

**PROGRAMME****Subject : "Dispute Settlement and Protection of Consumer Rights in the Telecom and Broadcasting Sectors"****24<sup>th</sup> 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 and Broadcastings Sectors"10.20 am to 10.30 am Address by **Hon'ble Mr. Justice M. Jagannadha Rao**, Former Judge Supreme Court of India10.30.am to 10.40 am Address by **Hon'ble Mr Justice Anil Ramesh Dave**, Chief Justice, High Court of Andhra Pradesh10.40 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 SSESSION-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**