



Five (5) Day “Certificate Course on Consumer Law”



Organized by:

Chair on Consumer Law, National Law University, Delhi, sponsored by Dept. of Consumer Affairs,
Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India

(March 26-30, 2020)

INTRODUCTION

The Consumer Protection Act, 1986 was enacted the very next year of adoption of the United Nations Guidelines on Consumer Protection in 1985. This Act was passed to provide for better protection of the interests of consumers and for the purpose of making provisions for establishment of consumer protection councils and other authorities for the settlement of consumer disputes, *etc.* Although the working of the consumer dispute redressal agencies has served the purpose to a considerable extent under the said Act, the disposal of cases has not been fast due to various constraints. Several shortcomings have also been noticed while administering the various provisions of the said Act.

At the same time, consumer markets for goods and services have undergone drastic transformation since the enactment of the Consumer Protection Act in 1986. The modern market place contains a plethora of complex products and services. The emergence of global supply chains, rise in international trade and the rapid development of e-commerce have led to new delivery systems for goods and services and have provided new options and opportunities for consumers. Equally, this has rendered the consumer vulnerable to new forms of unfair trade and unethical business practices. Misleading advertisements, tele-marketing, multi-level marketing, direct selling and e-commerce posed new challenges to consumer protection and therefore, it became imperative to amend the Act to address the myriad and constantly emerging vulnerabilities of the consumers.

Therefore, a need was felt to amend the Act to address the myriad and constantly emerging vulnerabilities of the consumers. In view of this, the Consumer Protection Bill, 2019 was mooted and after passage by both the Houses, it got the assent of the President on 09.08.2019. However, the Consumer Protection Act, 2019 is yet to be notified by the Government.

The new law seeks to repeal the Act of 1986 and overhaul the existing redressal system with a view to modernise it. It is therefore necessary for the academia to deliberate upon the newly passed Act and understand its new features especially the establishment of an executive agency *i.e.*, the Central Consumer Protection Authority (CCPA), inclusion for product liability, mediation, electronic mode of complaints filing and several other new provisions which appear promising and create a great hope for betterment of conditions of consumers and protection of their interests.

Consumer rights cannot be seen from narrow prism of consumer law only; they must be studied in the context of various other legislations and policies which make the consumer rights meaningful. Therefore, there is a need to also understand the role of other laws and regulatory bodies including that of market regulator *i.e.* Competition Commission of India (CCI) in protecting consumer interests and other sectoral regulators including Food Safety Regulator *i.e.* FSSAI, TRAI, SEBI, IRDAI *etc.*

There is an urgent need to have synergy between consumer law teaching and its actual application before consumer fora. In this regard, one of the themes of the course would touch upon the practical aspects about procedure to be followed in consumer matters.

Besides, there is an imperative need to study the best global practices in consumer protection regime and to integrate the same within the domestic statutory architecture.

OBJECTIVES

The Certificate Course is aimed at building capacities of the participants by offering them a sound theoretical grounding of consumer law as well as exposing them to the actual application of the law before Consumer Fora. This would bring coherence and synergy between pedagogy and practice. Topics of contemporary relevance such as e-commerce would also be deliberated and discussed. Exercise Sessions pertaining to different aspects of the course are expected to further hone the skills of the participants. With this vision in mind, the course is structured envisioning the following objectives:

- To build an in-depth understanding of consumer movement in India and its different phases
- To build capacities about the new consumer protection legislation
- To build capacity of the participants in dealing with the new age challenges such as e-commerce under the consumer law regime
- To provide sectoral perspectives for protection of consumer interests
- To apprise about the role of market regulator (CCI) in supplementing and complementing the consumer law regime in protecting consumer interests
- To conduct Case Studies of landmark decisions
- To enhance capacity about the role of mediation in redressal mechanism
- To impart sound practical grounding about the practice of consumer law and the procedure followed
- To build capacity about the best global practices in consumer protection regime

PROGRAMME DETAILS

- The Certificate Course is a 5 days programme, divided into 3-4 sessions each day. Every session will be of two hours duration. This will provide adequate time for engaging with advanced questions on the themes of discussion. It will also offer adequate time for discussions and deliberations by the participants over and above the general participatory nature of the Sessions;
- Study material will be shared with the participants, before and during the programme;
- Apart from enlarging the knowledge base of the participants, this Course is also envisioned as an exercise in ‘learning by doing.’ Accordingly, exercise/reflection Sessions have been included, wherein the participants would be expected to engage in interactive exercises as a group besides being encouraged to draft consumer complaints.;
- The faculty for the Certificate Course would comprise of renowned academics and professionals from leading Universities, policy makers, practioners of consumer law besides representatives of key regulatory bodies and think-tanks working in this branch of law.

THEMES OF THE CERTIFICATE COURSE

- Consumer Movement in India: Issues, Approaches and Achievements
- The Consumer Protection Act, 2019
- Consumer Protection under Sectoral Laws
- Role of Mediation in Redressal Mechanism: Case Studies
- Landmark Decisions: Case Studies
- E-Commerce: Issues and Concerns
- Consumer Protection under Competition Law
- Emerging Global Trends
- Consumer Law: Practice and Procedure
- Consumer Protection: Way Forward

Venue of the Programme:

National Law University Delhi, Delhi

Duration of the Programme:

March 26-30, 2020

Who Can Apply:

- Faculty Members;
- Research Scholars;
- Advocates
- LL.M Students;

- LL.B Students;
- Activists

Registration Fee:

- 5,000 INR – If accommodation is not required
- 8,000 INR – If accommodation is required (including breakfast and dinner)

Application Process:

To apply for the programme, please make the payment here:

(<https://www.digialm.com/EFForms/configuredHtml/511/50084/application.html>)

And fill the form available here:

(https://docs.google.com/forms/d/e/1FAIpQLSdmPck8Sx4mWUsGuLEFCzCDu86nJ2JhJFdIBGUwGwj8c-xN2Q/viewform?usp=sf_link)

Limited Seats

Registration on “first come first served” basis

Contact Us:

- (1) Course Co-ordinator
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- (2) Student Volunteers

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