

Report on One Day Seminar on Consumer Protection Act-2019

Date: 10 March 2023

Time: 10:00 am – 4:30 pm

Venue: Seminar Hall 1, 1st Floor, Learning Center



One day seminar was conducted by Karnataka Institute for Law and Parliamentary Reform [KILPAR] Bengaluru in collaboration with Alliance School of Law, Alliance University, Bengaluru on Consumer Protection Act, 2019. The Chief Guest of the event was Sri. K. Dwarakanath Babu, Director, KILPAR, Bengaluru and the Guest of Honour were Prof. (Dr.) Ashok R Patil, Professor and Chair of Consumer Law and Practice [Ministry of Consumer Affairs, Government of India] NLSIU, Bengaluru and Sri. Y.G. Muralidharan, Founder of NGO – CREAT (Consumer Rights Education and Awareness Trust). The event was also attended by Dr. Revaiah Odeyar, Research Head, KILPAR.

The event started with the lighting of the lamp followed by the welcome address by Prof. (Dr.) Kiran Dennis Gardner, Dean, Alliance School of Law where she welcomed everyone and focussed on the importance of consumer awareness. Her speech was succeeded by the address from the Chief Guest Sri. K. Dwarakanath Babu, Director, KILPAR, Bengaluru. He focussed on the Consumer Protection Act 1986, its history and the changes made in the new law of 2019. He discussed in brevity about the functioning of his office and the events they conduct as a step towards awareness about consumer rights.

The first session witnessed 12 interesting presentations from the students of first year of Alliance School of Law. The students talked on various facets of consumer protection and consumer rights ranging from Price Discrimination – Pink Tax in India, Need of Lemon Laws in India, Status of educational institutions under Consumer Protection Act, Issues about levying of service charge, healthcare sector and consumer rights, rural consumer awareness, energy and environment, functioning of judicial and quasi-judicial courts under Consumer Protection Act, Shift of Burden to Caveat Venditor.

The session was followed by the first technical session led by the Guest of Honour Prof. Dr. Ashok R Patil, Professor and Chair of Consumer Law and Practice [Ministry of Consumer Affairs, Government of India] NLSIU, Bengaluru. Prof. Patil congratulated all the participants and discussed the history behind passing of Consumer Protection Act, 2019. He also discussed

in detail the changes made in the new law and the need for it. He focussed on the aspect of how students can use Consumer Protection Act to improve their professional skills, drafting skills, research skills while they are completing the law course. He encouraged students to use Consumer Protection Act as a tool of developing the industry-oriented skills and benefit the society at the same time. In support of this, he showed the students the petitions filed by the students of NLSIU and their success stories under Consumer Protection Act. He also discussed in detail the interpretations of various important sections of Consumer Protection Act, 2019 read with other laws for a better understanding of the students followed with various interesting examples from practical life. Students greatly enjoyed his talk and enriched their knowledge. The session was concluded by Prof. Shubhi Trivedi by stating vote of thanks to Prof. Patil.

The second technical session was conducted post lunch by Sri. Y. G. Muralidharan, Founder of NGO – CREAT. He focussed on the various awareness programmes organised by KILPAR. His talk started with the summary of the presentations made by the students and the feedback by the guests for them. He enumerated certain points that students can take help from for improving their presentation skills. He enlightened the students about the consumer movement that started in 1993. His talk emphasized on the fact that consumer protection under Consumer Protection Act is a part of consumer movement and that the other sides included the efforts of NGOs, civil societies in protecting the consumer interests. He told about the international callings on consumer protection, establishment of the very first Consumer Protection Board in Karnataka. He told the students about the history of his organization CREAT (Consumer Rights Education and Awareness Trust) and also highlighted the efforts made in spreading consumer awareness in various schools of Bengaluru. The session ended with a vote of thanks by Prof. Sukanya Priyadarsini.

The seminar was concluded through a valedictory ceremony wherein the three best paper presenters were declared. The first position was bagged by Niharika of B.A.LL.B., second position was taken over by Sudhiksha of B.A.LL.B and there was a tie for the third spot between Lasya C Rof B.A.LL.B and Dhanushri from BB.A.LL.B. The winners were all given cash prizes and certificates of merit. The seminar witnessed participation from over two hundred law students from law school and was a huge success.