



# RAJIV GANDHI NATIONAL UNIVERSITY OF LAW, PUNJAB

*in collaboration with*

## Ministry of Consumer Affairs Food and Public Distribution

*organises*

### 3 Day Capacity Building Programme on Consumer Laws

*from*

### 18-20 May 2023



## Capacity Building Programme on Consumer Laws DAY 1 (18/05/2023)

Timings	Topic for the Session	Speakers
10:30AM-11:00 AM	Inaugural Ceremony and Introduction to the Programme	
11:05 AM-11:15AM	Group Photograph	
11:15 AM-12:30PM	Consumer Protection Act 2019: Key Highlights; Consumer Welfare	Dr. Sushila Associate Professor and Research Director, Centre for Study of Consumer Law & Policy Project Director, Chair on Consumer Law at National Law University Delhi
TEA BREAK		
1:00 PM – 2:15 PM	Procedure for Filing and Presentation of Complaints Judgment writing skills and model Judgment format: Emphasis on fostering or instilling the values of judicial/quasi-judicial	Hon'ble Mr. Justice Paramjeet Singh Dhaliwal, Former Judge, High Court of Punjab and Haryana and Former President, Punjab State Consumer Dispute Redressal Commission
LUNCH BREAK		
3:00 PM – 4:15 PM	Registrar training : Role of Registry, (registrar to be directed basics with Jurisdictions/ limitations/ rejection/ objection); Dealing and performance	Ms. Veena Bhardwaj, Registrar, Punjab State Consumer Disputes Redressal Commission
4:15 PM – 4:45 PM	Interactive Session through discussion	Ms. Veena Bhardwaj, Registrar, Punjab State Consumer Disputes Redressal Commission

## DAY 2 (19/05/2023)

Timings	Topic for the Session	Speakers
10:00 AM-11:30AM	Bench Training: Role of bench Examination and passing of Daily Orders	Hon'ble Mr. Justice Paramjeet Singh Dhaliwal, Former Judge, High Court of Punjab and Haryana and Former President, Punjab State Consumer Dispute Redressal Commission
TEA BREAK		
12:00 PM – 1:30 PM	Discussion on Ethics (Qualities): Attitude and Sensitization to Social Issues; developing quasi-judicial skills; and enhancing knowledge of procedural and related substantive laws about consumer issues and their prompt and effective adjudication.	Shri Satish Kumar Aggarwal Legal Rememberancer & Principal Secretary to Government of Punjab



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#### DAY 2 (19/05/2023)

##### LUNCH BREAK

2:30 PM – 4:00 PM	Complaint Examination: Case study/illustration; Discussion on other relevant Acts that may fall or are to be dealt under the consumer	Prof. Dr. Ashok Patil, NLSIU Bangalore
4:00 PM – 5:00 PM	Interactive discussion on various points: commissions experiences and set examples of successful judgment writing	Mr. Rajesh K. Arya Member, State Consumer Disputes Redressal Commission, Chandigarh

#### DAY 3 (20/05/2023)

Timings	Topic for the Session	Speakers
10:00 AM – 11:30 AM	Practical Aspects of Cyber Security and Consumer Protection	Dr. Ashok Wadje Associate Professor MNLU Aurangabad
TEA BREAK		
12:00 – 2:00 PM	Judgments: Latest judgments of the National Commission, State Commissions, High courts and Supreme Court specifically to: Insurance, Banking, e-commerce and other important consumer-related areas	Dr. Anand Kumar Singh, NLU Jodhpur, Director, Centre for Consumer and Competition Law, Project Director, Joint Research (NLUJ – NFCG)
LUNCH BREAK		
3:00 PM – 4:30 PM	Judicial ethics and development of ADR mechanism for dispensation of justice based on the Constitutional vision of justice, basic consumer rights and fundamental rights of the individual/citizens	Adv. Varuna Bhandari, Supreme Court of India

KNOWLEDGE EMPOWERS



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## DETAILED SCHEDULE

### INAUGURAL CEREMONY

18th May, 2023

(10:30 AM - 11:00 AM)

Welcome Address	<b>Prof. Dr. Anand Pawar</b> , Vice-Chancellor (I/C), Rajiv Gandhi National University of Law, Punjab
About the Programme	<b>Dr. Ankit Srivastava</b> , Coordinator, Capacity Building Programme & Assistant Professor, RGNUL Punjab
Address by the Guest of Honour	<b>Justice Paramjit S. Dhaliwal</b> Former Judge, High Court of Punjab and Haryana Former President, Punjab State Consumer Dispute Redressal Commission
Address by the Chief Guest	<b>Shri Rohit Kumar Singh</b> , Secretary, Consumer Affairs Ministry of Consumer Affairs
Vote of Thanks	<b>Dr. Sangeeta Taak</b> , Executive Member, Centre for Consumer Protection Law and Advocacy & Assistant Professor, RGNUL Punjab

Master of Ceremony:	<b>Mr. Kartik Chamadia</b> , Research Assistant, RGNUL Punjab
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