

SEMINAR 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, CUTS International
- George Cheriyan, Director, CUTS & Head, CUTS 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
