

Event Reports

Consumer Awareness Programme (CAP)

On November 15, 2022,

at Shri Krishna Maha Vidyalaya, Niwana, Village Devthala, Panchayat
Samiti Govindgarh in Jaipur district

The Event

The first programme of the quarter (October-December) year FY 2022-23, 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 **Shri Krishna Maha Vidyalaya, Niwana, Village Devthala, Panchayat Samiti, Govindgarh in Jaipur district.**

The programme was organised in association with the presence of almost 113 students & college lectures. One Jaipur based CAG Nav Jivan society, president, Mr. R K Sharma attended the CAP.



The Objective



Rajdeep Pareek, Program officer, 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), Consumer advocacy groups CAGs and rural consumers through education, information and protection; views and reactions; and inputs to regulatory policies and programme.

Proceedings



participants.

One Jaipur base CAG from Navjivan society, president, Mr. R K Sharma attended the CAP. He explained consumer complaint handling proses.

After welcoming the participants, Deepak Saxena, Associate 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



Participation and Issues Raised

A total 113 participants, including six from school staff, two from CUTS team, and two from 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.

**Consumer Awareness Programme
Supported by TRAI
at Shri Krishna Maha Vidyalaya, Niwana, Village Devthala, Panchayat
Samiti Govindgarh in Jaipur district**

On November 15, 2022,

Statement of Expenditure

S.N.	Particulars	Amount (INR)
1.	Refreshment and tea during the meeting. Hall rent & cleaning charges, LCD charges and Banner etc. (Participants 100x113=Rs.11300)	11,300.00
2.	Travelling for the preparations, a day before by local coordinator & Travel expenses of CAG. (2000+1700= Rs.3700/-)	3,700.00
3.		
	Total	15,000.00

George Cheriyan

Director

Event Report

Consumer Awareness Programme (CAP)

On December 28, 2022,

at Sargoth village in Ringus Panchayat Samiti of Sikar district.

The Event

The second programme of the quarter (October-December) year FY 2022-23, 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 Lal Bahadur Shastri School, Village-Sargoth village, in Ringus panchayat samiti of Sikar district. The programme was organised in association with the presence of almost 103 students & teachers.



The Objective

Dharmendra Chaturvedi, Program officer, 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, Deepak Saxena, Associate 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



A total 103 participants, including six from school staff, two from CUTS team, and two from 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.

Consumer Awareness Programme
Supported by TRAI
at LBS School, Village-Sargoth village, in Ringus panchayat samiti of Sikar district
December 28, 2022
Statement of Expenditure

S.N.	Particulars	Amount (INR)
1.	Refreshment and tea during the meeting. Hall rent & cleaning charges, LCD charges and Banner etc. (Participants 100x103=Rs.10300)	10,300.00
2.	Travelling for the preparations, a day before by local coordinator & Travel expenses of CAG.(2905+1795= Rs.4700/-)	4,700.00
3.		
	Total	15,000.00

George Cheriyan

Director

Event Report

Consumer Awareness Programme (CAP)

On December 30, 2022,

at Nagar Palika Meeting Hall, Nawacity in Nagaur district

The Event

The Third programme of the quarter (October-December) year FY 2022-23, 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 nagar-palika meeting hall, Nawacity of Nagaur district. The programme was organised in association with the presence of almost 102 Participants.

The Objective



Dharmendra Chaturvedi, Program officer, 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, Deepak Saxena, Associate 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 102 Participants attended, two from CUTS team, and two from 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.

Media Coverage



**Consumer Awareness Programme
Supported by TRAI
at Nagar Palika Meeting Hall, Nawacity in Nagaur district.**

December 30, 2022

Statement of Expenditure

S.N.	Particulars	Amount (INR)
1.	Refreshment and tea during the meeting. Hall rent & cleaning charges, LCD charges and Banner etc. (Participants 100x102=Rs.10200)	10,200.00
2.	Travelling for the preparations, a day before by local coordinator & Travel expenses of CAG. Travelling for the preparations, a day before by local coordinator & Travel expenses of CAG.(2845+1955=Rs.4800/-)	4,800.00
3.		
	Total	15,000.00

George Cheriyan

Director