



LUCKNOW MANAGEMENT ASSOCIATION

Established in 1976

Catalysing Thought Leadership

Convention 2004

on

Creating Consumer Oriented Delivery Systems-Governance Imperatives
(November 19 & 20, 2004, Hotel Taj Residency, Lucknow)

Speakers

Inaugural

H.E. Mr. T.V. Rajeswar, the Governor of U.P.

Public-Private partnership & Service Delivery in Chile: H.E. Mr. Jorge Hein Ambassador of Chile in India

Session 1: Consumer Orientation – the Need and a Growth Imperative

Mr. Kartik Raina, Chief Operating Officer, Dalmia Consumer Care

Mr. V.N. Garg, UP Housing Commissioner

Session II: Moving from Public Utilities to Utilities for Public

Mr. U.A. Vasant Rao, IAS, Dy. Commissioner, Bangalore

Mr, O.P. Gupta, IAS, IG Registry, Govt. of Maharashtra

Session III: Transforming Villages by Building Efficient Delivery Systems

Dr. A.V. Dhuri, GM, Excel Crop Care Ltd.

Mr. Milan Anandan, Branch Manager, ITC, Lucknow

Mr. Bibekanad Roy, ED, Gramin Network Society

Session IV: Making Services as Driver of Economic Growth

Dr. B. Shukla, VP, Amity Business Schools

Mr. T.S. Harihar, VP, Karvy Consultants

Lt. Col. Rajvir Singh, AMC Center and Schools

Mr. S. Bikchandani CEO Naukari.com

Session V: Leveraging Technology of Tomorrow

Mr. N.C. Bajpayee, IAS, Principal Secy. GOUP

Mr. Javed Tapia, Director, Red Hat India

Prof. Kripa Shanker, IIT, Kanpur

Mr. S.V. Krishna, Director, Sun Micro Systems

Session VI: Governing to Deliver

Mr. Pradeep S. Mehta, Secy General, CUTS International

Mr. Ragnath Megde, Dabba Wala, Mumbai

Mr. Gangaram Talekar, Dabba Wala, Mumbai

Valedictory Session

Mr. V.K. Mittal, Chief Secy., GOUP

H.E. . Mr. Jorge Heine, the Ambassador of Chile in India.

Justice Palok Basu, President, State Committee for Consumer Redressal in UP