

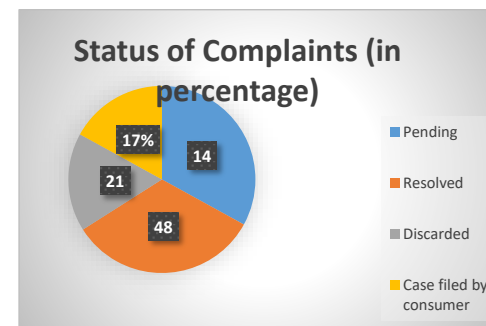
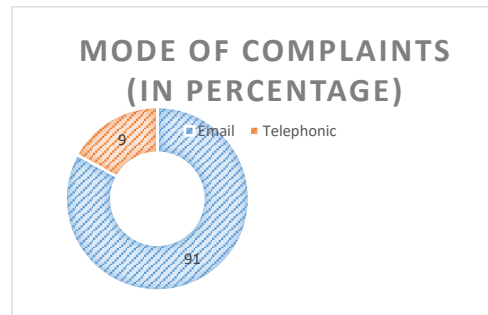
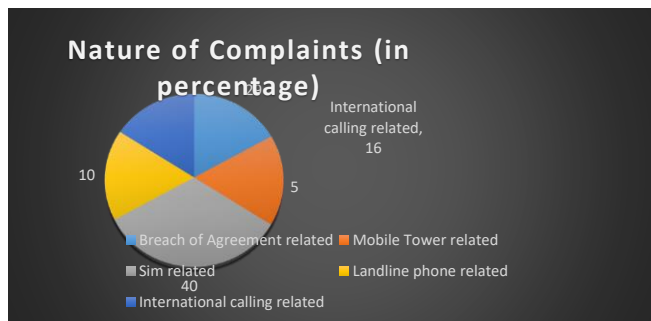
Quarterly Report from CAG

Report for the Quarter Ending: January-March, 2024

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			
		Sagwara, Dungarpur (Suresh Mishra)	07.03.2024	Gayatri Vidhya Mandir School, Jobner, Jaipur	22.02.2024	106	Pratapgarh Jhalawar	05.03.2024 06.03.2024	BSNL BSNL	12	1. Network Billing 2. Sim related 3. Landline Phone related 4. International Calling related 5. International Calling related	2	Airtel	Nil	Research Activities and Media Outreach as below	Renewal of Registration of CUTS as CAG is pending



Research Activities

1. Collective Consumer Representation on implementation of Caller Name Presentation (CNAP) in Telecom Services
<https://cuts-ccier.org/pdf/letter-to-trai-on-cnape.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-cnape.pdf>
3. Comments on TRAI Consultation Paper on 'Introduction of Calling Name Presentation (CNAP) in Telecommunication Networks'