

Quarterly Report from CAG
Report for the Quarter Ending: July-September, 2021
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			
Workshop on 'CSC Bridging the Digital Divide in Rural Areas'	August 5, 2021	Online (Awareness) for Gujrat attended by three CUTS staff and another of Punjab attended by three staff of CUTS both organised by TRAI, Jaipur. COP of Madhya Pradesh organised by TRAI, Bhopal	August 13, 2021 (Gujrat) and September 29, 2021 (Punjab) and September 30, 2021 (Madhya Pradesh)	Online interaction with CAGs	July 6, 2021	Three staff from CUTS	BSNL Open House organized by CGMT Rajasthan	August 24, 2021	BSNL	29	Defective items, over billing and refund, validity and services (DTH and network issues) etc.	Nil	Nil	GSK No, consultation/open house was held during the period.	Details of complaints handled by CUTS as CAG under its Grahak Sahayta Kendra (GSK) is attached as underneath.	Published a book on 'Future of Non-Personal Data Governance in India : A Consumer Perspective' Link: https://cuts-ccier.org/pdf/policy-brief-future-of-npd-governance-in-india.pdf . This publication is an outcome of an ongoing project 'Manthan Series to Foster Digital Economy in India'. Link: https://cuts-ccier.org/pdf/project-brief-manthan-series-to-foster-digital-economy-in-india.pdf . More information on editions under this intervention can be viewed at https://cuts-ccier.org/manthan-series-to-foster-digital-economy-in-india/ .



