

WHAT, WHY AND HOW: CONSUMER BROADBAND LABELS – EMPOWERING CONSUMER CHOICE

Date: Friday April 7, 2017

Venue: Lecture Room-I, India International Centre Annexe, New Delhi

Time: 09:00-14:00 hours

AGENDA

09:00 – 09:30 **Registration**

09:30 – 10:00 **Opening Session**

- Bipul Chatterjee, Executive Director, CUTS International
- R S Sharma, Chairman, Telecom Regulatory Authority of India
- Hem Kumar Pande, Secretary, Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution, Govt. of India
- Keynote Address by Shri C R Chaudhary, Hon'ble Minister of State for Consumer Affairs, Food & Public Distribution

10:00 – 10:10 **Tea Break**

10:10 – 11:30 **Panel Discussion on “Information Disclosure through Labels for Broadband Services”**

At the start of the Panel Discussion, Associate Professor Aaditeshwar Seth, IIT, Delhi will deliver a brief presentation on the overview of disclosure labels in India. Labelling is a mechanism through which information can be facilitated to a consumer. This mechanism has been adopted across sector, such as for food products and electrical appliances. Few countries have also embraced this concept for broadband services, where the complete set of information is provided to the consumer, based on which they can make an informed choice. This allays the concerns of misleading advertisement by Internet Service Providers and also instils competition for better Quality of Service.

Chair Udai Singh Mehta, Deputy Executive Director, CUTS International

Presentation Aaditeshwar Seth, Associate Professor, IIT, Delhi

Panellists

- TV Ramachandran, President, Broadband India Forum
- Ashim Sanyal, Chief Operating Officer, Consumer Voice
- Giri Hallur, Associate Professor(Telecom), Symbiosis Institute of Telecom Management

- Ashwani Rana, Head of Connectivity Policy, Facebook

11:30 –11:45 Tea Break

11:45 – 13:00 Panel Discussion on “Transparency & Accountability for Broadband Services”

At the start of the Panel Discussion, Rohit Singh, Policy Analyst, CUTS International will deliver a brief presentation on the overview of the project. On the basis of the presentation, the panellists will identify issues with the transparency and accountability, on the part of the operators, for the broadband services they render. Often the information provided by operators is complex for consumers to comprehend. Thus, it is difficult for consumers to make an informed decision. This session will also discuss the lacunas in the existing scenario and their possible solutions to enhance transparency and accountability.

Chair George Cheriyan, Director, CUTS International

Presentation Rohit Singh, Policy Analyst, CUTS International

Panellists

- Rajan Mathews, Director General, Cellular Operators Association of India
- S Saroja, Head, Consumer Advisory and Outreach, Citizen Consumer and Civic Action Group
- Pankaj Mohindroo, President, Indian Cellular Association
- Mahesh Uppal, Director, ComFirst India

13:00 – 13:15 Closing Remarks
Simi TB, Assistant. Policy Analyst, CUTS International

13:15 – 14:00 Lunch
