



भारतसरकार
दूरसंचारविभाग
दूरसंचारअभियांत्रिकीकेंद्र
Government of India
Department of Telecommunications
Telecommunication Engineering Centre
K.L. Bhawan, Janpath, New Delhi- 110001



No. 6-5/2022-6GT/TEC

Date:19th October, 2023

Meeting Notice

Subject: 10th meeting of National Working Group (NWG)-12 corresponding to ITU-T Study Group-12 regarding "Performance, Quality of Service (QoS), Quality of Experience (QoE)"-reg.

1. The objective of the NWG-12 is to contribute to ITU-T SG 12 standardisation, to review WI/SI items discussed in Indian contributions in Mexico City held on 19-28 September 2023, suggestions for WTSA 24 meeting preparations related to SG12 resolutions and new contributions for the next meeting scheduled meeting to be held in Geneva from 16-25 April 2023.
2. Agenda of meeting;
 - I. Discuss on the existing contributions in the following;
 - a. ITU-T Q12/12 E.AIQ- Artificial Intelligence Quotient (AI-Q) for indexing and rating AI algorithms used in conversational AI systems employed for customer service management, service optimisation and management as part of service quality assessment methodologies. Shri Piyush Chetiya, DDG (MT) chairman of NWG12, attended off-line and presented and Shri Venkata Rama Raju Chelle, Convener of NWG12, presented online the revised version of SG12. Members may contribute to improving the document's presentation when it is going to be submitted for consent.
Outcome of the meeting: The proposal is in the final stage for approval and commented WP 3/12 that the Stable text of the E.AIQ work item is available in TD457 and Q12/12 intends to propose consent for three ongoing work items, namely E.MVS, E.807Rev and E.AIQ.
 - b. ITU-T Q12/12 "E.MVS- Mapping and Visualisation Strategies for the Assessment of Connectivity and QoS. E.MVS work item received one TD 436 submitted by editors and this was an outcome version of the 5 e-meetings conducted by Q12/12 between the last SG12 meeting and this one and submitted by editors including Indian editor

Shri Abdul Kayum, DDG , J&K LSA, DoT before the meeting. Shri Abdul Kayum, DDG, J&K LSA, DoT will present in the coming meeting.

Outcome of the meeting:

An editor from Lebanon participated in the meeting held in Mexico City on 19-28 September 2023 and agreed to have 3 e-meetings on E.MVS. The Updated baseline text of the E.MVS work item is available in the TD 436 R4. Q12/12 decided to have 3 e-meetings on E.MVS, as follows:

The first meeting will be held in the first week of November 2023.

The second meeting will be held in the last week of January 2024.

The third meeting will be conducted in the last week of February 2024.

- c. Title: **ITU-T TR-CEC Q2/12 "Framework for Enhanced Quality of Experience by Using Cultural and Emotional Context in Applications Based on Natural Language Understanding"**.

Proposal: For recommendations of the study report TR-CEC. This technical report describes a mechanism so that the intent recognition ability of natural language understanding (NLU) applications can be enhanced by utilising additional contextual information, which includes the cultural background and the emotional state of the user. It describes a framework for quality of experience and quality of service using cultural and emotional contexts, additionally in chatbot applications based on natural language understanding. Application categories, key performance indicator frameworks, and requirements are suggested and described. Test methodologies are also developed.

Outcome of the meeting: Continue the report and seek justification in A.5 form for conversion of study item to recommendation. Expecting to submit it at the next SG12 meeting in Geneva on 16-25 April 2024. **Shri Amit Oberoi, Vice Chair of NWP 1/12, presented online an updated document in the Mexico City meeting on 22 September 2023.**

- d. ITU-T Q 20/12 Title: DFS_Inter: Extended methodology for cross-country and inter-operator Digital Financial Services testing and assessment of QoS and QoE (for the Unified Payment Interface (UPI) developed for India and extendable with global acceptance on an inclusion basis) of Payment Service Providers (PSP) through the

Mobile application. Proposal submitted C179R1 discussed in SG12 meeting in Mexico City on 22 Sept 2023 online. Clarified further on this through email, but need a detailed report for consideration and support from the floor.

Outcome of the meeting: Discussed India's use case and suggested submitting a detailed test scenario in the next meeting. Expecting to submit it at the next SG12 meeting in Geneva on 16-25 April 2024.

II. **WTSA-24 meeting preparations:** WTSA 24 is planned to take place from 15 to 24 October 2024 in New Delhi, India. First APT meeting was held and details are available at <https://www.appt.int/APT-WTSA24>. Seeking suggestions from the members for WTSA 24 meeting resolutions related to SG12 as below;

a. RESOLUTION 40 (REV. GENEVA, 2022)

Regulatory and policy aspects of the work of the ITU Telecommunication Standardization Sector (To be studied by TSAG)

b. RESOLUTION 95 (REV. GENEVA, 2022)

ITU Telecommunication Standardization Sector initiatives to raise awareness on best practices and policies related to service quality

III. New contributions and contributions in existing working items if any, please.

3. The 10th meeting of NWG-12 is scheduled to be held on 8th November 2023 from 04:00 – 05:00 pm (online). Requested members to register their membership through the TEC portal (<https://www.tec.gov.in/scp/>) and see the latest updates.

Please log in for the following meeting link;

<https://cdotmeet.cdot.in/vmeet/ven-ptt-rnx-2vd>

वेंकटरामाराजुचेल्ले/ Venkata Rama Raju Chelle,

निदेशक(क्वांटम प्रौद्योगिकियां) /Director (Quantum Technology)

To:

1. All Stakeholders through email and TEC portal(<https://www.tec.gov.in/scp/>).

Copy for kind information to:

1. Advisor/Sr.DDG, K L Bhawan, New Delhi.