Quarterly Report from CAG														
Report for the Quarter Ending: Oct-Dec., 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			
		Seminar Hall, Govt Women Polytechnic College, Sanganer, Jaipur	04.11.23	Bhilwara Lalsot, Dausa	13.12.23 15.12.23	115 107	Rajsamand	15.12.23	Reliance Jio	6	1. Breach of Agreement related, 2. Mobile Tower related), 3. Sim related, 4. Landline Phone related, 5. International Calling related	2 / Airtel	Nil	Research Activities and Media Outreach as below	Renewal of Registration of CUTS as CAG done.

Nature of Complaints (in percentage): International calling related, 16; 5; 10; 40; Breach of Agreement related; Mobile Tower related; Sim related; Landline phone related; International calling related

MODE OF COMPLAINTS (IN PERCENTAGE): 9 Email; 91 Telephonic

Status of Complaints (in percentage): 17%; 14; 21; 48; Pending; Resolved; Discarded; Case filed by consumer
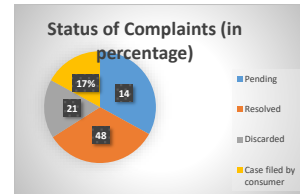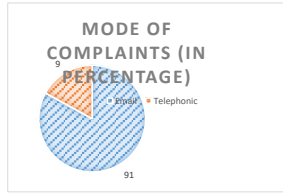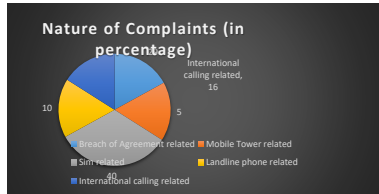
Research Activities

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