



**National Seminar**  
on  
**Consumer Protection Laws : Challenges and Opportunities**

**04.11.2022 - 05.11.2022**

Organized by  
**The National Law Institute University, Bhopal**

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

Co-sponsored by  
**Department of Food Civil Supplies and Consumer  
Protection, Government of Madhya Pradesh**

Education Partner  
**Consumer Guidance Society of India, Mumbai**



# THE NATIONAL LAW INSTITUTE UNIVERSITY, BHOPAL

The National Law Institute University, Bhopal, established by the Rashtriya Vidhi Sansthan Vishwavidyalaya Adhiniyam, Act No. 41 of 1997, and substituted by Act No. 6 of 2018, is one of the premier law universities in India. Recognized by the University Grants Commission and the Bar Council of India, NLIU offers U.G., P.G., and Ph.D. programs besides the masters & Ph.D. program on cyber law and information security. NLIU had a dedicated chair on Consumer Protection and Welfare established by the Ministry of Food, Civil Supplies and Consumer Affairs, Government of India from the year 2010-2017.

The objectives of the University are to advance, disseminate and impart comprehensive legal education, learning and knowledge by organizing lectures, seminars, symposia, workshops, conference etc. and to organize advanced studies and promote research in various fields of law. It further aims to undertake research, study, workshop or training to lawyers, to improve the ability to analyze contemporary issues of public concern and their legal implications.



## CONCEPT NOTE

The consumer interest and their welfare can be traced in the ancient text. However, after 1991, particularly Globalization and liberalization not just freed the economy and various sectors from governmental control but allowed market forces to determine market activities which resulted in availability of goods and services to consumers at large. To ensure consumer justice it was emphasized to prioritize protection of consumer rights under the Indian Consumer Protection regime.

The Consumer Protection Act, 1986 was enacted to protect the rights of the consumers but over the years it was observed that the Act did not address the disputes regarding consumer contract entered between consumer and product manufacturer or service provider, product liability and e-commerce sector.

To overcome the lacunae in the Act of 1986, the Parliament enacted the Consumer Protection Act, 2019 which aims to provide more holistic and robust mechanism to protect and strengthen interest of consumers and their rights by effectively preventing unfair trade practices, adulteration of food, misleading advertisements, defective products, black marketing including prohibiting rampant increase in scams and frauds flourishing in the digital markets. The major features of the Act of 2019 are Central Consumer Protection Authority, Product Liability, filing of e-complaints, deterrence in offences and penalties and mediation.

After three years of fully operational Act including 2 years in Covid Pandemic, it is relevant to discuss the challenges extensively on the issues relating to the promotion of consumer welfare and protection of their rights as envisaged under the Consumer Protection Act, 2019 and finding pragmatic and lasting solutions to overcome those challenges, including the effective and meaningful functioning of various bodies in digital mode.





## **THEMES OF SEMINAR**

- Role, Powers and Functions of Central Consumer Protection Authority (CCPA)
- Consumer Disputes Redressal Authorities
- Consumer Rights and Obligations
- E- Commerce and Consumer Protection
- Sectoral Challenges and Consumer Protection
- Mediation and its Challenges in Consumer Justice
- E-filing of Consumer Complaints and their Disposal
- Offences & Penalties
- Unfair Trade Practices and Misleading Advertisements
- Product Liability
- Direct selling
- Cross boarder trade and Consumer Protection
- Professional Negligence including Medical Negligence
- Consumer Education and Awareness-
  - (a) Developing Course Module on Consumer Protection for Law students (Regular and Optional)
  - (b) Developing Course Module on Consumer Welfare for stake-holders and students
  - (c) Module for spreading education and awareness amongst citizenry.
- Evolving Common Platform for manufactures, traders, service providers and consumers
- Ensuring speedy and expeditious Consumer Justice

**The themes listed above are only indicative and not exhaustive. Participants may select other related topics of relevance under the main theme.**



# **SUBMISSION DETAILS**



## **Abstract**

- **Last Date for Submission (on or before)- 30.09.2022, 11:59 P.M. and the file should be titled as "Abstract (Name of the Article)" to be uploaded in the google form.**
- **Word limit -200-300 words including keywords**
- **Intimation of Acceptance of Abstract will be made by 10.10.2022**

**[Click here to submit the abstract](#)**

## **Research Paper**

- **Last Date for submission of Full research paper - 30.10.2022, 11:59 P.M.**
- **Word Limit - 3,000-5,000 words (including footnotes)**

## **Formating Details**

- **Heading : Times New Roman, 14, Bold, Central Aligned**
- **Sub-heading: Times New Roman, 12, Italics, Right Aligned**
- **Running text: Times New Roman, 12, 1.15 line spacing, Justified. (in MS Word), submission only in the .docx or .doc format will be accepted.**
- **The citations must conform to OSCOLA (Oxford Standard for the Citation of Legal Authorities) 4th edition for any references/footnotes.**



# **REGISTRATION DETAILS**



## **Registration Fee**

<b>Faculty/Professionals/NGOs</b>	<b>₹ 1,000</b>
<b>Research Scholars / Students</b>	<b>₹ 500</b>

**Link for Registration/ Payment will be shared with the abstract confirmation mail.**

## **Target Groups**

The seminar is meant for officials from various organizations working in the field of consumer protection and welfare, the dispute resolution officials, mediation practitioners, entrepreneurs, academicians, research scholars, law students, lawyers, think-tanks, service providers, members of NGOs and industry.

## **Venue**

Subject to the COVID-19 Protocol, the Seminar shall be held in physical mode at the National Law Institute University, Bhopal.

## **Accommodation:**

On additional payment, as per the rules of the NLIU, limited accommodation may be provided in the University campus for outstation participants on first come first serve basis, subject to availability of accommodation.





# **ORGANISING COMMITTEE**



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