

Event Reports

Consumer Awareness Programme (CAP)

On August 16, 2023,

At Vision College of Management, Chittorgarh (Rajasthan)

The Event

The first programme of the quarter (July –September) year FY 2023-24, Telecom Consumer Awareness Programme (CAP) was organised by Consumer Unity & Trust Society (CUTS) in support with the Telecom Regulatory Authority of India (TRAI), New Delhi **at Vision College of Management, Chittorgarh on August 16, 2023.**

The programme was organised in association with the presence of almost 125 students & college lectures. Director of Vision College of Management, Dr. Sadhana Mandloi welcomed all the participants.

The Objective

Gauhar Mahmood, Assistant Director cum Centre Coordinator, CUTS Centre for Human Development (CHD), Chittorgarh gave a welcome speech and spoke on consumer rights and obligations. He said that the programme serves as a platform of bridging the gap between Telecom Service Providers (TSPs), Consumer Advocacy Groups (CAGs) and rural consumers through education, information and protection; views and reactions; and inputs to regulatory policies and programme.

Proceedings

After welcoming the participants, Dharmendra Chaturvedi, Program Officer, CUTS made a TRAI presentation highlighting the initiatives taken to protect the interests of telecom consumers. Along with this, he threw light on TRAI'S Complaint Redressal Mechanism. All the issues as mentioned in the ppt., which was shared by TRAI was showcased. TRAI activities related videos also shown to participants.

Two TSP attended the CAP. One from BSNL and second from Reliance Jio. TDM, BSNL Mr. Shivraj Meena explained consumer complaint handling proses. Reliance Jio Officer Mr. Sumit Singh informed about the scheme of Reliance Jio to participants.

Participation and Issues Raised

Total 125 participants, including one from college, four from CUTS team, and two from TSP local coordinator's team attended the event. Participants mainly raised issues pertaining to network, billing, call drops and some very local issues like non-availability of internet speed etc., which were responded by CAG and local TSP.

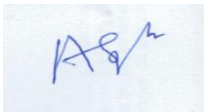
Media Coverage

**Consumer Awareness Programme
Supported by TRAI
On August 16, 2023,**

at Vision College of Management, Chittorgarh

Statement of Expenditure

S.N.	Particulars	Amount in INR
1.	Refreshment and Tea Charges During the Program.	10,000.00
2.	Logistic Charges LCD Charges, Banner, Hall Rent & Cleaning Charges, Travel Charges	10,000.00
	Total	20,000.00



Amrat Singh

Director

Event Report
Consumer Awareness Programme (CAP)

On August 17, 2023,

APC College, Pratapgarh (Rajasthan)

The Event

The second programme of the quarter (July –September) year FY 2023-24, Telecom Consumer Awareness Programme (CAP) was organised by CUTS in support with the Telecom Regulatory Authority of India (TRAI), New Delhi at APC College, Pratapgarh on August, 17, 2023. The programme was organised in association with the presence of almost 122 students, teachers and TSPs. Director of APC College Dr. Sanjay Gill welcomed all the participants.

The Objective

Madan Giri Goswami, Sr.Programme Officer & Deputy Head, CUTS Centre for Human Development, Chittorgarh gave a welcome speech and spoke on consumer rights and obligations. He said that the programme serves as a platform of bridging the gap between Telecom Service Providers (TSPs), Consumer Advocacy Groups (CAGs) and rural consumers through education, information and protection; views and reactions and inputs to regulatory policies and programme.

Proceedings

Welcoming the participants, Dharmendra Chaturvedi, Program officer, CUTS made a TRAI presentation highlighting the initiatives taken to protect the interests of telecom consumers. Along with this he threw light on TRAI'S complaint redress mechanism. All the issues as mentioned in the ppt., which was shared by TRAI was showcased. TRAI activities related videos also shown to participants.

Participation and Issues Raised

A total 122 participants, including six from school staff, two from CUTS team, and two from local coordinator's team and TSPs attended the event. Participants mainly raised issues pertaining to network, billing, call drops and some very local issues like non-availability of internet speed etc., which were responded by CAG & TSPs.

Media Coverage

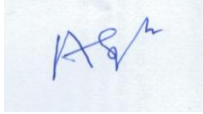
Consumer Awareness Programme

**Supported by TRAI
On August 17, 2023,**

APC College, Pratapgarh

Statement of Expenditure

S.N.	Particulars	Amount
1.	Refreshment and tea charges during the program.	Rs. 10,000/-
2.	Logistic charges LCD Charges, Banner, Hall rent & cleaning charges, Travel charges	Rs. 10,000/-
	Total=	Rs. 20,000/-



Amrat Singh

Director

Event Report

Consumer Awareness Programme (CAP)

On September 12, 2023,

at Bhartiya Vidhya Mandir, Daylab Road, Banswara (Rajasthan)

The Event

The third programme of the quarter (July–September) year FY 2023-24,, Telecom Consumer Awareness Programme (CAP) was organised by Consumer Unity &Trust Society in support with the Telecom Regulatory Authority of India (TRAI), New Delhi at Bhartiya Vidhya Mandir, Daylab Road Banswara on September 12, 2023. The programme was organised in association with the presence of almost 130 Participants.

The Objective

Kamlesh Jangid, CUTS gave a welcome speech and spoke on consumer rights and obligations. He said that the programme serves as a platform of bridging the gap between Telecom Service Providers (TSPs) and consumers through education, information and protection; views and reactions; and inputs to regulatory policies and programme.

Proceedings

After welcoming the participants, Gauhar Mahmood, Assistant Director made a TRAI presentation highlighting the initiatives taken to protect the interests of telecom consumers. Along with this he threw light on TRAI'S complaint redress mechanism. All the issues as mentioned in the ppt., which was shared by TRAI was showcased. TRAI activities related videos also shown to participants.

Participation and Issues Raised

Around total 130 participants attended, two from CUTS team, and two from local coordinator's team attended the event. Two TSP from BSNL Shri Ajay Kumar, Assistant General Manager, Banswara attended & Mr. Sagir Hussain AIRTEL were present in program. Participants mainly raised issues pertaining to network, billing, call drops and some very local issues like non-availability of internet speed etc., which were responded by CAG & TSP.

Media Coverage

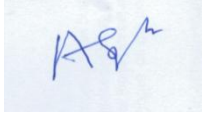
Consumer Awareness Programme

**Supported by TRAI
On September 12, 2023,**

at Bhartiya Vidhya Mandir, Daylab Road, Banswara

Statement of Expenditure

S.N.	Particulars	Amount
1.	Refreshment and tea charges during the program.	Rs. 10,000/-
2.	Logistic charges LCD Charges, Banner, Hall rent & cleaning charges, Travel charges	Rs. 10,000/-
	Total=	Rs. 20,000/-



Amrat Singh

Director