



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:18th August, 2023

Meeting Notice

Subject: 9thmeeting 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 and discussion on contributions coming for the period 19-28th September 2023 @ Mexico.

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 and Shri Venkata Rama Raju Chelle, Convener of NWG12 will present the revised version of SG12-C094R1 (Enclosed copy). Members may contribute to improve the document's presentation and be part of editors' team.
- b. ITU-T Q12/12 "E.MVS- Mapping and Visualisation Strategies for the Assessment of Connectivity and QoS (SG12-C0112R1), enclosed latest contribution copy (SG12-TD172R1). Shri Abdul Kayum, DDG, J&K LSA, DoT, will present in the coming meeting. Service providers' participation is important in the context of the impact on QoS which will add more worth to the contribution. In the future, this may be enforced for QoS and QoE in the public

network. It is therefore desirable for operators' contributions for smooth and holistic implementation in future.

- c. ITU-T TR-CEC Q2/12 Title: "Proposal to create a new work item to develop a new ITU-T recommendation, "Framework for Enhanced Quality of Experience by Using Cultural and Emotional Context in Applications Based on Natural Language Understanding". TR-CEC "Framework for QoE/QoS Using Additional Cultural and Emotional Context in Chatbot Applications Based on Natural Language Understanding (Details are in Annex C T22-SG12-230118-TD-GEN-0258! R1! MSW-E). **Shri Amit Oberoi, Vice Chair of NWP 1/12, will present an updated document in the coming meeting.**

- II. Discuss new proposals to be submitted to the meeting scheduled next coming meeting scheduled in Mexico from 19-28 September 2023 (members may be get ready for discussion);

a. 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. Members from RBI and NPCI may be further added to the proposed draft circulated based on the TD306 (Enclosed a draft copy).

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

3. The 9th meeting of NWG-12 is scheduled to be held on 29th August 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 latest updates .

Please login 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 and Head of TEC, K L Bhawan, New Delhi.