SEMESTER ON

RESOLVING ACCESS AND QUALITY CONSTRAINTS IN BROADBAND SERVICES:
CONSUMER ORGANISATIONS NEED TO COME FORWARD

Date: Monday, 09th December, 2013, 10:00 – 16:30 hours

Venue: Hotel Metropolitan, Bangla Sahib Road, New Delhi

AGENDA

10:00 – 10:30  INAUGURAL SESSION

- Bipul Chatterjee, Deputy Executive Director, CUPS International
- George Cheriyan, Director, CUPS & Head, CUPS CART
- Ravina Aggarwal, Programme Officer for Media Rights, Access, Ford Foundation

10:30 – 11:00  Tea Break

11:00 – 12:00  SESSION I: “Consumer rights vis-à-vis quality of service and access to broadband services: Status of institutional and legal mechanism available in India”

Chair  Payal Malik, Associate Professor of Economics, University of Delhi
Presenter  Hemant Upadhyay, Advisor - Telecom & IT, National Consumer Helpline, VOICE

Panelists  
- Anil Prakash, President, Telecom User Group of India
- Ashim Sanyal, Chief Operating Officer, VOICE

12:00 – 13:30  SESSION II: “Actions taken by Consumer Organisations and what has been the impact on the industry players?”

Chair  Jayshree Gupta, President, Consumers India
Presenter  M S Kamath, General Secretary, Consumer Guidance Society of India
Panelists

- G C Mathur, Convenor-Managing Trustee, BINTY
- Amrit Lal Saha, Chairman, Consumer Protection Association
- George Cheriyan

13:30 – 14:30 Lunch

14:30 – 16:00 SESSION III: “Actions taken by consumer organisation and what are the gaps/challenges still remaining to be addressed?”

Chair
Sri Ram Khanna, Managing Trustee, VOICE

Presenter
S Saroja, Coordinator – Legal, Citizen Consumer & Civic Action Group

Panelists

- Abhishek Srivastava, Chairman, Consumer Guild
- Satyen Gupta, Ex-Principal Advisor, TRAI
- Varsha Raut, Mumbai Grahak Panchayat

16:00 – 16:30 Closing Session

Rapporteur
Amol Kulkarni, Policy Analyst, CUTS International

Closing Remarks

- Ravina Aggarwal
- Udai S Mehta, Associate Director, CUTS International

*******************