PROGRAMME

Subject: “Dispute Settlement and Protection of Consumer Rights in the Telecom and Broadcasting Sectors”

24th February 2008
Taj Krishna, Hyderabad

09.30 am to 10.00 am Registration of delegates

INAUGURAL SESSION

10.00am to 10.10am Presentation by Shri K. Sridhara, Member (Technology), Department of Telecommunications, on “Overview of the Telecom Scenario in India, including Rapidly Changing Technology in the Telecom, Cable and Broadcasting Sectors”.

10.10am to 10.20 am Address by Mr. Parag Tripathi, Additional Solicitor General on “Evolution of Dispute Resolution Scenario in Telecom andBroadcastings Sectors”

10.20 am to 10.30 am Address by Hon’ble Mr. Justice M. Jagannadha Rao, Former Judge Supreme Court of India

10.30.am to 10.40 am Address by Hon’ble Mr Justice Anil Ramesh Dave, Chief Justice, High Court of Andhra Pradesh

10.40 am to 10.50 am Inaugural Address by Hon’ble Mr. Justice B. Sudershan Reddy, Judge, Supreme Court of India.

10.50 am to 11.00 am Address by Hon’ble Mr. Justice Arun Kumar, Chairperson, Telecom Disputes Settlement & Appellate Tribunal (TDSAT).

Tea Break

BUSINESS SESSION-1

11.20 am to 11.30 am Opening remarks and introduction of the panelists by Chairman of the session Hon’ble Mr. Justice I.Venkatanarayana

11.30 am to 12.40 pm Presentations by:
   (i) Mr. Manjul Bajpai, Advocate on “Status of Dispute Settlement Mechanism in Telecom and Broadcasting Sectors”.

   (ii) Mr. Rajendra Singh, Director (Commercial & Marketing), BSNL on “Protection of Interest of Consumers in Telecom Services “.

   (iii) Mr. I.A.Uthayya, Chief Manager, ETV Network, on “Penetration of TV – the Andhra Pradesh Experience “.

   (iv) Mr. Atul Dikshit, Group Head, Business Planning & Strategy, Aircel on “Consumers’ Expectation on Quality of Service.”

   (v) Mr. N.K.Goyal, Chairman Emeritus, TEMA, “Technological Changes in Telecom and Broadcasting Sectors “.

12.40 pm to 1.10 pm Interactive Session between the panelists and the audience.

LUNCH
BUSINESS SESSION – 2

01.40 pm to 01.50 pm  Opening remarks and introduction of the panelists by Chairman of the Session, Hon’ble Mr. Justice D. Appa Rao, President, A.P. State Consumer Disputes Redressal Commission

01.50 pm to 03.10 pm  Presentations by: -

(i) Mr. U. Hazarika, Advocate on “Dispute Settlement and Protection of Consumer Rights in Telecom and Broadcasting Sectors”.

(ii) Mr. Prabhakar Reddy, President, AP Cable TV Operators Association on “Challenges Facing the Cable Operators”.

(iii) Mr. T.N. Sudhindra Kumar, CGM, AP Telephones, BSNL on “Redressal of Consumer Grievances in BSNL”.

(iv) Mr. R.V.R. Chowdary, Managing Director, M/s R. V. R. Infrastructure Ltd., on “Compliance of Regulation of TRAI of August 2006 on Quality of Service”.

(v) Mr. M. Krishna Reddy, Chairman, Confederation of Andhra Pradesh Consumer’s Organisation on “Quality of Service – the Consumer’s View Point.”

03.10 pm to 3.50 pm  Interactive Session between panelists and the audience

03.50 pm to 4.00 pm  Vote of thanks

TEA