



**Online Certificate Course
On
Consumer Law & Practice**



(October 11-12, 2025)

Organised by:

**Chair on Consumer Law
National Law University Delhi**

Under the aegis of:

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

INTRODUCTION

The Chair on Consumer Law is organizing the 5th edition of the Online Certificate Course on Consumer Law and Practice under the aegis of the Ministry of Consumer Affairs, Food and Public Distribution, Government of India, during **October 11-12, 2025**. The Course is planned to deliberate upon the new developments in the field of Consumer Law, including the new Consumer Protection Act, 2019, and enforcement experience, especially the working of the consumer regulator, i.e., the Central Consumer Protection Authority (CCPA). It will cover provisions related to product liability, mediation, and several other mechanisms provided under the new law which appear promising for the protection of consumer interests and challenges arising out of the new-age economy. The role of other laws and regulatory bodies like FSSAI, CCI, TRAI, SEBI, IRDAI, etc., in protecting consumer interests also needs to be understood. It is critical to have synergy between consumer law education and its actual application in consumer fora. With this in mind, one of the Course's themes has been designed to deliberate on practical aspects of consumer law. The resource persons for the Certificate Course will comprise renowned academics and professionals from leading universities, policymakers, regulators, practitioners of consumer law, besides representatives of think tanks and VCOs working in this branch of law.

ABOUT THE CHAIR

The Chair on Consumer Law was established at the National Law University, Delhi, by the Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution, Government of India, in 2019 to act as a Think Tank for research and policy-related issues on Consumer Law & Practice. To attain these objectives, the Chair undertakes advocacy and capacity-building activities with targeted stakeholders such as students, academics, professionals, government officials, members of consumer fora, Voluntary Consumer Organisations (VCOs)/NGOs, etc. The Chair also periodically organizes legal aid and awareness camps as part of its community outreach initiatives. The Chair also offers short-duration Certificate Courses in Consumer Law & Practice to build capacities of professionals. The Chair conducts research in the area of consumer law & policy and provides inputs to policymakers. The Chair reviews draft legislation and rules in this area and provides its comments. The Chair also tracks various judicial pronouncements in the field to ascertain trends and provide inputs to policymakers to make the legal architecture robust in light of experience gained and difficulties faced. Visit the [Chair's Website](#) for more details.

THEMES OF THE CERTIFICATE COURSE

- Salient Features of the Consumer Protection Act, 2019
- Role and Working of CCPA: Investigation, Inquiry and Injunctive Actions
- Role of Mediation in Redressal Mechanism: Exploring an Alternative to Adjudication
- Advertisements: Addressing the Misleading Practices, Influencer Marketing and Greenwashing
- E-Commerce and Regulation of Unfair Trade Practices: Dark Patterns, Fake Reviews, Recommender Algorithms, AI, Cybersecurity
- Sectoral Regulators & Consumer Protection: Role of CCI, Anti- competitive Agreements, Dominance and Abuse of Dominance, Combinations and Regulations, Enforcement of Competition Law
- Consumer Disputes Redressal Mechanism: [Complaints, Jurisdiction, Hearing, Execution and Enforcement]
- Recent Developments: Landmark Decisions, Key Policy Initiatives, Advisories and Guidelines
- Emerging Global Trends and Challenges: Best Practices in the Digital Trade and E-commerce

Duration of the Programme:

October 11-12, 2025 [02 days]

Who Can Apply:

- Faculty Members;
- Research Scholars;
- Advocates
- PG/ Graduate/ Undergraduate Students;
- Consumer Rights Activists/ NGOs/ VCOs

Award of Certificates:

The Certificate will be awarded by the Chair on Consumer Law, NLUD to all the candidates upon successful completion of the course.

Registration Fee:

Rs 2000 (Rupees Two Thousand Only) (Non-Refundable)

Application Process:

To apply for the programme, please make the payment on this [link](#) and then fill out the Google Form on this [link](#). The screenshot of the payment made is to be uploaded in the above Google Form. The brochure for the event is also available at the NLUD Website - nludelhi.ac.in.

In case of any queries, please contact:**Course Co-ordinator:**

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&
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&
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Student Co-ordinators:

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Limited Seats

Registration on “first come first served” basis