



## ITU-TRAI TRAINING ON CONSUMER PROTECTION



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**New Delhi, India**

### *CLOSING SPEECH*

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Mr. Sudhir Gupta, Secretary, TRAI,

Dr. Ismail Shah, Chairman PTA,

Distinguished colleagues, Ladies and gentlemen,

On behalf of ITU, I would like to express our sincere gratitude to, TRAI, for hosting this training.

Over last 2 and half days, we had opportunity to learn from example of initiative from TRAI, ITU, industry consumer organisations regulators from ACMA, Australia, MCMC, Malaysia, MIIT, China, Cambodia, Mongolia, NICTA, PNG, NBTC Thailand, TRCSL Sri Lanka, European Commission, and several other regulators. We saw different approaches being followed based on unique circumstances and level of ICT development in respective countries. However there are some common lessons that emerged out of this discussions / interactions as follows:

- Consumer protection is a long term investment in trust , loyalty and and not simply a cost centre;
- Promote consumer involvement and awareness
- Ensure accurate reliable information is available
- Ensure consumers have access to effective redressal mechanism
- Enforceability of standards where necessary
- Global response to security concerns
- Engage industry before during and after regulatory mechanisms are invoked and encouraging industry to resolve consumer and quality

issues through collaborations , engagements , education and awareness

Let us not always talk about panelities and non compliances, while there are mechanisms to address it, we must not forget to celebrate our successes! MCMC has star ratings for good performances and token of appreciation goes a long way in encouraging continued improvement in performances and sets examples for others.

ITU Asia-Pacific CoE Training was held on the topic of Broadband Quality of Service – End User Experience 27-30 October, 2015 TOT Academy, Thailand which contain all modules for your reference. Please also use ICT Eyes to check authoritative datas / regulations for your use.

I take this opportunity to invite you all to ITP 2016 that focus on regulatory framework of PTA Pakistan scheduled from 20-22 July 2016.

ITU also provided assistance to countries including Maldives, Afghanistan, Nepal in preparing regulation on QOS and will be pleased to assist should there be any assistance requested from you for 2017.

I would like to acknowledge my gratitude for special contribution from Dr. Ismail Shah, Chairman PTA, Pakistan, towards success of this event. I thank all the speakers, contributors and you all for your contribution and the participants.

I deeply appreciate efforts of Mr. Bakshi, Ms. Sapna, Manoharan, Rajat and all the colleagues who had been working so hard for several months to propose, plan, design, execute and take care of each and every aspects of this training including taking care of each participants even after the training hours, showing the sites and sounds of India through cultural performances, delicious taste of India and making each and every one of us a memorable stay in New Delhi, India.

Finally I once again thank you all for your contribution and time taken to participate in this training and hope you had a memorable time with our colleagues from TRAI and industry from India.

Thank you for your attention.