NATIONAL SEMINAR ON

CONSUMER PROTECTION

NEW AGE CHALLENGES

February 19-20, 2016

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DELHI

Organized By

National Law University Delhi

In Collaboration With
Centre for Consumer Studies, IIPA, New Delhi

Sponsored by

सत्यमेव जयते

Department of Consumer Affairs,
Ministry of Consumer Affairs, Food and Public Distribution
Government of India

ABOUT THE ORGANISERS

The NLU Delhi, established in 2008 by Act No.1 of 2008 of National Capital Territory of Delhi, is one of the premier law universities in India. The primary mission of the University is to create lawyers who will be professionally competent, technically sound and socially relevant, and will not only enter the Bar and the Bench but also be equipped to address the imperatives of the new millennium and uphold the Constitution of India. The University has very good infrastructure at its campus in Sector 14, Dwarka, New Delhi with all facilities for best of learning and research. The University offers 5-year integrated B.A., LL.B (Hons), LL.M, Ph. D and PG Diploma Programmes.

ABOUT CENTRE FOR CONSUMER STUDIES (CCS), IIPA

The Indian Institute of Public Administration (IIPA) was inaugurated by the first Prime Minister of India, Pt. Jawaharlal Nehru, on March 29, 1954 in New Delhi. The Institute is engaged in training of senior civil servants, research and documentation in Public Administration and also acts as a catalyst in various fields of administration in the country.

The Centre 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, GOI. The Centre closely works in association with Government of India and various State Governments, National/ State Consumer Disputes Redressal Commissions and District Forums. Its broad areas of focus comprise - Capacity Building, Advocacy, Policy Analysis and Research. The Centre has done pioneering work in the area of consumer empowerment and plays a critical role in policy formulation and analysis. University offers 5-year integrated B.A., LL.B (Hons), LL.M, Ph. D and PG Diploma Programmes.

ABOUT THE SEMINAR I Globalization and liberalization of trade and business have resulted in many products and services being available to consumers. This has necessitated giving high priority for protection of consumers and promotion of responsible consumer movement in the country. In light of the experience gained through the working of the consumer fora, important changes in the existing legal regime - substantive and procedural- are required with a view to make the consumer justice delivery system efficient, effective and economical. There is also an urgent need to address the challenges posed by e-commerce and direct selling. E-commerce has potential to improve consumer welfare by making a wider range of products available, boosting price and quality competition besides developing new markets but at the same time it also brings significant new challenges for consumers, businesses and consumer protection authorities. This requires a departure from traditional modes of regulation.

Protection of consumer interests has also been one of the major objectives of the sectoral regulators such as SEBI, TRAI, RBI, IRDA, PNGRB, FSSAI etc. Besides, the Competition Commission of India (CCI) has also been set up by the Parliament as a market regulator for protection of consumer interests. However, such sectoral regulators have overlapping jurisdictions with CCI on certain occasions resulting into constant turf wars leading to conflicts in the enforcement mechanism. As such, it is imperative that a mechanism is put in place for regulatory coordination and cooperation so that the avowed objectives of the respective statutes are not frustrated due to such conflicting and overlapping jurisdictions which may result in harm to consumers' interests.

Even after over 25 years of enactment of the Consumer Protection Act, 1986, the law has not been able to achieve its avowed mandate of providing better protection of consumer interests in full measure. It is high time that suitable amendments are effected in the extant legal regime to effectively meet the challenges thrown by consumerism and newer emerging markets and business models.

It is hoped that conducting a discussion amongst legal luminaries, academics, members of Voluntary Consumer Organizations (VCOs) and enforcement agencies during the proceedings of the seminar would be fruitful at a time when the Government is endeavouring to amend the Consumer Protection, 1986. The seminar seeks to distillate the experience and suggestions of various stakeholders in preparing a database for the lawmakers and policy planners to appropriately amend the law and policies to address the concerns.

THEMES

(i) Empowering Consumers

- Consumer Rights & Responsibilities
- Consumer Movement in India-Role of Voluntary Consumer Organizations (VCOs) and Educational Institutions
- Role of Department of Consumer Affairs in Empowering Consumers
- Consumer Helpline-National Consumer Helpline (NCH)
- Consumer Online Resource & Empowerment Centre (CONFONET)
- Mediation

(ii) Food Safety and Standards

- *Maggi* episode
- Food Authority
- Product Standardisation
- Regulations
- International Experience

(iii) New Age Challenges

- E-Commerce
- Direct Selling
- Problem of Call Drops
- Net Neutrality & Consumer Interests
- Sustainable Consumption
- Media and Consumer Behaviour
- Misleading Marketing/ Advertisements
- Product Recall
- Product Standardisation

(iv) Enforcement

- Experience of Consumer Fora
- Roles of Sectoral Regulators- SEBI, TRAI, RBI, IRDA, FSSAI, CCI etc.
- The Consumer Protection Act, 1986, (special focus on the proposed amendments in the Act) and other Consumer Related Legislations

CALL FOR PAPERS | Well researched original research papers, case studies and survey reports are invited from the academics, practitioners, researchers, VCOs, students and other stakeholders working and interested in the field of consumer protection. Only one co-author is permitted. Co-author is also required to pay registration charges. Research papers shall be subject to the approval of Editorial Board for inclusion in the seminar proceedings. All research papers shall be subject to scrutiny of anti-plagiarism software. Selected papers will be published in an edited book with ISBN Number.

The above identified issues/sub-themes are only illustrative. Participants may select the related topics covered under the main theme.

GUIDELINES FOR SEMINAR PAPERS | Participants who intend to present their research papers in the seminar are required to submit the Abstract of their paper before **10 December, 2015** 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 4000-6000 words (maximum) (excluding footnotes). It must be typed in Times New Roman Font Size 12 on A4 size paper with 1" margin on all sides with 1.5 line spacing. Footnotes should follow uniform style of citation. Citation according to Standard Indian Legal Citation (SILC) style is encouraged.

Abstracts & Research papers may be submitted to the Convener of the seminar at consumerseminar@nludelhi.ac.in

At the time of submission, authors need to specify in the subject 'Consumer Seminar: Abstract/Full paper'. Articles received after the stipulated deadline will not be entertained for participation in the seminar.

TARGETED GROUP | The Seminar is meant for officials from various organizations working in area of consumer protection, academics, researchers, think tanks, students, service providers, members of industry, industry associations, trainers, Voluntary Consumer Organizations (VCOs) and presiding officers of consumer fora, officials of various regulatory bodies.

SEMINAR VENUE | National Law University Delhi, Sector 14, Dwarka, New Delhi-110078

ACCOMMODATION | Accommodation will be provided as per availability on the rates given below for participants from outside NCR area only, on prior request. The organizers would extend the local hospitality and food for the delegates on the day of the seminar.

REGISTRATION FEE AND ACCOMMODATION CHARGES

	Registration Fee	Accommodation Charges
Teachers/ Professionals	*Early Bird Payment : Rs. 1,500 **On the spot cash payment: Rs. 1,700	Rs. 1,500
Scholars/Students	*Early Bird Payment: Rs. 1,000 **On the spot cash payment: Rs. 1,200	Rs. 1,000

* Early birds payment of Registration fee: The scanned copy of the Demand Draft (DD)drawn in the name of 'Registrar, National Law University, Delhi' payable at New Delhi must be sent by e-mail on or before 31 January, 2016 alongwith the duly filled- in Registration Form.

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

No TA/DA will be paid to participants.

Important Dates:

Last date for Abstract Submission	10 December, 2015
Intimation of Acceptance of Abstract	15 December, 2015
Last date for Submission of Full papers	15 January, 2016
Last date for sending Registration form & scanned copy of Demand Draft through email	31 January, 2015
Notification for final list of papers	10 February, 2016
Final Schedule	15 February, 2016

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REGISTRATION FORM

Details of the Participant:

Name.....

Designation.....

Organization.....

Title of the Paper.....

Mobile.....

Email.....

Mailing Address.....

.....

Payment Details:

Demand Draft No.....Rs.....

Drawn on.....

Date……

Place……... Signature

The scanned copy of the Demand Draft (DD) drawn in the name of *'Registrar, National Law University, Delhi'* payable at New Delhi must be sent by e-mail on or before **31 January, 2016** alongwith the duly filled- in Registration Form for availing early bird discount.

For further clarification:

Dr. Sushila (9868449370)
(Convener)

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