



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, 25<sup>th</sup> February 2010  
at FICCI, Federation House, Tansen Marg, New Delhi

*Cooperating Partner*



R.S.V.P :

Alok Kesari/Varun S Sehgal  
FICCI Alliance for Consumer

Tel. : 91-11-23738760-70 (Extn. 506)  
91-11-2376 6926 (D)/2375 3120 (D)

Email: alok.kesari@ficci.com/varun.sehgal@ficci.com

(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