

## Event Report

2<sup>nd</sup> National Seminar on Alternative Dispute Resolution in Consumer Protection in  
India

20<sup>th</sup> April 2024

The Centre for Alternative Dispute Resolution (CADR) and Centre for Consumer Protection Law and Advocacy (CPLA) RGNUL, Punjab and Dr. PC Markanda Chair on ADR, organized the 2<sup>nd</sup> National Seminar on Alternative Dispute Resolution in Consumer Protection in India on 20<sup>th</sup> April 2024. There were four parallel Technical Sessions and about 35 papers were presented on various themes of ADR and Consumer protection touching upon topics like The Overview of Consumer Protection Laws and ADR Mechanisms in India, the Requirement of Online Mediation for Consumers, Role and Appointment of an Unbiased Mediator in the Dispute Resolution, Mediation Support Mechanisms under Consumer Protection Act, 2019, The Future of Mediation for Consumers, Process of Mediation Under the Consumer Protection Act, 2019 and Its Best Practices, Role of Technology in ADR: Opportunities and Challenges, Impact Analysis of Mediation under the Consumer Protection Act, 2019, Legal Challenges Faced by Artificial Intelligence in Consumer Online Dispute Resolution etc.

<b>Name of the Coordinators</b>	Dr. Gurmanpreet Kaur Dr. Sangeeta Taak Dr. Ankit Srivastava Dr. Wazida Rahman
<b>Designation of the Co-ordinators</b>	Associate Professor of Law Assistant Professor of Law Assistant Professor of Law Assistant Professor of Law
<b>Dates of the Event</b>	20 <sup>th</sup> April 2024
<b>Venue</b>	Online through Webex
<b>No. of participants</b>	35 Paper Presentations