

Quarterly Report from CAG

Report for the Quarter Ending: October-December, 2020

Name of the CAG: Consumer Unity & Trust Society, Jaipur

State: Rajasthan

| S. N. | 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 | | | |
| | Webinar on Cyber Security | 26.11.2020 | Online (Awareness) | 06.11.2020 and 18.12.2020 | Nil | Nil | Nil | Nil | Nil | Nil | 1 | Deficiency in Service | Nil | Nil No, consultation/open house was held during the period. | Nil | 1. Prepared and submitted Annual Report of December, 2018 to |