

MALAYSIAN AVIATION COMMISSION'S (MAVCOM)  
SEMINAR ON AVIATION CONSUMER PROTECTION

# THE ROAD TO STRENGTHENING CONSUMER RIGHTS IN MALAYSIA AND SHAPING THE NEXT ERA OF AVIATION REGULATIONS

## MEET THE SPEAKERS:



**Ridha Aditya  
Nugraha**

Air and Space Law Studies, School of Law & International Studies, Universitas Prasetiya Mulya



**Herbert  
Fung**

Senior Director (Data & Digital) & Chief Data Officer, Competition & Consumer Commission of Singapore (CCCS)



**Pushpalatha  
Subramaniam**

Director, Consumer & Public Affairs, Malaysian Aviation Commission (MAVCOM)



**Peter  
Alawani**

Chief, Economic Regulatory Framework Section Air Transport Bureau, International Civil Aviation Organisation (ICAO)



**Cholathit  
Suthiklom**

Head of Consumer Protection Division, The Civil Aviation Authority of Thailand (CAAT)



**Kelvin  
Lee**

Assistant Director External Affairs & Sustainability, Asia-Pacific, International Air Transport Association (IATA)

22 OCTOBER 2024, TUESDAY  
10.00AM - 12.00PM (GMT+8)  
ARENA 4, LEVEL 15, SUNWAY RESORT HOTEL

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## EVENT AGENDA

- 9.00AM - Registration opens
- 10.00AM - Welcome remarks by moderator  
Video on the Roadmap of MAVCOM's Aviation Consumer Protection and Service Quality Initiatives
- 10.10AM - **Presentation: Malaysia's Consumer Protection Measures and Efforts to Enhance Airport Service Quality by Madam Pushpalatha Subramaniam, Director of Consumer and Public Affairs, MAVCOM**
- An in-depth presentation on **consumer protection measures implemented by Malaysia** for airlines and efforts to improve airport service quality. This session will delve into recent policy and regulatory framework enhancements under the **Malaysian Aviation Consumer Protection Code 2016 (MACPC)** and **Airports Quality of Service (QoS) Framework** and examine their impact on the aviation industry.
- 10.40AM - **Panel session: Obstacles in Safeguarding the Rights of Aviation Consumers**
- This session will comprise an interactive panel discussion on the challenges in safeguarding the rights of aviation consumers. The topics of discussion will encompass pressing issues such as **balancing consumer rights with airline interests, regulatory and enforcement challenges, the impact of technological advancements, and the importance of competition and prioritising sustainable practices.**
- Moderator:**  
Freda Liu, Broadcast Journalist
- Panellists:**
1. Madam Pushpalatha Subramaniam, Director of Consumer and Public Affairs, MAVCOM
  2. Mr. Peter Alawani, Chief, Economic Regulatory Framework Section, Air Transport Bureau, International Civil Aviation Organisation (ICAO)
  3. Mr. Herbert Fung, Senior Director (Data and Digital) and Chief Data Officer, Competition and Consumer Commission of Singapore (CCCS)
  4. Mr. Cholathit Suthiklom, Head of Consumer Protection Division, The Civil Aviation Authority of Thailand (CAAT)
  5. Mr. Ridha Aditya Nugraha, Air and Space Law Studies, School of Law and International Studies, Universitas Prasetiya Mulya
  6. Mr. Kelvin Lee, Assistant Director, External Affairs and Sustainability, Asia-Pacific, International Air Transport Association (IATA)
- 11.30AM - **Q&A with panel speakers**
- 12.00PM - End of seminar and lunch