PROGRAMME
Subject: “Dispute Settlement and Protection of Consumer Rights in the Telecom and Broadcasting Sectors”
20th January 2008
At The Oberoi Grand, Kolkata

09.30 am to 10.00 am Registration of delegates

INAUGURAL SESSION

10.00 am to 10.10 am Address by Shri R. Bandyopadhyay, Special Secretary, Department of Telecommunication

10.10 am to 10.20 am Presentation by Shri Nripendra Misra, Chairperson TRAI on “Overview of the Telecom Scenario in India, including Rapidly Changing Technology in the Telecom, Cable and Broadcasting Sectors”.

10.20 am to 10.30 am Address by Hon’ble Mr. Justice Chittatosh Mookerjee, Former Chief Justice of High Court of Calcutta and Bombay.

10.30 am to 10.40 am Address by Hon’ble Mr. Justice S.C. Sen Former Judge of Supreme Court and Former Chairperson, Telecom Disputes Settlement & Appellate Tribunal (TDSAT) on “Evolving Dispute Resolution Scenario in Telecom and Broadcasting Sectors”

10.40.am to 10.50 am Address by Hon’ble Mr Justice Surinder Singh Nijjar, Chief Justice, Calcutta High Court

10.50 am to 11.00 am Inaugural Address by Hon’ble Mr Justice Tarun Chatterjee, Judge, Supreme Court of India.

11.00 am to 11.10 am Address by Hon’ble Mr. Justice Arun Kumar, Chairperson, Telecom Disputes Settlement & Appellate Tribunal (TDSAT).

Tea Break

BUSINESS SSESSION-1

11.30 am to 11.40 am Opening remarks and introduction of the panelists by Chairman of the session, Shri Balai Chandra Ray, Advocate General, West Bengal

11.40 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. Kuldeep Goyal, CMD, BSNL on “Growth of Telecom Sector in India and Challenges Ahead”.

(iii) Mr. Paritosh Joshi, President, Star India Pvt. Ltd. on “Growth of Broadcasting and Cable Sectors in India and Challenges Ahead”.

(iv) Mr. N.K. Mangla, Head Regulatory Department Reliance Communications Ltd. on ”Regulations in the Era of Rapid Technological Changes.”

(v) Shri 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.
**BUSINESS SESSION – 2**

01.40 pm to 01.50 pm  
Opening remarks and introduction of the panelists by Chairman of the Session, **Lt. General (Retd.) D.P Sehgal**, Former Member TDSAT.

01.50 pm to 03.10 pm  
Presentations by: -

(i) Mr. Ramji Srinivasan, Advocate on “Consumer Rights Under TRAI 1997 and Redressal of Consumer Grievances”.

(ii) Shri Dileep Singh Mehta, Chairman, M/s CableComm Services Pvt Ltd. on "Role of Multi-System Operators in the Implementation of Conditional Access system".

(iii) Dr. S.K. Chakravarty, CGM, Calcutta Telephones, BSNL on “Redressal of Consumer Grievances in BSNL”.

(iv) Ms. Roop Sharma, President, Cable Federation of India on “DTH and its Impact on Cable Services”

(v) Mr. Prabir Basu, General Secretary, Consumer Unity and Guidance Forum, Kolkata on “Consumerism: Need for More Effective Mechanism for Redressal of Grievances in Telecom and Broadcasting Sectors.”

03.10 pm to 3.40 pm  
Interactive Session between panelists and the audience

03.40 pm to 3.55 pm  
Summarising of the deliberations of the seminar by **Lt. General D.P. Sehgal**

03.55 pm to 4.05 pm  
Valedictory address by **Ms. Asha Swarup**, Secretary, Ministry of Information and Broadcasting

04.05 pm to 4.15 pm  
Vote of thanks by **Mr. Ajay K. Agnihotri**, Registrar, TDSAT

**TEA**