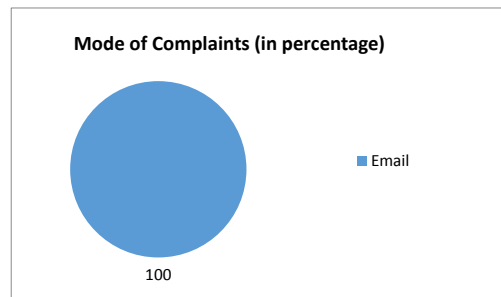
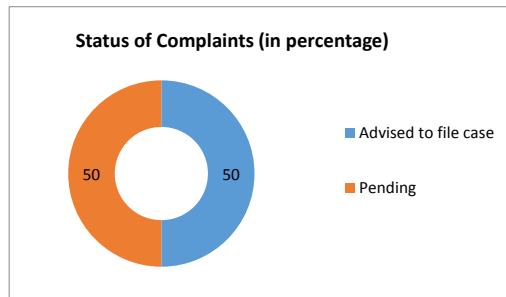
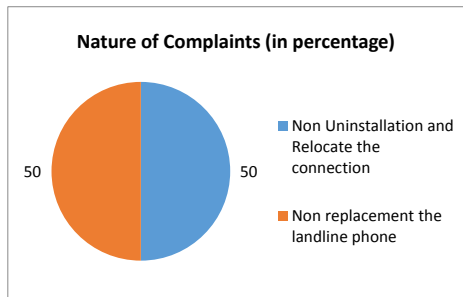


| Quarterly Report from CAG | | | | | | | | | | | | | | | | |
|---|--------------------------|---|-------------|---|-------------|------------------------------|--|---------------------|----------------------|---|--|---|--|--|--|--|
| Report for the Quarter Ending: April-June, 2023 | | | | | | | | | | | | | | | | |
| Name of the CAG: Consumer Unity & Trust Society, Jaipur | | | | | | | | | | | | | | | | |
| State: Rajasthan | | | | | | | | | | | | | | | | |
| Workshop and Seminar organised by TRAI HQ | | Consumer Outreach Programme (COP) organised by TRAI | | Consumer Awareness Programme (CAP) organised by CAG | | | Consumer Education Workshop (CEW) organised by Telecom Service Providers (TSP) | | | Consumer Grievance Handled | | | Details of Participation in other TRAI Related Work i.e. Consultation Open House Discussion etc. | Details of other Consumer Related Work and Initiatives | Any other Issues/Comments | |
| Place of Workshop/Seminar Attended | Date of Workshop/Seminar | Place of COP Attended | Date of COP | Place of CAP Organised | Date of CAP | No. of Participants Attended | Place of CEW Attended | Date of CEW | Name of TSP | No. of Consumer Complaints Handled in the Quarter | Broad Nature of Complaints | Appeals | | Details of Participation in other TRAI Related Work i.e. Consultation Open House Discussion etc. | Details of other Consumer Related Work and Initiatives | Any other Issues/Comments |
| | | | | | | | | | | | | Number of Appealed Handled in the Quarter | Name of TSP | | | |
| Nil | Nil | 1 (Online) | 24.4.23 | Nil | Nil | Nil | 2 | 15.4.23 and 12.5.23 | Both by Reliance JIO | 2 | 1. Non Uninstallation and Relocate the connection 2. Non replacement the landline phone | 2 | Airtel | Nil | Research Activities and Media Outreach as below | Renewal of Registration of CUTS as CAG done. |



Research Activities

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

<https://cuts-ccier.org/pdf/letter-to-tra-i-on-cn-ap.pdf>

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

<https://cuts-ccier.org/pdf/counter-comments-on-tra-i-cn-ap.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-tra-i-cn-ap-consultation-paper.pdf>

Media Coverage

- 44% WiFi Consumers Look to Tap Latest Technology

<https://cuts-ccier.org/44-wifi-consumers-look-to-tap-latest-technology/>

