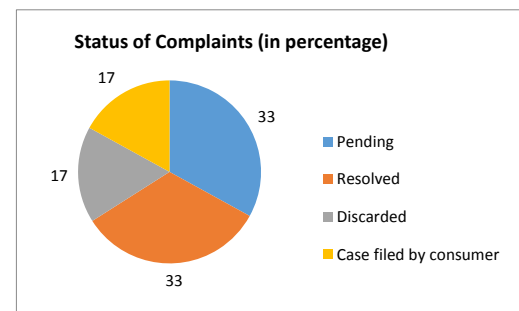
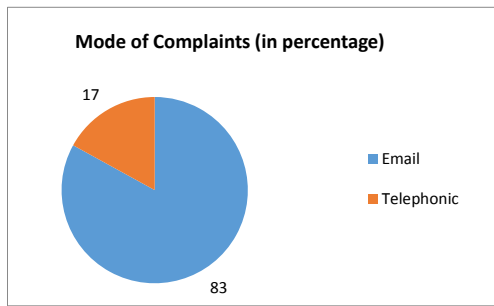
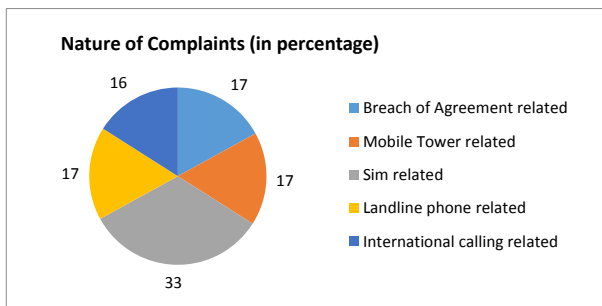


Quarterly Report from CAG																	
Report for the Quarter Ending: July-September, 2023																	
Name of the CAG: Consumer Unity & Trust Society, Jaipur																	
State: Rajasthan																	
Workshop and Seminar organised by TRAI HQ		Consumer Outreach Programme (COP) organised 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				
Online (Open House)	7.7.23	Mahwa (Dausa) Pushkar (Ajmer)	6.7.23 20.9.23	Chittorgarh Pratapgarh Banswara	16.8.23 17.8.23 12.9.23	125 130 118	7	15.7.23 24.7.23 27.7.23 18.8.23 19.8.23 2.9.23 6.9.23	Reliance Jio Vodafone Idea BSNL Vodafone Idea Reliance Jio Reliance Jio BSNL	6	1. Breach of Agreement related (1), 2. Mobile Tower related (1), 3. Sim related (2), 4. Landline Phone related (1), 5. International Calling related (1)	2	Airtel	Nil		Research Activities and Media Outreach as below	Renewal of Registration of CUTS as CAG done.



Research Activities

- Collective Consumer Representation on implementation of Caller Name Presentation (CNAP) in Telecom Services
<https://cuts-ccier.org/pdf/letter-to-trai-on-cnarp.pdf>
- CUTS Counter Comments to TRAI Consultation Paper on Caller Name Presentation in Telecom Services
<https://cuts-ccier.org/pdf/counter-comments-on-trai-cnarp.pdf>
- Comments on TRAI Consultation Paper on 'Introduction of Calling Name Presentation (CNAP) in Telecommunication Networks'
<https://cuts-ccier.org/pdf/comments-on-the-trai-cnarp-consultation-paper.pdf>
- CUTS submitted comments on 'Draft Registration of Consumer Organisations (Amendment) Regulations, 2023' to boost awareness about 5G, 6G, AI, IoT
- CUTS has commented on TRAI Consultation Paper on Regulatory Mechanism for Over-The-Top (OTT) Communication Services, and Selective Banning of OTT Services
<https://cuts-ccier.org/pdf/comments-on-trai-cp-on-regulatory-mechanism-for-ott-services-and-selective-banning.pdf>

6 Understanding Consumer Perspectives on the 6 GHz Band
<https://cuts-ccier.org/understanding-consumer-perspectives-on-6ghz-band/>

7 How can Developing Countries Steer the Digital Economy for Equitable and Sustainable Development?
https://www.researchgate.net/publication/370659209_How_can_developing_countries_steer_the_digital_economy_for_equitable_and_sustainable_development

Media Coverage

- 1 44% WiFi Consumers Look to Tap Latest Technology
<https://cuts-ccier.org/44-wifi-consumers-look-to-tap-latest-technology/>
- 2 Consumer groups to govt: Prescriptive digital competition bill to affect small firms, innovation
<https://www.financialexpress.com/business/industry-consumer-groups-to-govt-prescriptive-digital-competition-bill-to-affect-small-firms-innovation-3143701/#:~:text=With%20regard%20to%20the%20small,spend%20even%20without%20precise%20targeting.%E2%80%9D>
- 3 44% Wi-Fi consumers look to tap the latest technology
<https://www.financialexpress.com/life/technology-44-wifi-consumers-look-to-tap-latest-technology-3126086/#:~:text=Around%2044%25%20of%20households%20having,Consumer%20Unity%20and%20Trust%20Society.>
- 4 IAFI hosts a national workshop on the planning of the 6GHz band in India
<https://www.communicationstoday.co.in/iafi-hosts-national-workshop-on-the-planning-of-the-6ghz-band-in-india/>
- 5 A MeitY move: Aadhaar validation by private entities gets green signal
<https://blog.forumias.com/a-meity-move-aadhaar-validation-by-private-entities-gets-green-signal/>
- 6 GHz band spectrum for Wi-Fi to drive broadband penetration: BIF
<https://www.financialexpress.com/business/industry-6-ghz-band-spectrum-for-wi-fi-to-drive-broadband-penetration-bif-3042820/#:~:text=%E2%80%9CBIF%20has%20conducted%20a%20very,TV%20Ramachandran%2C%20president%2C%20BIF.>

Op-eds

- 1 Consumers cannot be the collateral in OTT tussle
<https://economictimes.indiatimes.com/industry/media/entertainment/view-consumers-cannot-be-the-collateral-in-ott-tussle/articleshow/99763004.cms?from=mdr>
- 2 A soft law approach can regulate Big Tech well enough
<https://www.livemint.com/opinion/columns/a-soft-law-approach-can-regulate-big-tech-well-enough-11680547114727.html#:~:text=This%20approach%20favours%20highlighting%20ethical,managing%20market%20behaviour%20and%20structure.>

CUTS Adda Conservation

- 1 India in the 6G Race: Some Major Considerations
<https://www.youtube.com/watch?v=TSGWn-8D9d8>