



Rajiv Gandhi National University of Law, Punjab

## 2nd National Seminar

on

*Alternative Dispute Resolution (ADR) in  
Consumer Protection in India*

*organised by*

CENTRE FOR ALTERNATIVE DISPUTE  
RESOLUTION

&

CENTRE FOR CONSUMER PROTECTION LAW  
AND ADVOCACY

&

DR. P.C. MARKANDA CHAIR ON ADR

April 20, 2024

# ABOUT THE UNIVERSITY



The Rajiv Gandhi National University of Law (RGNUL), Punjab, was established by the State Legislature of Punjab by passing the Rajiv Gandhi National University of Law, Punjab Act 2006 (Punjab Act No. 12 of 2006). The Act incorporated a University of Law of national stature in Punjab, to fulfil the need for a Centre of Excellence in legal education in the modern era of globalization and liberalization. The University acquired approval of the Bar Council of India (BCI) in July 2006. The University also got registered with the University Grants Commission (UGC), New Delhi under Section 2(f) of the University Grants Commission Act, 1956 and has been declared fit to obtain grant from the (UGC) under Section 12-B of the UGC Act, 1956. The University was accredited with 'A' Grade by National Assessment and Accreditation Council (NAAC) in 2015. RGNUL, Punjab was granted autonomy under UGC Regulations, Clause 5 Dimensions of Autonomy for Category-II Universities in April 2018. The Ministry of Human Resource Development, Government of India, ranked RGNUL the first amongst the cleanest Higher Educational Institutions, Swachh Campus (2019) in the category of Government Residential Universities.



# ABOUT THE ORGANIZERS

## ABOUT THE DR. PC MARKANDA CHAIR ON ADR AT RGNUL

Late Advocate Dr. P.C. Markanda was one of the leading arbitration lawyers in India. He was popularly known as the Father of Indian Arbitration. To carry forward his legacy and vision, RGNUL has set up Dr. P.C. Markanda Chair on ADR. The objective of the Chair is to set up RGNUL as a hub of Arbitration and to render training and technical assistance by way of setting up training institutes for Arbitration and Mediation. To conduct meaningful research in the areas of ADR and provide consultancy by way of introducing legal start-ups and collaborations in the country. To impart basic education by way of initiating new degree, diploma and certificate courses by uplifting the core principles and ethics behind ADR.

## ABOUT THE CENTRE FOR ALTERNATIVE DISPUTE RESOLUTION

Centre for Alternative Dispute Resolution (CADR) has been established to promote students' and researchers' interest in Alternative Dispute Resolution constituting dispute resolution methods like Arbitration, Negotiation, Mediation and Conciliation. ADR mechanisms are slowly gaining momentum and are becoming a part of Indian justice delivery system. It is all due to the efforts of Legal Services Authorities under the Legal Services Authorities Act, 1987. These dispute resolution methods, though more economical and faster are not yet very popular among common Indian masses. CADR endeavours to promote and develop ADR as a vehicle of socio-economic and political justice. The ultimate objective of the Centre is to strengthen ADR mechanism in the country by emerging as a platform for students to further their interests in the field. A strong team of teachers and students is working towards achieving this end.

## ABOUT THE CENTRE FOR CONSUMER PROTECTION LAW AND ADVOCACY

Another Centre of excellence, namely Centre for Consumer Protection Laws and Advocacy (CCPLA) has been established on the campus. The aim of the centre is to conduct advanced research in various aspects related to the Consumer Protection Law; to provide consultancy in consumer protection litigation by involving students, faculty members and practicing lawyers; to excel in undertaking empirical research works in the fields of consumer protection; to establish a platform for the purpose of Training the Trainers in order to magnify the potential of the advocates dealing in Consumer Protection Law; to equip them thoroughly with the laws and the analytical ability to strengthen the functional paradigm of NGOs working and contributing in the area; to provide legal aid to the under-privileged sections of the Indian society in order to promote awareness in the context; and to render guidance and encouraging 'Public Interest Litigation'. The centre plans to start a Post-Graduate Diploma in Consumer Protection Law and Advocacy in order to encourage consumer awareness in the society and to give impetus to welfare oriented legislations.



# ABOUT THE SEMINAR

Consumer courts in India, are burdened with lakhs of pending cases and for petty amounts consumers have to wait for years to get justice. In order to strengthen and empower consumer rights in India The Consumer Protection Act, 2019 which is considered as a milestone in protecting the rights of the consumers has been passed by the parliament. The New Consumer Protection law was given a striking feature with the introduction of Mediation as an ADR mechanism to tackle the consumer matters and reduce the number of matters in the various commissions. The National Seminar on Alternate Dispute Resolution (ADR) in Consumer Protection in India aims to provide a comprehensive platform for stakeholders to delve into the crucial intersection of consumer rights and effective dispute resolution mechanisms. With the ever-evolving landscape of consumerism and the increasing need for expedient resolution of consumer disputes, exploring ADR methods becomes paramount. This seminar serves as a catalyst for dialogue, knowledge exchange, and collaboration among legal experts, policymakers, industry professionals, consumer advocates, and academia. By bringing together stakeholders from diverse backgrounds, the seminar endeavors to contribute towards enhancing access to justice, promoting consumer welfare, and fostering a culture of efficient dispute resolution in India.

# SUB-THEMES

1. Overview of Consumer Protection Laws and ADR Mechanisms in India.
2. Requirement of Online Mediation for Consumers.
3. Role and Appointment of an Unbiased Mediator in the Dispute Resolution.
4. Mediation Support Mechanisms under Consumer Protection Act, 2019.
5. The Future of Mediation for Consumers.
6. Process of Mediation Under Consumer Protection Act, 2019 and Its Best Practices.
7. Role of Technology in ADR: Opportunities and Challenges.
8. Impact Analysis of Mediation under the Consumer Protection Act, 2019.
9. Consumer Empowerment and Awareness in ADR Processes.
10. Industry-Specific Perspectives: Case Studies and Best Practices.
11. Judicial Role and Enforcement of ADR Awards.
12. Future Trends and Innovations in ADR for Consumer Protection.
13. Any other topic relating to the Main Theme.



# TENTATIVE SCHEDULE

<b>Last Date for Abstract Submission</b>	<b>15th March 2024</b>
<b>Notification of Acceptance/Rejection of Abstract</b>	<b>20th March 2024</b>
<b>Last Date for Registration</b>	<b>5th April 2024</b>
<b>Last Date to Submit the Final Paper</b>	<b>5th April 2024</b>

## REGISTRATION

- **Academicians/Professionals: INR 800 + GST**
- **Students/Researchers: INR 500 + GST**
- **For any co-authorship: INR 1200 + GST**

# PAPER SUBMISSION GUIDELINES

- Participants shall be required to submit an abstract of around 350 words on or before 15th March, 2024.
- The research papers should pertain to the main theme of the Seminar.
- Abstract shall also contain, the name of the author/authors, email Id of the author/s contact number and designation.
- Acceptance of abstracts shall be communicated separately.
- Payment link shall be shared separately if the abstract is selected.
- Full paper shall not exceed 6000 words. It shall be typed in Times New Roman, Font Size 12 on A4 size paper on any of the sub-themes of the conference with 1” margin on all sides with 1.5 line spacing using MS Word.
- Abstracts and papers shall be required to be emailed to [events@rgnul.ac.in](mailto:events@rgnul.ac.in).
- Citation shall be strictly in accordance with OSCOLA.
- The university may publish selected papers. Selection of papers for publication shall be the exclusive discretion of the University.



# ORGANIZING COMMITTEE

## PATRON-IN-CHIEF

**PROF (DR.) ANAND PAWAR**

Vice-Chancellor (Officiating)/Registrar

## FACULTY CO-ORDINATORS

**Dr. Gurmanpreet Kaur**

Associate Professor of Law

**Dr. Sangeeta Taak**

Assistant Professor of Law

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