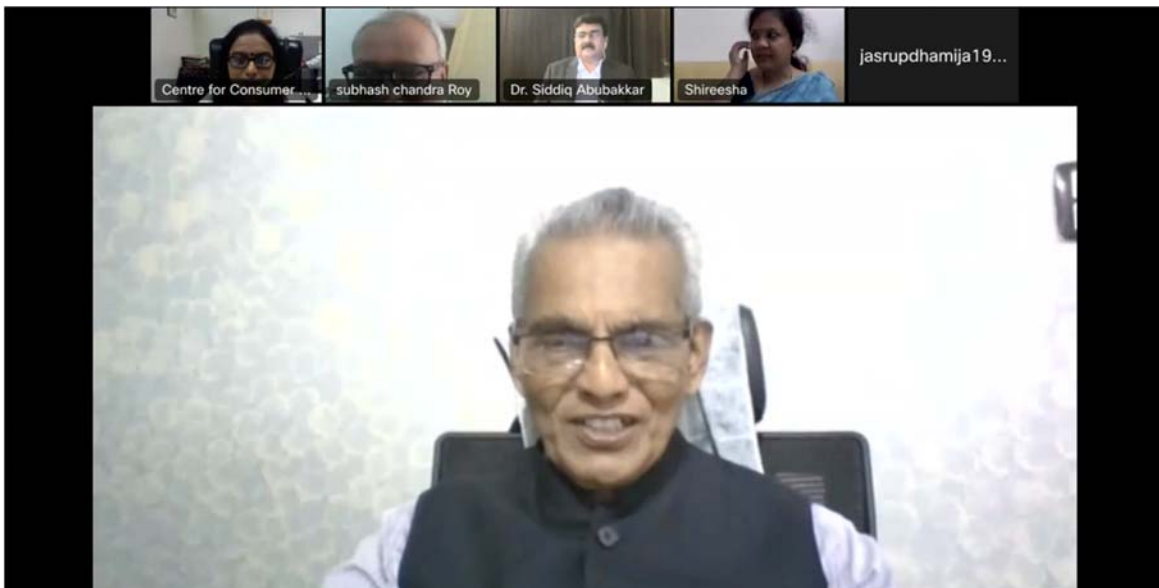


REPORT ON NATIONAL WEBINAR ON CONSUMER AWARENESS: NEED OF THE HOUR

28TH SEPTEMBER 2022

The National Webinar on consumer advocacy was conducted on 28th September 2022 by GHG Institute of Law, Sidwan Khurd, Ludhiana in association with the Centre for Consumer protection Law and Advocacy (CCPLA), Rajiv Gandhi National University of Law. Dr. S.K Naik Director, GHG Institute of Law, Sidwan Khurd, Ludhiana inaugurated the webinar by welcoming all the eminent resource persons and participants present. Prof. (Dr.) G.S. Bajpai, Vice-Chancellor, RGNUL welcomed all the participants and the resource persons in the webinar on consumer rights. Dr. Sangeeta Taak, faculty coordinator CCPLA also expressed her gratitude to all the resource persons for taking out some time from their busy schedule.



Dr. S.K Naik Director, GHG Institute of Law, Sidwan Khurd, gave the inaugural lecture and welcomed once again all the eminent resource persons and participants present. The Webinar was moderated by Dr. Jaswinder, Associate Prof. of Law, GHG Institute of Law, Sidwan Khurd, Ludhiana and Ms. Jaspal Kaur, Member IQAC. The first presentation was by Dr. P.V.V.S. Murthy, Consumer Advocacy Group on purpose of consumer rights and its contemporary relevance. His presentation also touched succinctly touched upon the various contemporary issues that the consumers faced in their everyday lives.

Thereafter, Dr. M. Shrieesha introduced Prof. (Dr.) S.C. Roy from CNLU Patna and called him for his presentation. The second presentation was by Prof. (Dr.) S.C. Roy, CNLU Patna, who extensively dealt with adversarial consumer practices that are employed by various commercial entities in India that affect the public at large.

He also underlined the consumer duties and how they are important in the discussion on consumer rights. He also propounded the need for a consumer duty ombudsman for monitoring and disseminating general awareness on consumer duties amongst the general public.

Dr. Shemeera Kunhu introduced the next resource person was Dr. Subhashini Suresh, from Rathinam Institute of Management Tamil Nadu. Through her presentation, Dr. Subhashini Suresh thoroughly enlightened the audience on the rights and position of women in the regime of consumer protection and issues of awareness. Her presentation also stressed on the participation of women in the consumer policy legal frameworks and institutions with the perspective on women empowerment.

Ms. T. Anusha introduced the next speaker i.e., Dr. Abubakkar Siddiq, Associate Prof. of Law, Commerce University College, Bangalore, Karnataka. The final presentation was by Dr. Abubakkar Siddiq. His presentation focused on the practice of the commercial entities and how they affected consumer rights. In this regard, he particularly focused on the case of Sensodyne Ltd. and Hindustan Unilever Ltd.

After all these interesting presentations and lectures, the floor was open for the Questions & Answers section. Participants from all over the country have asked their questions and resolved their queries. All the resource persons have answered the questions of participants and recognized their ability to understand the importance of consumer rights. At the end, Dr. Shweta Dhand, Principal GHG Institute of Law, gave the vote of thanks to all the participants and resource persons. At last, but not the least, Prof. (Dr.) Anand Pawar expressed his gratitude and thanked all the resource persons for accepting our invitation and attending this webinar.

He also stressed on the lacunae in the Indian Advertising Standards and gave contemporary illustrations on false advertising in our lives. He concluded by saying that consumer rights can only be protected by the combined contribution of each individual consumer in asserting their rights. The webinar was concluded by Dr. Jaswinder who facilitated an interactive question and answer session between the eminent resource persons and the participants present. The vote of thanks was delivered by Dr. Shweta Dhand, Principal GHG Institute of Law.