

SEMINAR ON INFORMATION DISCLOSURE FOR BROADBAND SERVICES: EMPOWERING INFORMED CHOICES IN THE 4G ERA

Date: Wednesday, 16th May, 2018
Venue: The Lalit Great Eastern, Kolkata, West Bengal
Time: 09:30 – 14:30

AGENDA

09:30-10:30	Registration
10:30-11:00	<p>Opening Session: Empowering Informed Choices of Broadband Consumers via Information Disclosure</p> <p>Indian consumers have been exposed to a new wave of data consumption and price competition within the telecom sector, which has led to enhanced affordability of internet services. But when it comes to receiving good Quality of Service (QoS) consistently and choosing the best plan, it is observed that most consumers do not get the quality as against the plan they have purchased. This session will deliberate upon importance of broadband services in contemporary world, and the need of information disclosure mechanisms to ensure delivery of promised QoS.</p> <ul style="list-style-type: none"> • Welcome Address by Bratindra Bhattacharya, Director, CUTS International • Remarks by Angana Guha Roy Chowdhury, Deputy Director, BCC&I • Remarks by Pranab Kumar Ghosh, Secretary, Deepalaya • Remarks by Rahul Singh, Policy Analyst, CUTS International
11:00 - 12:30	<p>Panel Discussion: Broadband - Quality of Service, Regulations & Relevance of Information Disclosure</p> <p>The discussions will highlight the need and importance of information disclosure mechanisms on consumer choice and its relevance to the consumer's Quality of Experience (QoE). The panellists will deliberate on the effectiveness of these mechanisms in enabling informed choices regarding broadband services for consumers.</p> <ul style="list-style-type: none"> • Keynote Address by Shri Sadhan Pande, Hon'ble Minister-In-Charge, Department of Consumer Affairs, Government of West Bengal • Role of Bureau of Indian Standards in protecting interest of consumers – Presentation by Kallol Kumar Paul, Scientist – F, Bureau of Indian Standards, Kolkata

	<p>Panellists:</p> <ul style="list-style-type: none">• Bratindra Bhattacharya, Director, CUTS International• Pranab Kumar Ghosh, Secretary, Deepalaya• Syed Kazi, President, North East ICT Association of India• Alope Mookherjea, Chairman, Howden Solyvent (India) Private Limited• Mr. Amrit Lal Saha, President and Director, Consumer Protection Association, Agartala, Tripura
12:30 - 13:30	<p>Interactive Session with the Participants</p> <p>Understanding Broadband Labels - Rahul Singh, Policy Analyst, CUTS International</p>
13:30 - 14:30	<p>Lunch & Networking</p>