

## NEED AND ROLE OF CONSUMER ORGANISATIONS: QUALITY OF MOBILE INTERNET SERVICES IN INDIA

### PROGRAMME AGENDA

**Date:** Wednesday, 17<sup>th</sup> June, 2015

**Venue:** Committee Room, 1st floor, Khosla School of Information Technology, IIT Delhi Campus

**09:30 – 10:00**      **Registration**

**10:00 – 11:15**      **Opening Session**

#### *Speakers*

- Udai Singh Mehta, Director, CUTS International
- V. Uma Shankar, Joint Secretary, Department of Telecommunications, Government of India\*
- Anil Kaushal, Member, Telecom Regulatory Authority of India\*
- G. Gurucharan, Additional Secretary, Department of Consumer Affairs, Government of India\*

#### *Presentation*

- Aaditeshwar Seth, Assistant Professor, IIT Delhi

**11:15 – 11:30**      **Tea Break**

**11:30 – 13:00**      **Presentation and Panel Discussion, “Need and Role of CSOs: Quality of Mobile Service in India”**

#### *Chair*

- Aaditeshwar Seth

#### *Presentation*

- Neha Tomar, Research Associate, CUTS International

#### *Panellists* #

- Jayshree Gupta, President, Consumers India
- Parag Kar, Vice President, Qualcomm India and South Asia
- Arun Kumar, Director, Dignity India
- Navin Kumar, Head, ICT operation, BBC Media Action (India) Limited
- Abhishek Mahajan, Sesame Workshop India
- Osama Manzar, Director, Digital Empowerment Foundation\*
- Anil Prakash, President, Telecom User Group of India

- Sunil Prakash, President, Consumers' Forum
- Varsha Raut, Former Secretary, Mumbai Grahak Panchayat
- S Saroja, Coordinator – Legal, Citizen Consumer & Civic Action Group
- Aditya Sethi, Deputy Director- Technical, Digital Green
- Hemant Upadhyay, Advisor- IT & Telecom, VOICE

**13:00–13:15 Concluding & Closing Remarks**

In this session, concluding and closing remarks will be made by CUTS and IIT Delhi.

**13:15 – 14:30 Lunch**

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