



**The ICFAI University Jharkhand**

**ICFAI School of Law**

**Organises**

**National Seminar**

**On**

**Consumer Protection and Consumerism in India: Changing  
Contours of Law & Practice**

**(Hybrid Mode)**

**25<sup>th</sup> August, 2023**



**Venue:**

**The ICFAI University Jharkhand Campus  
Plot # 2065, Simalia  
Near Daladali Chowk  
Ranchi - 835222, Jharkhand**

**Phone No: 7257004504**

*E-Mail Id: -seminars.fol@iujharkhand.edu.in*

*Website: -www.iujharkhand.edu.in*



*www.facebook.com/icfaijharkhand*



*https://in.linkedin.com/in/icfaijharkhand*

## **ABOUT THE UNIVERSITY**

The ICFAI University, Jharkhand is a part of ICFAI Group that is well known for its quality of education and ethics. It is the first Private University that was set up in Jharkhand, as per the State Legislative Act and is recognized by UGC, as per Section 2(f) of UGC Act, 1956. The University offers a range of Under-Graduate, Post-Graduate and Doctoral Programs in Engineering, IT, Law and Management disciplines.

The University is committed to grooming its students into competent professionals, by providing contemporary knowledge, equipping them with industry-relevant skills and inculcating good values. The University is a member of Association of Indian Universities, Confederation of Indian Industry and also a Member of Association of Indian Management Schools.

## **ABOUT THE ICFAI SCHOOL OF LAW**

ICFAI School of Law, a constituent of the ICFAI University, Jharkhand with an objective of developing a new generation of legal professionals through comprehensive and contemporary body of knowledge in integrating law with management. The school offers BBA, LL.B. (Hons.), B.A., LL.B. (Hons.) and LL.B programs. The ICFAI School of Law, the ICFAI University Jharkhand is dedicated to serve and committed towards the overall development of students by emphasizing on various extra-curricular activities and assigns a significant role to moot courts. By following the standards of absolute impartiality, transparency and efficiency, it strives to not only organize but also motivate the students to participate in the moot court competitions and we intend that these kinds of extra circular activities would also help the students in practical court of law.

## **ABOUT THE SEMINAR**

Consumer protection and consumerism in India have undergone significant changes in recent years, with the aim of strengthening consumer rights and addressing emerging challenges. Several developments in law and practice have shaped these changing contours. The most notable change in consumer protection in India was the enactment of the Consumer Protection Act, 2019, which replaced the outdated Consumer Protection Act of 1986. The new law aims to provide enhanced protection to consumers and introduces several important provisions. It establishes the Central Consumer Protection Authority (CCPA) to regulate matters related to unfair trade practices, misleading advertisements, and product liability. It also introduces provisions for e-commerce, product recalls, and mediation for faster dispute resolution. It also establishes the Consumer Dispute Redressal Commissions at the national, state, and district levels for efficient and expedited resolution of consumer complaints. With the rise of e-commerce in India, the government has recognized the need for specific regulations to address

consumer issues in the digital marketplace. The government has also introduced rules for e-commerce entities in 2020 to promote fair trade practices and protect consumer interests. Alongside the legal framework, alternative dispute resolution mechanisms such as mediation and arbitration have gained importance in consumer dispute resolution. These methods provide faster and cost-effective resolution of consumer complaints, reducing the burden on the traditional legal system. In the current times rapid growth of online transactions and digital services has presented new challenges in consumer protection. Issues such as data privacy, cyber security, counterfeit products, and fraudulent practices require specialized attention. The government has been actively working to address these challenges by formulating policies and regulations to protect consumer interests in the digital space.

## **OBJECTIVES**

This seminar endeavors to comprehensively discuss the importance of consumer awareness and education campaigns. The seminar aims to educate consumers about their rights, enables informed decision-making, and promote responsible consumption. The seminar will provide a platform for academicians, professionals and students to connect significant reforms, and efforts to strengthen redressal mechanisms, regulate e-commerce, promote consumer awareness, and enforce quality standards. As continues efforts are needed to ensure effective implementation, address emerging issues, and safeguard consumer rights in an evolving consumer landscape.

## **BROAD THEMES & SUB-THEMES OF THE SEMINAR**

### **EVOLUTION OF CONSUMER PROTECTION LAWS IN INDIA**

- ❖ The Historical Development of Consumer Protection Laws In India
- ❖ An Overview of the Consumer Protection Act, 2019 *vis-à-vis* the Previous Legislation i.e., Act of 1986
- ❖ Consumer Protection in Common Law System & India

### **THE REGULATORY FRAMEWORK GOVERNING CONSUMER PROTECTION IN INDIA**

- ❖ Legal Framework for Protection of Consumers: Civil Framework & Criminal Framework
- ❖ The Role of Government Agencies such as the Central Consumer Protection Authority (CCPA), the Competition Commission of India (CCI), and the Bureau of Indian Standards (BIS)

## **STRENGTHENING CONSUMER REDRESSAL MECHANISMS**

- ❖ Efficiency in Resolving Consumer Complaints
- ❖ Stages of Litigation at Consumer Commission
- ❖ Best Practices from Different Jurisdictions to Expedite the Dispute Resolution Process

## **E-COMMERCE AND CONSUMER PROTECTION**

- ❖ E-Commerce: Issues and Challenge
- ❖ Protecting Consumers in the Digital Marketplace: Issues And Challenge
- ❖ Misleading Advertisements: Liability & Protection

## **CONSUMER AWARENESS AND EMPOWERMENT**

- ❖ Role of Technology and Social Media in Empowering Consumers
- ❖ Importance of Consumer Awareness and Education in Promoting Consumerism
- ❖ International Best Practices United Nations Guidelines for Consumer Protection, 2015 (UNGCP, 2015)

## **PRODUCT LIABILITY AND CONSUMER SAFETY**

- ❖ Overview Product Liability in India
- ❖ Product Liability: Its Implications for Consumer Safety
- ❖ Product Defects and Deficiencies: Need for Stringent Enforcement Mechanisms

## **EMERGING TRENDS AND FUTURE CHALLENGES**

- ❖ Effectiveness of Mediation as a Tool to Resolve Consumer Disputes
- ❖ Emerging Trends and Challenges in Consumer Protection
- ❖ Role of Artificial Intelligence and Block Chain in Enhancing Consumer Rights

## **CALL FOR PAPERS**

Research Papers/Articles and Case Studies from legal fraternity are invited for presentation in the National Seminar. Communication of acceptance will be sent to authors for presentation. Co-authorship is allowed, but each author is required to register and pay the registration fee individually.

Seminar will be in Hybrid Mode. Authors are also allowed to present and participate in online mode also.

## SUBMISSION GUIDELINES

- The submission shall consist of an abstract and full paper.
- An abstract shall not be more than 300 words excluding title and keywords.
- The length of the paper should not exceed 3000 words.
- Footnotes must conform to the authoritative standard, rules of legal citation and must include a description of each authority adequate enough to be understood by a reader.
- Paper in MS Word format with the subject “**NATIONAL SEMINAR ON CONSUMER PROTECTION AND CONSUMERISM IN INDIA: CHANGING CONTOURS OF LAW & PRACTICE**”
- Cover page must contain name, nationality, e-mail, contact number, and name of the College/University along with the address of the participants.
- In case of co-authorship, the covering letter should include details of all the authors.
- Submission of abstract and full paper must be made to [seminars.fol@iujharkhand.edu.in](mailto:seminars.fol@iujharkhand.edu.in)
- A Delegate must submit the hard copy of his/her paper on the day of Seminar, at registration desk.
- The paper should be in the following format:
  - Font Type: Times New Roman
  - Font Size: 12 pt.
  - Line Spacing: 1.5
  - Foot Note Size: 10pt.

## IMPORTANT DATES

Deadline for Abstract Submission	<b>16<sup>th</sup> August, 2023</b>
Deadline for Communication of Acceptance of Abstract	<b>17<sup>st</sup> August, 2023</b>
Deadline of Registration	<b>20<sup>th</sup> August, 2023</b>
Deadline for Submission of Full Paper	<b>21<sup>st</sup> August, 2023</b>
Date of Seminar	<b>25<sup>th</sup> August, 2023</b>

## REGISTRATION FEE DETAILS

<b>Delegate Categories</b>	<b>Registration Amount</b>
<b>Students</b>	<b>500</b>
<b>Research Scholars/ Academicians</b>	<b>600</b>
<b>Delegate from Industry/Business/Government</b>	<b>700</b>

**NOTE: Co-authorship is allowed and also each author is required to register and pay the registration fee individually.**

## **PAYMENT**

The participants must register themselves and pay the required fees by using the following link:

<https://www.iujharkhand.edu.in/conference/SeminarOnConsumerProtection2023>

To confirm the registration, the scanned copy/confirmation receipt of acknowledgement copy of online registration must be emailed to [seminars.fol@iujharkhand.edu.in](mailto:seminars.fol@iujharkhand.edu.in)

### **PATRON:**

Prof. (Dr.) Raman Kumar Jha, Hon'ble Vice-Chancellor, The ICFAI University, Jharkhand

### **MENTOR:**

Prof. Arvind Kumar, Dean & Registrar (I/C), The ICFAI University, Jharkhand

### **CONVENER:**

Dr. Alok Kumar, Associate Professor & HOD, ICFAI School of Law, The ICFAI University, Jharkhand

### **ORGANIZING SECRETARY:**

Dr. Mithilesh Kumar Pandey, Prof. Divya Utkarsh & Prof. Amarjeet Ranjan  
(Assistant Professor(s), ICFAI School of Law, The ICFAI University, Jharkhand)

### **ADVISORY COMMITTEE:**

- Prof. (Dr.) Y. R. Haragopal Reddy, Advisor, ICFAI Society, Hyderabad
- Prof. (Dr.) A. V. Narsimha Rao, Director, ICFAI Law School, IFHE Hyderabad
- Prof. (Dr.) YogeshPratap Singh, Hon'ble Vice-Chancellor, NLU Tripura
- Prof. (Dr) Ajay Kumar, Professor of Law & Dean Academic Affairs and Law, CNLU, Patna
- Dr. SyamalaKandadai, Associate Professor, NUSRL, Ranchi
- Dr. M. R SreenivasaMurthy, Associate Professor, NUSRL, Ranchi

### **ORGANISING COMMITTEE:**

- Prof. Nishu Kumar, Treasurer, National Seminar; Assistant Professor, ICFAI School of Law, The ICFAI University, Jharkhand
- Prof. Avinash Kumar Bharti & Prof. Ankita Kumari, Delegate Affairs, National Seminar; (Assistant Professor(s), ICFAI School of Law, The ICFAI University, Jharkhand)
- Mr. Saurav Vardwaj, Student, BBA, LL.B. (H)
- Ms. Shraddha Prakash, Student, BBA, LL.B. (H)

### **IMPORTANT CONTACTS:**

Dr. Mithilesh Kumar Pandey +91- 7759041982

Prof. Divya Utkarsh +91-9110056977

Prof. Amarjeet Ranjan +91-9113492561