

**CUTS Registration with TRAI:** (TRAI/CO/NGO/17/2014-CA dated 3rd March 2014 valid up to March 31, 2024)

<https://cuts-cart.org/pdf/TRAI-registration-renewal.pdf>

#### **CUTS Intervention in Telecom Sector:**

- Serving as 'Consumer Advocacy Group' with TRAI since 2001 (Ref: TRAI/CAG/17/2014-CA)
- CUTS have been a member in the *Committee for Utilization of Telecommunication Consumers Education and Protection Fund* (CUTCEF) of TRAI during 2011-12.
- Have been instrumental in organizing many Consumer awareness programme (CAP) with the assistance of TRAI in between the period 2010 to 2012 under the financial support of CUTS-CEF.
- Have been part of consultations/meetings organised by TRAI and several open houses organised by telecom service providers.
- Served/serving as member appellate authority with various service providers like BSNL, Airtel, MTS, Tata Docomo. Airtel and Vodafone Idea Limited.

#### **1.1 Recent Past Studies by CUTS**

- Consumer Broadband Labels: For Greater Transparency & Informed Consumers  
[Publication - ccier \(cuts-ccier.org\)](#)
- Provided comments on New Broadcasting and Cable Services Framework on December 26, 2018.
- The Personal Data Protection Bill, 2019 was introduced in Lok Sabha on December 11, 2019. Consumer Unity & Trust Society (CUTS) Prepared a Bill Blow-Up of the same. It is accessible at <https://bit.ly/3aPaps8>
- Status of e-Commerce in India (SECI)  
More details at: <https://cuts-ccier.org/seci/>
- Understanding Consumers' Perspective on Encryption  
<https://cuts-ccier.org/understanding-consumers-perspective-on-encryption/>
- Data Privacy and User Welfare in India: User Perception Analysis  
<https://cuts-ccier.org/cdpp/>
- TV Consumer Market Study  
<https://cuts-ccier.org/pdf/research-report-towards-effective-choice-a-nation-wide-survey-of-indian-tv-consumers.pdf>
- Highlighting Inclusive and Practical Mechanisms to Protect Children's Data  
<https://cuts-ccier.org/highlighting-inclusive-and-practical-mechanisms-to-protect-childrens-data/>
- Understanding Consumer Perspectives on 6GHz Band  
<https://cuts-ccier.org/understanding-consumer-perspectives-on-6ghz-band/>
- My data or yours?" Unravelling Multi-Party Privacy (MPP) among Consumers of Digital Credit in India  
<https://cuts-ccier.org/my-data-or-yours/>

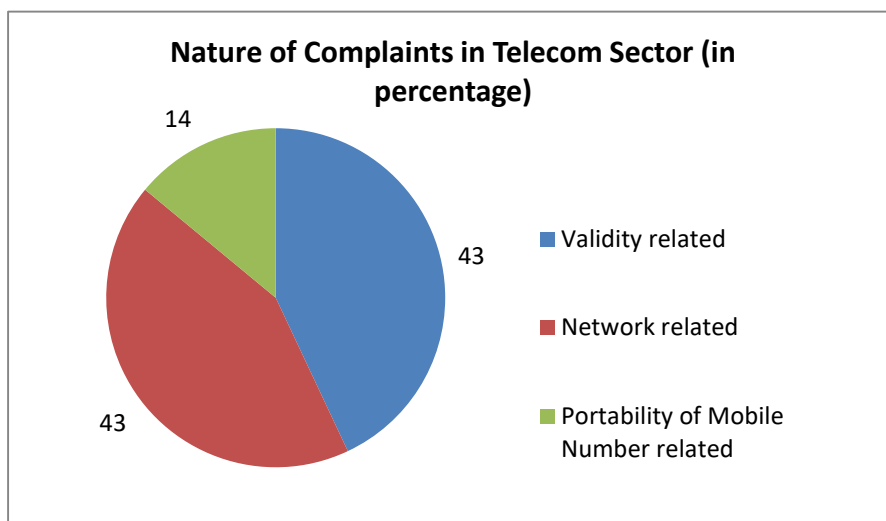
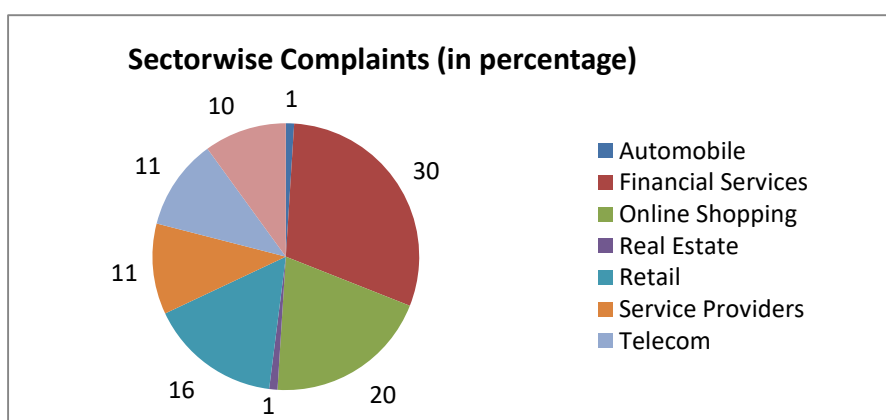
#### **2. CUTS Advocacy for Fixing Phone Rights of Telecom Consumers is Based on:**

- Fair contracts explained in clear, complete and accessible language.
- Consumers to receive the service they have been promised.
- Fair and transparent billing.
- Consumers to have power over their own information.
- Phone companies to listen and respond to consumer complaints.

### 3. Telecom Complaints Handled by CUTS during the Reporting Period:

Apart from participating in various consumer awareness programmes in the telecom sector, it has been continuously providing its assistance to consumers in handling consumer complaints. During the reporting period of one year i.e. January, 2022-December, 2022, complaint handling was done under the name of Consumer Support Centre. Consumer Support Centre is providing information & handling consumer complaints against all the sellers and service providers. The complaints on telecom issues specifically were mainly related to:

- Service complaints
- Billing/metering complaints
- New connection activation
- Termination of service related complaints
- The details of complaints and advisories as shown in the below charts:



### 4. Other Activities on Telecom Issues during the Reporting Period

- There has been active participation of CUTS in various consumer awareness programmes organized by TRAI during last one year. Since January, 2022 to December, 2022, CUTS has participated in several online Customer Outreach Programmes organized by TRAI in different parts of Rajasthan on various occasions.
- Apart from participation in Customer Outreach Programmes organized by TRAI, CUTS has been regularly involved with consumer awareness activities organized by various Telecom Service Providers (TSPs).

## 5. Representation by CUTS at Open Houses (CEWs)/TRAI Consumer Outreach Programmes (COPs) and Other Workshops during the Reporting Period

- Pratibha Jain, Programme Associate, CUTS attended online Consumer Outreach Program (COP) organised by TRAI, Regional Office, Bhopal on January 12, 2022.
- Amit Babu, Programme Associate, CUTS along with Dharmendra Chaturvedi, Programme Officer, CUTS attended online Consumer Outreach Program (COP) organised by TRAI, Regional Office, Panjab LSA on January 21, 2022.
- CUTS Team attended online Consumer Outreach Program organized by TRAI Regional Office, Jaipur on February 11, 2022.
- Deepak Saxena, Assistant Director, CUTS along with Dharmendra Chaturvedi, Programme Officer, CUTS & Amit Babu, Programme Associate, CUTS attended an online webinar on theme " Block Chain Technology and its Applications" on March 11, 2022 organised by TRAI Regional Office Jaipur.
- Deepak Saxena, Assistant Director, CUTS along with Amit Babu, Programme Associate, and Dharmendra Chaturvedi, Programme Officer, CUTS attended an online webinar on "Enabling Broadband Connectivity in India" on March 16, 2022 by organised TRAI Regional Office, Bhopal.
- Amit Babu, Programme Associate, CUTS and Dharmendra Chaturvedi, Programme Officer, CUTS attended an Online Consumer Outreach Program to create awareness among Telecom Consumers and Stakeholders of Gujarat LSA on March 30, 2022 at organised by TRAI RO Jaipur.
- Amit Babu, Programme Associate, CUTS and Dharmendra Chaturvedi, Programme Officer, CUTS attended Consumer Outreach Program to create awareness among Telecom Consumers and Stakeholders at Deepshikha College of Technical Education Mansarovar, Jaipur on August 5, 2022 organised by TRAI RO Jaipur.
- Gauhar Mahmood, Associate Director, CUTS attended **Consumer Outreach Program to create awareness among Telecom Consumers and Stakeholders at Bhilwara on October 11, 2022** by organised TRAI Regional Office, Jaipur.
- Deepak Saxena, Assistant Director, CUTS along with and Amit Babu, Programme Associate, CUTS attended an online Consumer Education Workshop (CEW) organized by BSNL, Jodhpur on November 4, 2022.
- Amit Babu, Programme Associate, CUTS attended a seminar organized by TRAI at Jaipur on November 19, 2022.
- Amit Babu, Programme Associate, CUTS attended an online Consumer Education Workshop organized by BSNL at Sawai Madhopur on December 15, 2022

## 6. CUTS's Consumer Awareness Programme (CAPs)

CUTS organized a Consumer Awareness Programme (CAP) at Lal Bahadur Shastri School in Sargoth village of Reengus Panchayat Samiti of Sikar district on December 28, 2022 with around 46 students mainly of class X-XII. In continuation, another CAP was also organized on December 30, 2022 at Nawan City of Nagour district with the presence of around 52 local telecom customers and few students. DS was the main presenter. DC supported in conducting the programmes.

## 7. Role as a Member in Appellate Authorities

CUTS has been receiving appeals from Airtel on monthly and quarterly basis from the two operators, which after getting it verified from the customers directly by our team are approved, otherwise, are sent back to operators for further action on these. CUTS has received only Twenty-one appeals, all from Airtel, which have been approved.

## 8. Issues Emerged from Open Houses/Workshops:

- More events like open houses should be conducted at grassroots to make consumer aware by service providers/regulator.
- Customer Care executives must be versed with the appeal process under the complaint handling process.
- Nuisance of call drop needs to be treated.
- Confusion regarding telecom dispute jurisdiction by consumer fora.
- Proper billing of internet data charges with improved network services.
- Customer care should be made more friendly and accessible.
- Value added services, unsolicited calls/SMSs, tariffs, mobile number portability, DND, quality of service standards are few irretentive issues among consumers.
- Deduction/charges for VAS without consent or proper explanation.

## 9. GSK Alerts

CUTS publishes and circulate e-newsletter by the name GSK Alert, which is a compilation of successful cases solved by **Grahak Sahayta Kendra (GSK)** over the period of one year. In the year 2022, four issues of GSK Alert were released and circulated. The relevant link is:

<https://cuts-cart.org/consumer-care-centre-grahak-sahayta-kendra/>

## 10. Some Successful Cases Solved

- Madhu Sudan Upadhyay, resident of Jaliya-II, Panchayat Samiti Masuda, Ajmer lodged his complaint by letter that he had purchased a mobile of Samsung company from Giriraj Communications, Beawar Road, Vijay Nagar, Ajmer. After two months, the mobile had started creating a problem and as such was not functioning properly. Upadhyay contacted with the above dealer, but to no redressal as the dealer did not cooperate him. Then after a lot of harassment, the aggrieved consumer lodged his complaint with GSK, CUTS, where the concern person in GSK talked directly with the company's manager, who after a little time resolved the complaint to the satisfaction of aggrieved consumer.
- Ramavatar Mali, resident of Ghat ki Guni, Agra Road, Jaipur lodged his complaint over phone against Airtel DTH that he had purchased monthly prepaid plan of Rs. 399/-. But, only after 20 days, he started receiving message that the prepaid plan of Rs. 399/- has been expired. He was surprised that how could the plan of 28 days get expired suddenly in less than ten days. He contacted over phone on helpline number of the company, but to no satisfactory response, then after a lot of harassment, the aggrieved consumer was compelled to come to GSK, where the GSK counsellor took up the matter and talked over phone with concerned officer with an introduction of GSK. The concerned officer committed that it had happened due to mistake and later the plan for 28 days was restored.
- Anand Rao Kalla lodged his complaint by email against BSNL regarding delay in doing a portability of his number to another telecom company despite after 15 days of request. He contacted with the concerned officer in this regard, but only assurance was given by the company and to no respite. Later, the aggrieved consumer came to GSK, where the counsellor talked over the phone with concerned person of the office of BSNL. Later, the problem of portability got solved within next two working days.