

National Seminar

On

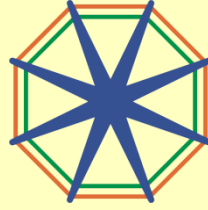
# Consumer Protection and Welfare: Issues and Challenges

October 14-15, 2019

Organized By

## Mahatma Gandhi Central University

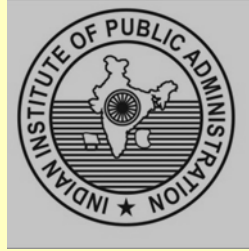
(A University established by an Act of Parliament)



In Collaboration With

## Centre for Consumer Studies

(Indian Institute of Public Administration, New Delhi)



Sponsored by

## Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution

Government of India



## **About the University:**

Mahatma Gandhi Central University was established under the Central Universities (Amendment) Act 2014 [No. 35 of 2014] enacted by the Parliament. The University is fully funded and regulated by the University Grants Commission (UGC). The University became functional on 3rd February 2016. The First Academic Session of the University started from 17th October 2016. The University is running various Undergraduate, Postgraduate, M. Phil. and Ph.D. Programmes in 20 Departments across 7 School of Studies.

## **About Centre of 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 Centre for Consumer Studies (CCS) was established in 2007 as one of the nine Centres of IIPA, New Delhi and is guided by the Monitoring Committee, chaired by the Secretary, Department of Consumer Affairs, GoI. The Centre closely works in association with Government of India and various States Governments, National/ State Consumer Disputes Redressal Commission 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.

## **About the Seminar:**

The notion of consumer protection burns the

dilemma of marginalised, needy and helpless consumers with no possibility for solving their grievances pertaining to consumer welfare. In the era of market economy, consumer welfare is being undermined in order to maximising the profits. In present era of globalisation and Digital world, entire focus seems to be towards earning profit, maximum profit and growth which may be even at the cost of poor purchasers' financial health on many fronts. The introduction of ICT have made the path to intra-regional production & trade and further minimising the cost for consumer. But, at the same time the changing trend of economy is adversely affecting the welfare of consumers. At international level, General Assembly of United Nations in its meeting held on 9th April 1985, adopted certain Guidelines for Consumers Protection with consensus. In the lines with above-mentioned framework, India came up with Consumer Protection Act, 1986 consisting basic rights for consumer and institutional guidelines for enforcing the Act. In spite of all efforts, to a certain extent, the Act has not been able to fulfil the desirable objectives.

It is high time that suitable amendments be done after deliberations among different stakeholders in the Act as per the need and nature of challenges posed in the 21st Century. In the proposed National Seminar, the different aspects of consumer protection and welfare will be discussed and policy recommendation thereafter will be generated through incorporating the suggestion of various stakeholders for betterment of consumer and to strengthen the legislation in the field of consumer protection and welfare.

## **Sub-Themes:**

- Globalization, Market and Consumer Protection
- UN Guidelines on Consumer Protection
- Consumer Movements in India
- Consumer Protection Act, 1986
- The Consumer Protection Act, 2019
- Consumer and Education Sector
- Consumer and Service Sector
- Consumer and Medical Sector
- Media and Consumer
- Food Safety and Consumer
- Digital Economy and Consumer
- E-Commerce, Misleading Marketing/ Advertisements
- Sustainable Consumption
- Effectiveness of existing statutory provisions in Consumer Protection
- Working of Consumer Redressal Agencies
- National Consumer Helpline (NCH)
- Consumer Education and Awareness
- Role of NGOs in Consumer Movement

**Note: The above mentioned sub-themes are illustrative and inclusive in nature. Participants will be given a chance to send articles/paper on topics other the list but having relevance under the main theme of 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, industrialists, industry associations, trainers, Voluntary Consumer Organizations (VCOs) and presiding officers of consumer fora, officials of various regulatory bodies. 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. All research papers shall be subject to scrutiny of anti-plagiarism software. **Selected papers will be published in peer-reviewed edited book by National publisher with ISBN number.**

## **Venue & Registration Charges:**

The seminar shall be organised at TempCamp, Zila School Campus, Mahatma Gandhi Central University, Motihari on 14th & 15th October 2019.

<b>Faculty Members and Person from Industry/Organisations</b>	<b>: 1,000/-</b>
<b>Scholars (M.Phil./Ph.D./PDF)</b>	<b>: 500/-</b>
<b>Students (UG &amp; PG)</b>	<b>: 300/-</b>

## **Bank Account Details:**

Name: Mahatma Gandhi Central University Bihar  
Acc. No.: 3604439101  
IFSC Code: CBIN0280030  
Branch: Central Bank of India, Luthaha, Purvi Champaran

## Important Dates to be Remembered:

Last date for Abstract Submission	:30th September 2019
Intimation of Acceptance of Abstract	:3rd October 2019
Last date for Submission of Full Papers	:7th October 2019
Last date for sending Scanned copy of Registration Form & Payment of Fee through email	:7th October 2019

Delegates/participants are required to fill the registration form (*available on the University website*) and mail the scan copy of the same along with proof of payment (*details of NEFT Transaction etc.*) latest by 7th October 2019.

Only limited number of participants as may be decided by the Organising Committee will be called for presentation during the Seminar. The organizers would extend the facility of food for the delegates only on the days of the seminar. **No TA/DA will be given to the participants.**

### PATRON-IN-CHIEF

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Motihari, Bihar

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The Abstract and Full Paper must be sent through E-mail at **[seminar.mgcub@gmail.com](mailto:seminar.mgcub@gmail.com)**