



**CONSUMER PROTECTION IN E-COMMERCE AND DIGITAL ERA:
ISSUES AND CHALLENGES
September 17-18, 2018**



Organized By
**Department of Law & Department of
Commerce**
Central University of Haryana
NAAC Accredited 'A' Grade University



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

Sponsored by



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

ABOUT THE ORGANISERS

The Department of Law & Department of Commerce; under the School of Law, Governance, Public Policy & Management Studies of the Central University of Haryana, got established in year 2010 and 2012 respectively. The Law and Commerce disciplines have an important role in effective governance & public delivery system in the country. For realizing the vision & mission of the University, the Departments of Law and Commerce at the University seek to establish a vigorous atmosphere to produce the informed youth that satisfies the growing demand of the system. Presently, Department of Law is running with its LL.M. (2-years) & Ph.D. Programmes and Department of Commerce offers M.Com. & Ph.D Programme

ABOUT CENTRE FOR CONSUMER STUDIES (CCS), IIPA

The Centre for Consumer Studies (CCS) was established in 2007 as one of the nine Centres 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 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. (Hons), LL.M, Ph. D and PG Diploma Programmes.

ABOUT THE SEMINAR :-The notion of consumer protection flashes the plight of poor and helpless consumers with no resort for resolving their grievances against the mighty producers/sellers and capitalist bodies. History has witnessed the paradigm shift from the notion of ‘caveat emptor’ to ‘caveat venditor’ by shifting the liability from buyer to seller which inter alia has put a check on the unfair trade practices. Consumers should not be treated just like a pigeon thrown to hungry cats. Monopolistic market by megapolis definitely requires to be curbed by promoting a healthy and humane competition in the market wherein consumers may feel more secure. With the advent of LPG world (1990 onwards) which opened the doors of the market to the entire world, the local markets have turned into the global markets. In present era of LPG and Digital world, entire focus seems to be towards earning profit, maximum profit and growth which may be even at the cost of poor buyers’ financial health on many fronts. The advent of ICT in trade & commerce has been proved as a boon for the consumers. But, at the same time it may be a bane also if it is being misused. The chances of ICT being misused by the giant and big business houses may also not be overruled.

It becomes very important for the state to ensure the fair business practices among buyers and sellers so as to secure societal welfare. History has witnessed the journey of State for protecting the interest of consumers from ‘Laissez faire’ policy (wherein the state has least role to play in business related activities) to the current scenario wherein timely intervention on the part of State is expected every time for protecting the marginalized segment including 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. These guidelines provided a framework for developing countries like of us to strengthen consumer protection policies and legislations. Reacting promptly, in compliance with these guidelines, India could come up with its full-fledged statute in the form of Consumer Protection Act, 1986 which inter alia provides for 6 kinds of rights of a consumer by providing a legal remedy of filing complaints before three-tier set-up.

The advent of Consumer Protection Act, 1986 is consumer friendly as it guarantees them Right to safety, to be informed of quality, potency and purity of products, to access variety of substitute goods at competitive price, and way to resolve consumer grievances. No denial to say that even after its enactment, the Consumer Protection Act, 1986 has not been able to achieve its desired objectives towards securing interest of buyers. In view of the contemporary issues and problems being faced by consumers particularly with the advent of ICT and On-line shopping, the Act is being rightly amended so as to address these problems.

To ensure the fair play and societal welfare, this evil of consumer exploitation can be completely eradicated through consumer literacy (including digital literacy) on one hand and discourse-building through continuous academic discussions, analysis and research on other hand. Hence, this National Seminar is an important initiative towards providing a platform for academic deliberation on various issues & challenges pertaining to consumer protection in present day digital era. In view of the Consumer Protection Bill, 2018 which is on anvil, this is the high time to build a dialogue among crucial stakeholders so as to discuss the major challenges and grievances being faced by the consumers in this digital world.

THEMES

CONSUMER PROTECTION IN E-COMMERCE AND DIGITAL ERA: ISSUES AND CHALLENGES

Sub-Themes:

- ❖ Consumer Protection in India: Effectiveness of existing statutory provisions and need for reforms
- ❖ Digital India vis-a-vis Consumer Protection
- ❖ E-Commerce and Consumer Protection
- ❖ Unfair Trade Practices and Consumer Rights
- ❖ Education Sector vis-a-vis Consumer Protection
- ❖ Medical Negligence and Consumer Protection
- ❖ Service Sector and Consumer Protection
- ❖ Consumer illiteracy and Consumer Protection
- ❖ Roles of Industrial Regulatory Agencies towards Consumer Protection
- ❖ Product Standardization, Food Safety and Consumer Protection
- ❖ Sustainable Consumption
- ❖ Alternative Dispute Resolution and Redressal of Consumer Disputes
- ❖ Role of Consumer Organizations and Educational Institutions
- ❖ Deceptive Advertisements and Role of Celebrities
- ❖ Globalization & Consumerism

The above list of sub-themes is illustrative and inclusive in nature. Participants may select other related topics of relevance under the main theme.

CALL FOR PAPERS | Well drafted Research papers, case studies and survey reports are invited for presentation. Selected research papers may be published in peer-reviewed compilation or in edited book later on. The abstracts and research papers will be subjected to peer-review process.

Abstracts may be submitted till 28th August, 2018.

GUIDELINES FOR SEMINAR PAPERS | Abstract and Research Papers should be submitted in soft copy (in MS Word, Font: Times New Roman, 12 Font size, 1.5 line spacing).

The abstract and the full paper must be sent through E - mail at seminarconsumercuh@gmail.com

The abstract should be brief & lucid, and should contain Title, Research Design & proposed outcome of the paper.

WORD LIMIT:

Abstract: 500

Paper: 3000-5000

Co-authorship: (maximum 2) is allowed

FEES AND REGISTRATION:

Faculty and Professionals : Rs. 600/-

Scholars/Students : Rs. 300/-

Delegates/participants are required to fill the registration form (enclosed) and mail the scan copy of the same at seminarconsumercuh@gmail.com along with the abstract latest by 28th August, 2018.

The scanned copy of the Demand Draft (DD) drawn in the name of 'Registrar, Central University of Haryana, Mahendergarh payable at Mahendergarh may be sent by e-mail along with the duly filled-in Registration Form. The registration fee may be deposited at the time of on-spot registration also (Cash/DD).

Due to the paucity of accommodation facility at University, on prior request limited accommodation facility to the outside participants will be provided on sharing basis only (depending upon availability). The organizers would extend the local hospitality and food for the delegates only on the day of the seminar.

No TA/DA will be given to the participants.

Only limited number of participants will be called for presentation during Seminar.

Important Dates:

Submission of Abstract:	August 28, 2018
Acceptance of Abstracts:	August 31, 2018
Full Length Paper Submission:	September 12, 2018

Contact Details:

Dr. Pardeep Singh, Convener, hodlaw@cuha.ac.in Dr. Suman, Co- Convener,
hodcommerce@cuha.ac.in Dr. Anju, Organizing Secretary, anjulaw@cuha.ac.in Dr.

Ravinder Kaur, Organizing Secretary, ravinderkaur@cuha.ac.in

For further details contact at: 8510022782, 9774990670,

E-mail seminarconsumercuha@gmail.com

Patron:

Prof. R. C. Kuhad, Hon'ble Vice-Chancellor, Central University of Haryana

Advisory Committee:

Prof. Suresh Misra, Chair Professor & Coordinator, Centre for Consumer Studies

Prof. Bir Singh, Dean Academics, Central University of Haryana

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Prof. Sarika Sharma, Dean, School of Arts, Humanities & Social Sciences

Dr. Anand Sharma, Dean, School of Law, Governance, Public Policy and Management

Dr. Kashyap Dubey, Dean, School of Inter-Disciplinary & Applied Life Sciences

Dr. Aditya Saxena, Dean, School of Physical and Mathematical Sciences

Organizing Committee:

Convener

Dr. Pardeep Singh

Assistant Professor/TIC, Department of Law

Co- Convener

Dr. Suman

Assistant Professor/TIC, Department of Commerce

Organizing Secretaries

Dr. Anju, Assistant Professor, Department of Law

Dr. Ravinder Kaur, Assistant Professor, Department of Commerce

Seminar Coordinators

Mr. Rakesh Meena, Assistant Professor, Department of Law

Mr. Sachin, Assistant Professor, Department of Commerce

Student Volunteers



NATIONAL SEMINAR
ON
CONSUMER PROTECTION IN E-COMMERCE & DIGITAL ERA: ISSUES &
CHALLENGES SEPTEMBER 17-18, 2018

REGISTRATION FORM

Details of the Participants

Name:	
Sex:	
Designation:	
Organization:	
Academic Qualification:	
Title of the Paper:	
Mobile:	
Email:	
Mailing Address:	

Registration fee Payment Details: **Demand Draft/Cash** (600/300)

DD. No.....Rs..... Drawn on.....

Date:

Place:

Signature