



सत्यमेव जयते
Department of Consumer Affairs
Ministry of Consumer Affairs
Food & Public Distribution, Govt of India



Federation of Indian Chambers
of Commerce and Industry

FICCI Alliance for Consumer Care

Cordially invites you to the

Conference on

Consumer Connect for Revitalizing Businesses

Inaugurated by

Prof. K V Thomas

Hon'ble Minister of State for Agriculture
Consumer Affairs Food and Public Distribution

at 10.00 a.m. on Thursday, 25th February 2010
at FICCI, Federation House, Tansen Marg, New Delhi

Cooperating Partner



R.S.V.P :

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(Programme Overleaf)

Programme

9:30 a.m. - 10:00 a.m.	Registration
10:00 a.m. - 10:50 a.m.	Inaugural Session
10:50 a.m. - 11:00 a.m.	Tea Break
11:00 a.m. - 12:00 noon	Session One : Global Best Practices: Consumer Care
12:00 noon - 12:45 p.m.	Panel Discussion : Effective Regulatory Framework & Responsible Business Consumer Practices
12:45 p.m. - 1:45 p.m.	Lunch Break
1:45 p.m. - 3:15 p.m.	Session Two: Building framework for achieving Customer Focus
3:15 p.m. - 3:30 p.m.	Coffee Break
3:30 p.m. - 4:30 p.m.	Session Three: Brand recognition through Customer Focus- Case Study presentations
4:30 p.m. - 4:45 p.m.	Q & A