

Registration no: TRAI/CO/NGO/17/2014-CA dated 3rd March 2014(सं सी.जी.-5/2/(1)/2021- उ.मा./11)
Date: 25.08.2022 valid up to March 31, 2024.

1. 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 Consumer education workshops organised by telecom service providers.
- Served/serving as member appellate authority with various service providers like BSNL, Aircel, MTS, Tata Docomo. Airtel and Vodafone Idea Limited.

1.1 Past Studies by CUTS

- 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/>
- Project Launch Meeting “Consumer Broadband Labels: For Greater Transparency & Informed Consumers
<https://cuts-ccier.org/project-launch-meeting-consumer-broadband-labels-for-greater-transparency-informed-consumers/>

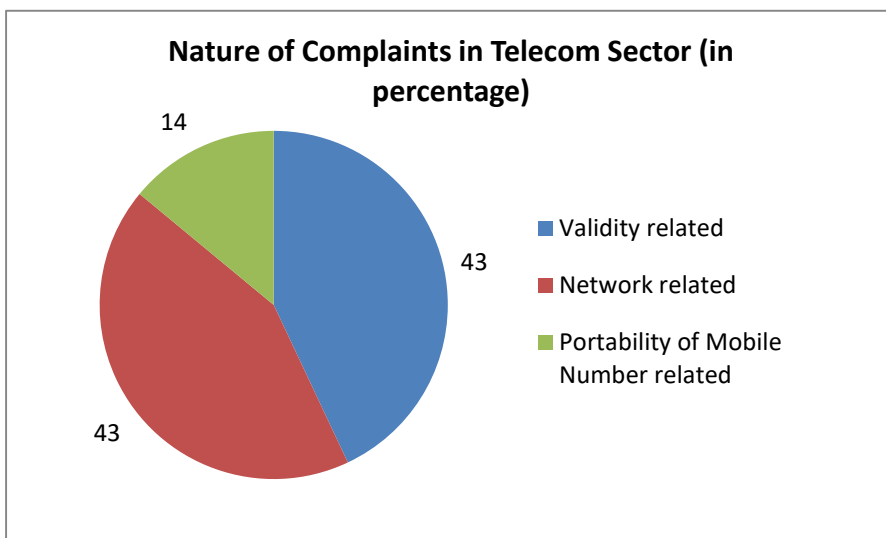
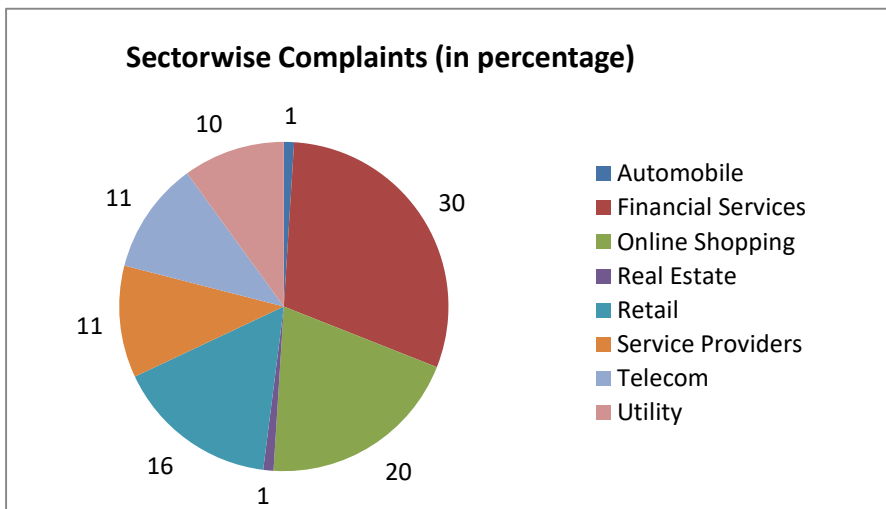
2. CUTS Advocacy for Fixing Phone Rights of Telecom Consumers is Based on:

- 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 programs in the telecom sector, CUTS has been continuously providing assistance to consumers in handling their complaints. Complaint handling was conducted under the name of Consumer Support Centre throughout the reporting period, from January 2023 to December 2023. 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 programs organized by TRAI during last one year. From January 2023 to December 2023, CUTS has participated in several offline/online Customer Outreach Programs organized by TRAI in different parts of Rajasthan on various occasions.
- Apart from participation in Customer Outreach Programs organized by TRAI, CUTS has been regularly involved with consumer awareness activities organized by various Telecom Service Providers (TSPs).
- Five Consumer Awareness Programme organised by CUTS on August 16, 2023 at Chittorgarh, August 17, 2023 at Pratapgarh, September 12, 2023 at Banswara, December 13, 2023 at Bhilwara & December 15, 2023 at Lalsot (Dausa).

5. Representation by CUTS at Open Houses/TRAI COPs and Other Workshops During the Reporting Period

January 2023 to December 2023

S.N.	Date	Venue	Name of Programme organised by TRAI/TSP/CAG CEW/COP/CAP	Networker & CAG attended
1.	15.04.2023	Reliance JIO Infocomm Ltd, Plot No. 77,79, 80 khasra No. 721, & 725 Adarsh Nagar, Near Masalpur Chungi , Hindaun Road, Karauli (322241), Rajasthan.	CEW organised by TSP Reliance Jio Infocomm Ltd	Attended by Prem Singh Mali from Karauli
2.	25.04.2023	Online mode Consumer Outreach Program on 25.4.2023.	COP by TRAI Regional Office, Jaipur	Attended CUTS-CAG Team
3.	12.05.2023	Reliance Jio Infocomm Ltd, Ground, and first floor, plot number 7, K Number 6189, Near Bust Stand, Emmanuel School, Chawani Road, Tonk, Rajasthan Pin 304001	CEW organised by TSP Reliance Jio Infocomm Ltd,	Attended by Munna Lal Rao from Niwai, District Tonk
4.	06.07.2023	Avadh Resort and Garden Mandawar Rd, Mahwa, Rajasthan 321608	COP by TRAI Regional Office, Jaipur	Attended BY Dharmendra Chaturvedi, CUTS
5.	07.07.2023	Online mode at Airmeet	Event Open House Discussion [OHD] Organised by TRAI Delhi.	Attended by CUTS Team
6.	15.07.2023	Reliance Jio infocomm ltd plot no 1,2,3 bagoda road above rishab honda show room near godiji mandir jalore 343001 Rajasthan	CEW by TSP Reliance Jio Infocomm Ltd,	Attended by Himanshu Ojha from Jalore
7.	24.07.2023	Customer Advocacy Group Digital Meet	CEW by Vodafone Idea Limited	Attended by CUTS –CAG Team
8.	27.07.2023	Hotel Shyam Vilas, Near Somnath Choraha, Agra Road, Dausa,	CEW organised by BSNL, Jaipur at Dausa	Attended by OP Pareek from Dausa
9.	18.08.2023	Online	CEW by Vodafone Idea Ltd.	Attended by CUTS –CAG Team
10	19.08.2023	Reliance Jio Infocomm Ltd, Near Kamal & Rama Steel Vinod Steel P No. A & A-1, Khasra No. 181, Situated At Near Raja Kheda By Pas, Dholpur- 328001	CEW organised by Reliance Jio Infocomm Ltd,	Rakesh Parmar from Dholpur
11.	02.09.2023	Reliance Jio Infocom Ltd, Hari Tower 1st floor above income tax office near Ambedkar circle Bundi 323001	CEW organised by Reliance Jio Infocomm Ltd	Suresh Kumar Sharma, Bundi,.

12	06.09.2023	BSNL, Pali, 3.30 to 4.30 PM	CEW organised by BSNL,Jaipur	Online attended by DC
13	20.09.2023	COP, Apna Ghar Vridhaashram, Pushkar, Ajmer, Rajasthan.	Organised by TRAI, Jaipur at Pushkar, Ajmer, Rajasthan.	Attended by Dharmendra CUTS, Jaipur
14	04.11.23	Special COP for Women Students at Govt Women Polytechnic College, Sanganer, Jaipur on 04.11.23, Time 10.30 AM to 2.00 PM	Organised by TRAI, Jaipur	Attended by Dharmendra from CUTS, Jaipur

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 have received only twenty-one appeals, all from Airtel, which have been approved.

6. 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.

7. 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 2023, four issues of GSK Alert were released and circulated. The relevant link is:

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

8. Research Activities

1. Collective Consumer Representation on implementation of Caller Name Presentation (CNAP) in Services

<https://cuts-ccier.org/pdf/letter-to-trai-on-cnap.pdf>

2. CUTS Counter Comments to TRAI Consultation Paper on Caller Name Presentation in Telecom Services

<https://cuts-ccier.org/pdf/counter-comments-on-trai-cnap.pdf>

3. Comments on TRAI Consultation Paper on 'Introduction of Calling Name Presentation (CNAP) in Telecommunication Networks'

<https://cuts-ccier.org/pdf/comments-on-the-trai-cnap-consultation-paper.pdf>

4. 'CUTS submitted comments on 'Draft Registration of Consumer Organisations (Amendment) Regulations, 2023' to boost awareness about 5G, 6G, AI, IoT
5. CUTS has commented on TRAI Consultation Paper on Regulatory Mechanism for Over-The-Top (OTT) Communication Services, and Selective Banning of OTT Services
(<https://cuts-ccier.org/pdf/comments-on-trai-cp-on-regulatory-mechanism-for-ott-services-and-selective-banning.pdf>)
6. Understanding Consumer Perspectives on the 6 GHz Band
<https://cuts-ccier.org/understanding-consumer-perspectives-on-6ghz-band/>
7. How can Developing Countries Steer the Digital Economy for Equitable and Sustainable Development?
(https://www.researchgate.net/publication/370659209_How_can_developing_countries_steer_the_digital_economy_for_equitable_and_sustainable_development)

9. Media Coverage

1. 44% WiFi Consumers Look to Tap Latest Technology (<https://cuts-ccier.org/44-wifi-consumers-look-to-tap-latest-technology/>
<https://www.financialexpress.com/life/technology-44-wifi-consumers-look-to-tap-latest-technology-3126086/#:~:text=Around%2044%25%20of%20households%20having,Consumer%20Unity%20and%20Trust%20Society>
2. IAFI hosts a national workshop on the planning of the 6GHz band in India
<https://www.communicationstoday.co.in/iafi-hosts-national-workshop-on-the-planning-of-the-6ghz-band-in-india/>
3. Consumer groups to govt: Prescriptive digital competition bill to affect small firms, innovation
<https://www.financialexpress.com/business/industry-consumer-groups-to-govt-prescriptive-digital-competition-bill-to-affect-small-firms-innovation-3143701/#:~:text=With%20regard%20to%20the%20small,spend%20even%20without%20precise%20targeting.%E2%80%9D>
4. A MeitY move: Aadhaar validation by private entities gets green signal
<https://blog.forumias.com/a-meity-move-aadhaar-validation-by-private-entities-gets-green-signal/>
5. GHz band spectrum for Wi-Fi to drive broadband penetration: BIF
<https://www.financialexpress.com/business/industry-6-ghz-band-spectrum-for-wi-fi-to-drive-broadband-penetration-bif-3042820/#:~:text=%E2%80%9CBIF%20has%20conducted%20a%20very,TV%20Ramachandran%2C%20president%2C%20BIF>
- 6.

10. Opeds

1. Consumers cannot be the collateral in OTT tussle
<https://economictimes.indiatimes.com/industry/media/entertainment/view-consumers-cannot-be-the-collateral-in-ott-tussle/articleshow/99763004.cms?from=mdr>
2. A soft law approach can regulate Big Tech well enough
<https://www.livemint.com/opinion/columns/a-soft-law-approach-can-regulate-big-tech-well-enough-11680547114727.html#:~:text=This%20approach%20favours%20highlighting%20ethical,managing%20market%20behaviour%20and%20structure>

11. CUTS Adda Conservation

India in the 6G Race: Some Major Considerations
<https://www.youtube.com/watch?v=TSGWn-8D9d8>