



**NATIONAL WORKSHOP ON
CONSUMER PROTECTION AND EMPOWERMENT IN INDIA
25-26 OCTOBER, 2013**

Organized by : Shri R.K. Patni Government P.G. College, Kishangarh (Ajmer) Rajasthan
In collaboration with Centre for Consumer Studies, IIPA, New Delhi
Sponsored by Department of Consumer Affairs
Ministry of Consumer Affairs, Food and Public Distribution, Government of India



Background of the Workshop

The growing interdependence of the world economy and international character of the business practices have contributed to the development of universal emphasis on consumer rights, protection and promotion. Consumers, world over, are demanding value for money in the form of quality goods and better services. Modern technological developments have no doubt made great impact on the quality, availability and safety of goods and services. But the fact of life is that the consumers are still victim of unscrupulous and exploitative practices.

Exploitation of consumers assumes numerous forms such as adulteration of food, spurious drugs, dubious hire purchase plans, high prices, poor quality, deficient services, deceptive advertisements, hazardous products, black marketing and many more. Exploitation is more severe in the rural areas as the consumers are illiterate and ignorant of their rights. In addition, the information revolution has thrown newer kinds of challenges to the consumers like e-commerce, cybercrimes, plastic money etc., which affect the consumer in even bigger way.

Consumer protection is a socio-economic programme to be pursued by the government as well as the business as the satisfaction of the consumers is in the interest of both. In this context, the government, however, has a primary responsibility to protect the consumers' interests and rights through appropriate policy measures, legal structure and administrative framework. The best way to empower the consumers is to educate them and make them aware about their rights and obligations and this two day workshop intends to do the same.

Objectives of the Workshop

At the end of the Workshop the participants will be able to:

- appreciate the need and importance of Consumer Protection in market economy;
- understand the provisions of the Consumer Protection Act and other legislations having an impact on consumer protection;
- enhance their knowledge and skill relating to services and products;
- help understand the process of grievance redressal and filing of complaints;
- build their capacity in the area to enable them to take the consumer movement forward.

Major Themes

- Consumer Protection & Empowerment
- Consumer Protection Act, 1986
- Consumer Protection: Education and Awareness
- Grievance Redressal Procedure
- Banking and Consumers
- Media and Consumer
- Food Safety and the Consumer
- Insurance and Consumers
- Electricity and Consumers
- Transport and Consumers
- Consumer Services in Rajasthan

Registration and Fee charges

Registration form may be downloaded at www.gckishangarh.edu.in. No registration fee for NSS officers deputed by DCE. Registration fee for other participants is Rs. 500 and for accompanying person is Rs. 500 which will include workshop kit, breakfast, lunch and dinner. The last date for registration is 30 September 2013. No spot registration. Registration fee will be accepted by cash or through demand draft in favour of Organizing Secretary, Government College, Kishangarh.

For Whom

The Workshop is meant for officials from various service organizations, teachers, researchers, students, service providers, trainers, and NGO's.

Workshop venue

R K Community Centre
Jaipur Road
Madanganj-Kishangarh (Ajmer -Rajasthan)
01463-249110

Accommodation

Limited Accommodation facility will be made available free of cost on first cum first serve basis at R K Community Centre on prior request.

About the College

Established in the year 1959, Shri R K Patni Government P.G. College, Kishangarh, selected as Centre of Excellence by State Government, is affiliated to MDS University, Ajmer. The college campus is environment friendly. Lake Gundolav on one side and spur of the Aravallis on the other, add a touch of mystic Gurukul Ashram that beckons aspiring learners to plunge with zest into the vigorous life stream of the college.

About Centre for Consumer Studies (CCS), IIPA

The Indian Institute of Public Administration was inaugurated by the first Prime Minister of India, Pt. Jawaharlal Nehru, on March 29, 1954 in New Delhi. The Institute is engaged in training of senior civil servants, research and documentation in Public Administration and also acts as a catalyst in various fields of administration in the Country.

The Centre for Consumer Studies (CCS) was established in 2007 as one of the twelve Centers of IIPA, New Delhi and is guided by a Monitoring Committee, chaired by the Secretary, Department of Consumer Affairs, GoI. The Centre closely works in association with Government of India and various State Governments, National/ State Consumer Disputes Redressal Commissions and District Forums. Its broad areas of focus comprise - Capacity Building, Advocacy, Policy Analysis and Research. The Centre has done pioneering work in the area of consumer empowerment and plays a critical role in policy formulation and analysis.

Contact : **Dr. Manak Jain**

Organizing Secretary

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राजस्थान सरकार

शिक्षा-विभाग

निदेशालय कॉलेज शिक्षा, राजस्थान, जयपुर

क्रमांक: प.9 (कार्यशाला) एनएसएस/निकाशि/13/524-25 दिनांक: 03 अक्टूबर, 2013

प्रतिलिपि निम्नलिखित को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित है-

1. समस्त प्राचार्य, राजकीय/निजी महाविद्यालय, राजस्थान।
2. डॉ. धीरेन्द्र देवर्षि को वेबसाइट पर अपलोड करने हेतु।

(डॉ. राजेश शुक्ला)
संयुक्त- निदेशक (अकादमी)