

TWO DAYS NATIONAL SEMINAR

ON

**CONSUMER PROTECTION IN INDIA:
CHALLENGES AND THE WAY FORWARD**

APRIL 5-6, 2018

Organised By:
Punjabi University, Patiala

Sponsored By:
Centre for Consumer Studies,
Indian Institute of Public Administration
New Delhi

About the Organisers

Punjabi University Patiala was established on April 13th 1962 Under Punjab Act No.35 of 1961 in the Royal City of Patiala. It is one of the premium institution which has contributed in the development of not only literature and culture, but also in caring out research in the fields of physical science, engineering and technology, medicine, Business study, law, Social sciences, Information technology etc. NAAC has awarded the University '5' star Grade in first Cycle (2002-07) and 'A' Grade in the second(2008-13) and third(2016-21) Cycles. The university has 65 teaching and research departments, with the enrollment of fourteen thousand students, more than 275 college have been Affiliated with it. The university has five neighborhood campuses 14 constituent colleges and 4 Regional centers. The University has the distinction of winning 10 times Maulana Abul Kalam Azad Trophy in the field of Sports.

About Centre for Consumer Studies (CCS), IIPA

The Indian Institute of Public Administration was setup as a result of support and vision of its first Prime Minister, Pt. Jawaharlal Nehru, on March 29, 1954 in New Delhi, to enhance the frontiers of knowledge in public policy and governance through applied research and education as well as training of administrators and senior civil servants. Enhancing leadership and managerial qualities on the one hand and developing a service-orientation are the thrust areas of the Institute. The Center for Consumer Studies (CCS) was established in 2007 as one of the nine Centers of IIPA, New Delhi and is guided by a Monitoring Committee, chaired by the Secretary, Department of Consumer Affairs, Government of India. The Center closely works in association with Government of India and various State Governments, National/State Consumer Disputes Redressal Commissions and District Forums. The role of the Center is both operational as well as promotional. It keeps abreast of the long term policies, to position itself as a major contributor to ensure the better protection for the consumer, building a partnership with various other institutions and organizations. The vision is to create a professional organization, which allows the Government to govern better and to create opportunities to maximize the benefit to the consumes.

About the Seminar

The growing interdependence of the world economy and international character of many business practices have contributed to the development of universal emphasis on consumer rights protection and promotion. Consumers are demanding value for money in the form of quality goods and better services. Modern technological developments have no doubt made a great impact on the quality, availability and safety of goods and services. But the fact of life is that the consumers are still victims of unscrupulous & exploitative practices. Exploitation of consumers assumes numerous forms such as adulteration of food, spurious drugs, dubious hire purchase plans, high prices, poor quality, deficient service, deceptive advertisements etc. and many more. In addition, with revolution in information technology newer kinds of challenges are being faced by consumers like cyber crimes, plastic money which affect the consumers.

Consumer protection laws have originated and developed as a natural response to the recognition of the rights of every consumer to be protected against exploitation and abuse by any manufacturer, supplier of goods & service providers. Consumer should be well aware of information relating to his goods and services, which may be relating to contract, railways, telephones, post, air travel, insurance, banking, education, health sector etc. Even after 32 years of enactment of the Consumer Protection Act, 1986, the law has not been able to achieve objectives of providing better protection of consumer interests. It is high time for the suitable amendments in the existing legal regime to effectively meet the challenges thrown by consumerism and newer emerging markets and business models.

The proposed seminar aims to keep the academia, members of Voluntary Consumer Organizations, enforcement agencies, management, commerce, industrial bodies to discuss the issues and challenges of the consumer rights. The objective of the discussion is to enhance the level of consumerism and consumer laws, to assess the working of consumer fora in India, to examine recent challenges and developments in consumer law, to study various facets of the proposed the Consumer Protection Bill, 2018, to study the scope of alternative dispute redressal mechanism with respect to consumer disputes.

Sub-themes of the Seminar

The following are the possible subthemes :

1. Consumer Rights and Responsibilities
2. Development of Consumer Protection Law
3. Unfair Trade Practices and Consumer Rights
4. Consumer Movement in India-Role of Voluntary Organisations
5. E-Commerce and its Impact on Consumers
6. Education Sector and Consumer Protection
7. Banking Service and Consumerism
8. Insurance Sector and Consumer Protection Act
9. Medical Negligence under Consumer Protection
10. Environment Hazards and Consumerism
11. Food Safety
12. Media and Consumer Behaviour
13. Consumer Protection and Service Sector
14. Sustainable Consumption
15. Role of Consumer Organisations and Associations
16. Role of Consumer Disputes Redressal Authorities

The above sub themes are illustrative. Participants can select related topics covered under the main theme.

Call for Papers/ Posters

Well researched original research papers, case studies, survey reports and posters are invited from the academicians, practitioners, researchers, VCOs, students and other stakeholders working and interested in the field of consumer protection. The quality based selected papers will be published in the form of book with ISBN number.

Guidelines

Participants who intend to present their **research papers** are required to submit the Abstract of their paper before 27 March, 2018 through e-mail. The word limit for abstract is 300-350 words. The abstract should contain a brief profile of the author including e-mail ID, contact number and official address. The word limit for research paper is 4000-5000 words. It must be typed in Times New Roman, Font Size 12 on A4 Paper with 1.5 line spacing.

Those who want to participate in the **poster presentation** should submit an abstract on the topic of their presentation. The candidates must create a poster on any topic relating to the seminar theme. The Poster could be a painting, drawing, sketch, collage of pictures or combination of any 2 or all, but must not be copied. i.e. the painting, drawing, sketch, collage of pictures must be the work of the presenter. Prepare the poster on 30" x 40" sheet in landscape orientation and bring all your material to the seminar. Organiser will provide poster-boards and board-stands. Mention the title of poster at the TOP in CAPITAL letters. Below the title, put the author's name and affiliation.

Abstract & Research Papers may be submitted at *consumerseminarpup@gmail.com*.

Seminar Venue

Punjabi University, Patiala-147002, Punjab

Registration Fee

Teachers/ Professionals	:	Rs. 800/-
Research Scholars	:	Rs. 500/-
Students	:	Rs. 300/-

Demand Draft in the name of Registrar, Punjabi University Patiala, payable at Patiala, must be sent by Mail on or before 31 March, 2018 along with duly filled Registration Form.

*On the spot payment will be available at the Registration Desk on the first day of seminar.

** No TA/DA will be paid to participants.

Important Dates:

Last date of Abstract submission	March 27, 2018
Intimation of acceptance of Abstract	March 28, 2018
Last date of submission of full paper	April 02, 2018

Patron-In-Chief

Prof. (Dr.) B.S. Ghuman
Vice-Chancellor
Punjabi University, Patiala

Contact Address

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For further information visit [http:// www.punjabiuniversity.ac.in](http://www.punjabiuniversity.ac.in)

Patrons

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Registration form

Details of Participant:

Name

Designation

Organization

Title of the Paper

Mobile

Email

Mailing Address

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Payment Details:

Demand Draft NoRs.....

Drawn on

Date.....

Place.....

Signature

Demand Draft (DD) drawn in the name of '*Registrar, Punjabi University, Patiala*' payable at Patiala must be sent by e-mail on or before **27 March, 2018** along with the duly filled-in Registration Form.

For further clarification:

**Dr. Gurpreet Pannu (9872976587)
(Co-ordinator)**

Mailing Address:

Department of Law, (Second Shift)
Punjabi University,
Patiala, 147002