

ITU-TRAI TRAINING ON CONSUMER PROTECTION

21 - 23 March 2016
New Delhi, INDIA



BIOGRAPHY

Session	5
Title of presentation	Provision of QoS and Consumer Protection, Initiatives to protect consumer interests, Issues and Challenges
	<p>Dr. Syed Ismail Shah Chairman, Pakistan Telecommunication Authority</p> <p>Dr. S. Ismail Shah ranks among Asia's most renowned telecom professional. With an extensive background in technology implementation and telecommunications policymaking and regulations, Dr. Shah is serving as the Chairman of the Pakistan Telecommunication Authority (PTA) since 2013, and has led some of the most high profile undertakings in Pakistan's telecommunications industry that has a worth of more than USD 21 Billion. These undertakings include spectrum auction and subsequent launch of 3G/4G and subsequent growth in one of the world's most competitive and price-sensitive markets. This has been recognized by the GSMA in the shape of the Spectrum for Mobile Broadband Award 2015 given to Pakistan. In 2014, Dr. Shah played a key role in the election of Pakistan to the International Telecommunication Union (ITU) Council. He has also been elected as the Vice-President of the General Assembly of the Asia Pacific Tele-community (APT), and over the years, has been a keynote speaker and a sought-after panelist on major global events like the ITU Telecom World Forum and MENA Spectrum Management Conference, sharing his insights on spectrum management, technical capacity-building, regulations, broadband policy, and the proliferation of digital services and applications. With a prolific research background, Dr. Shah has provided extensive consultation to the communications industry as well as different government agencies. Among his earliest assignments, Dr. Shah provided technical advice on limited mobility issues related to the Wireless Local Loop services in Pakistan. Later, as the Executive Director of Central Asian Cellular Forum, Dr. Shah led technical audits of UMTS/WCDMA and LTE trainings in various countries of Central Asia, South Asia, Middle East and the United States. Dr. Shah has been a technology consultant to one of the world's largest telecommunication technology companies, Qualcomm (USA), and has served as a leading expert on the LTE technology. As an independent thinker concerned with the future of digital services development on advanced networks, Dr. Shah has advised on technological choices on the use of ICT in education, m-education, m-governance, and other digital services for development initiatives. Prior to becoming the Chairman of PTA, Dr. Shah served at the highest technical management position in the Pakistan's Ministry of IT & Telecommunications as Member Telecom. He is experienced in handling major national-level administrative and security issues linked to the misuse of SIMs,</p>

unauthorized exploitation of telecommunications networks, highly volatile market dynamics, online content, low-cost end-user terminals and impact of digitalization on national security, deployment of optical fiber to guarantee connectivity to rural areas, and licensing. Dr. Shah has more than 100 journal and conference publications and holds a Ph.D. in Electrical Engineering from the University of Pittsburgh, USA. He is also a Senior Member of IEEE, USA and Member of the Institute of Electronics Information and Communication Engineers, Japan. Dr. Shah is a strong proponent of using ICT to create smarter societies and believes in the power of digitization.