

Quarterly Report from CAG

Report for the Quarter Ending: January--March, 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						
												Number of Appealed Handled in the Quarter	Name of TSP					
										2	Validity and Network related	25	Airtel	Nil			As part of general awareness on telecom issues, CUTS organised sessions in their general consumer protection programmes (not CAP). A total of 19 programmes were organised in different parts of Rajasthan.	Registration of CUTS as a CAG is done. Annual report of 2022 and QPR of October-December, 2022 sent to TRAI, Jaipur and HQ.

