama Telecom Service lama thuneitu sang, Telecom Regulatory Authority of India (TRAI)-in Sub-Hqrs. YMA Hall, Serchhip-ah 'Consumer Outreach Programme' an buatsaih ah hian Serchhip Bawrsap Paul L. Khuma chuan Mizoram-a a wawi 3-na atan Serchhip-ah hetiang Programme tha leh hlu tak buatsaih a ni thei chu lawmawm a tih thu sawi a. Telecom Regulation Act hnuaiah Consumer ten dikna chanvo (right) tam tak an neih thu sawiin, Serchhip District chu lehkhah thiam, India ram District hrang hrang zinga ziang leh chhiar thiam tamna ber an nih angin, Telecom service chungchangah a ni emaw, thil dangah a ni emaw Consumer-te dikna chanvo te hi mipuite'n kan hriat tlan a pawimawh thu a sawi a. Buaina leh harsatna kan nei a nih pawhin 'dan hnuaiah felfai leh zahawm taka complain nachang hriat a pawimawh' tih a sawi a. Serchhip District-in Consumer Association chak tak an nei chu lawmawm a tih thu pawh sawiin, he hun hmangtu zawng zawngte chu Consumer-te dikna leh chanvo te hre thar a, tangkai leh hlawk taka hun hmang theuh turin a chah bawk a ni.

He hunaah hian Khual zahawm Serchhip SP Gavitt Gogna IPS pawhin tunlai khawvel thiamna sang tawh tak karah Telephone leh Internet hmangtute'n mahni hmang leh nihna dik tak hmanga Sim Card neih a pawimawh thu a sawi a, chu chuan Cell/Mobile phone tih bo leh inbumna hrang hrang Cyber Security & Cyber Offensive thlang thin lakah Police te tana hnu chhui a tih awlsam bik thu a sawi bawk.

Serchhip-ah 'Consumer Outreach Programme' hi TRAI Regional Office, Kolkata-a Advisor Kaushik Mukherjee chuan kaihuaiin Ashim Dutta, Jt. Adviser, TRAI leh Mizoram-a Telecom hotute atangin mipuite hriat tur pawimawh chi hrang hrangte a lem nen sawifiah a nih bakah Serchhip-a SDPO Larinzuali MPS hnen atangin 'Cyber Crime Awareness' neih a ni bawk a, zawhna leh chhanna hun hman ho a ni bawk.

He hunah hian Serchhip District Consumer Association hruaitu te, Sub-Hqrs. YMA leh District MUP hruaitute, Govt. Higher Secondary School Serchhip leh Govt. Serchhip College-a zirlai te, Serchhip District chhunga Telecom Service Provider hrang hrangte bakah tualchhung chanchinbumite an tel a ni.

June 18-ah Mizoram Rajya Sabha MP thlanna neih a ni dawn

Mizoram in Rajya Sabha-a Seat pakhat a neih luah tur thlanna chu June 18, 2026 khian neih a ni dawn. Election Commission of India chuan nimin khan ramchhunga State 10-a Rajya Sabha seat 24 luahtu tur thlanna atan June 18, 2026 khian Vote thlak a nih tur thu hi puangin heng State 10 zingah hian Mizoram chu a tel a, Rajya Sabha Member thlanna hi Mizoram State bakah Andhra Pradesh, Gujarat, Karnataka, Rajasthan, Madhya Pradesh, Jharkhand, Manipur, Meghalaya leh Arunachal Pradesh-ah te neih tur a ni ang. He inthlanna neih tur atan hian thla thar June 1 khian Inthlan hriattima tihchhuah a ni ang, inthlan chuh tumte tan June 8, 2026 thlengin hmang pekluh theih niin hmang pekluh te chu June 9-ah endikin June 11, 2026 thlengin inhnudawhna hun hawn a ni ang, June 18, 2026 zing dar 9:00 atanga tlai dar 4:00 thlang Vote thlakna hun hawn a ni ang, hemi ni vek tlai dar 5:00-ah Vote tla te hi chhiar a ni ang.

Mizoram hian Rajya Sabha-ah Seat pakhat nei mekin tuna Rajya Sabha MP nilai K. Vanlalvena hun hi July 19, 2026-ah a tawp dawn a ni.

**2. Directorate of Information and Public Relations (DIPR), Government of Mizoram
(22.05.2026)**

<https://dipr.mizoram.gov.in/post/telecom-regulatory-authority-of-india-trai-ten-serchhip-ah-consumer-outreach-programme-an-buatsaih>

5/29/26, 4:26 PM

DIRECTORATE OF INFORMATION & PUBLIC RELATIONS, Government of Mizoram, India



DIRECTORATE OF INFORMATION & PUBLIC RELATIONS
Government of Mizoram

Page Links: <https://dipr.mizoram.gov.in/post/telecom-regulatory-authority-of-india-trai-ten-serchhip-ah-consumer-outreach-programme-an-buatsaih>

**TELECOM REGULATORY AUTHORITY OF INDIA (TRAI) TEN SERCHHIP-AH
CONSUMER OUTREACH PROGRAMME AN BUATSAIH**

663/2026-2027

Dated Serchhip, 22nd May 2026: Vawiin khan India Rama Telecom service lama thuneitu sang Telecom Regulatory Authority Of India (TRAI) te chuan Serchhip-ah Consumer-te nenea intawkhawmna hun 'Consumer Outreach Programme' an buatsaih a. He Programme Serchhip Sub Hqrs. YMA Conference Hall-a hmanah hian Serchhip Bawrhsap Pu Paul L. Khuma chu khuallian niin, Serchhip Superintendent of Police Gavit Gogna, IPS chu khualzahawm a ni a, Advisor, TRAI Regional Office Kolkata Shri Kaushik Mukherjee chuan inkhawm hi a kaihruai a ni.

Serchhip Baswrhsap Pu Paul L. Khuma chuan Mizoram-a a vawi 3-na atan Serchhip ah buatsaih Programme the leh hly tek buatsaih a ni thei chu lawmawm a

3. Zothlifim – edition of 23.05.2026, Local English daily

<https://zothlifim.com/chanchinthar/2026/05/trai-in-serchhipah-consumer-tena-intawhkhawmna-hun-an-buatsaih/>

4. RAMLAI ARSI- daily-edition of 23.05.26

A man : Thlakhat ah Rs. 70/-
Founder Editor
Lalthianghlima Kawlni(L)
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9612680774
Joint Editor : Thuamliana
Phone : 9863336150 (M)

RAMLAI ARSI

INDEPENDENT DAILY NEWSPAPER
Regn.No.MR-NE/1179/2008

RAMLAI ARSI VOL-XXX No. 61 23rd MAY 2026 INRINNI SERCHHIP : MIZORAM

TRAI buatsaih Serchhip-ah Consumer Outreach Programme hman a ni

Serchhip May 23 : Serchhip District Bawhsap Pu Paul L. Khuma chuan Telecom Regulation Act hnuai ah consumer ten dikna chanvo (right) tam tak an neih thu sawiin, buaina leh harsatna kan nei a nih pawhin Dan hnuai ah felfai leh zahawm taka complain nachang hriat a pawimawh a ni, a ti.

India rama Telecom service lama thuneitu sang, Telecom Regulatory Authority of India (TRAI) chuan namin khan Serchhip Sub-Hqrs. YMA Conference Hall-ah Consumer-te nena intawhkhawmna hun 'Consumer Outreach Programme' an buatsaih a, he huna khuallian Serchhip District Bawhsap Pu Paul L. Khuma chuan Mizoram-a a vawu thumna atan Serchhip-ah hetiang Programme tha leh hlu tak buatsaih a ni chu lawmawm a tih thu sawi a, Telecom Regulation Act hnuai ah Consumer ten dikna chanvo (right) tam tak an neih thu sawiin, Serchhip District chu lehkhia thiam, ziak leh chhiar thiam tamna ber a nih angin Telecom Service chungchangah a ni emaw, thil dangah a ni emaw, consumer-te dikna chanvo hi mipuiten kan hriattlan a pawimawh tih a sawi a, buaina leh harsatna kan nei a nih pawhin

Dan hnuai ah felfai leh zahawm taka complain nachang hriat a pawimawh a ni tiin Serchhip District-in Consumer Association chak tak a nei chu lawmawm a tih thu sawi a, he hun hmangtu zawng zawngte chu Consumer-te dikna leh chanvo hre thar a, tangkai leh hlawk taka hun hmang theuh turin a chah baw a ni.

He huna khaulzahawm Serchhip SP Pu Gavit Gogna, IPS pawhin tunlai khawvel thiamna sang tawh tak karah Telephone leh Internet hmangtuten mahni hming leh nihna dik tak hmanga Sim Card neih a pawimawh thu a sawi a, chu chuan Cell/Mobile phone tih bo leh inbumna hrang hrang Cyber Security & Cyber Offensive thlang thin lakah Police te tana hnu chhui a tih awlsam bik thu a sawi baw.

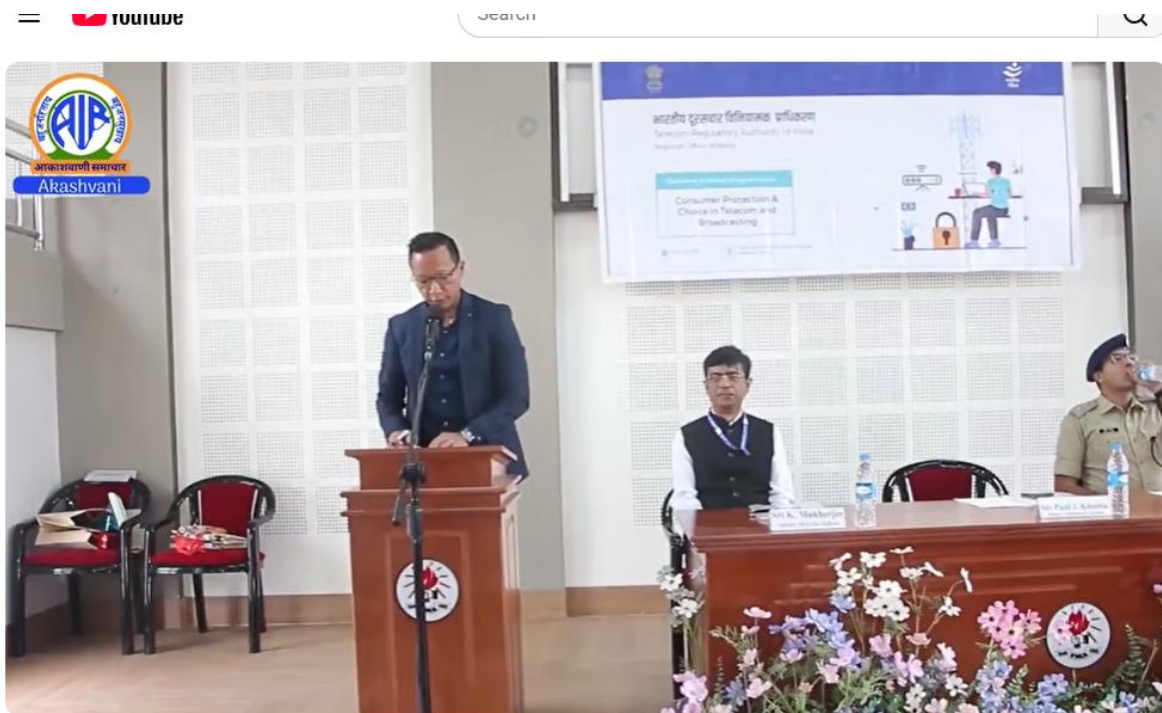
He inkhawm Kaushik Mukherjee, Advisor, TRAI Regional Office Kolkata

kaihhrui ah hian Ashim Dutta, Joint Adviser, TRAI leh Mizoram-a Telecom hotute atangin mipuite hriat tur pawimawh chi hrang hrangte a lem nen sawifiah a nih bakah Pi Lalrinzuali MPS, SDPO Serchhip hnen atangin 'Cyber Crime Awareness' chungchang ngaihthlak a ni a, zawhna leh chhanna hun hlawk tak hman ho a ni baw.

Nimina Telecom Regulatory Authority of India (TRAI) buatsaih Consumer Outreach Programme ah hian Serchhip District Consumer Association hruaitute, Sub-Hqrs. YMA, Sub-Hqrs. MHIP leh District MUP hruaitute, Govt. Serchhip Higher Secondary School leh Govt. Serchhip College-a zirlai te, Serchhip District chhunga Telecom Service Provider hrang hrangte bakah tualchhung chanchinbumite an tel a ni.

5. Akashvani AIR-Mizoram, Evening Mizo news on 22.05.26, their YouTube channel

<https://www.youtube.com/watch?v=M8sy4NxSCsY>



Chanchintha (Evening Mizo News) - 22/05/2026

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3. DD News Mizoram, evening news at 6:30 P.M. on 22.05.2026

<https://www.youtube.com/live/Bx7IHxr-Pvs>



DD News Mizoram Chanchintha | 22 May 2026 | 6:30 PM

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