



INTERNATIONAL VIRTUAL CONFERENCE ON NEW FACETS OF CONSUMER PROTECTION: CHALLENGES AND WAY FORWARD

NOVEMBER 19, 2022



ZOOM EVENT



ORGANISED BY:

CHAIR ON CONSUMER LAW AND PRACTICE,
NATIONAL LAW SCHOOL OF INDIA UNIVERSITY, BANGALORE
IN ASSOCIATION WITH
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC
DISTRIBUTION, GOVERNMENT OF INDIA, NEW DELHI

REVIEWING PARTNER

INTERNATIONAL JOURNAL ON CONSUMER LAW AND
PRACTICE (SCOPUS & UGC-CARE INDEXED JOURNAL)

CONTACT US  080 2316 0527



consumerlaw@nls.ac.in

ABOUT NATIONAL LAW SCHOOL OF INDIA UNIVERSITY, BENGALURU

NLSIU was the first National Law University established in India in 1986. The premier law school was set up with a mission to pioneer legal education reforms, and to anchor the transformation of the Indian legal system through research and policy interventions. The University's Chancellor is the Chief Justice of India, and the Chairman of the Bar Council of India is the Chairman of the General Council. The University's Governing bodies include representatives from the Bar Council of India, the Judiciary, the Government of Karnataka, and the Law School faculty. Since 2018, NLSIU has consistently maintained the first rank in National Institutional Ranking Framework (NIRF) across India.



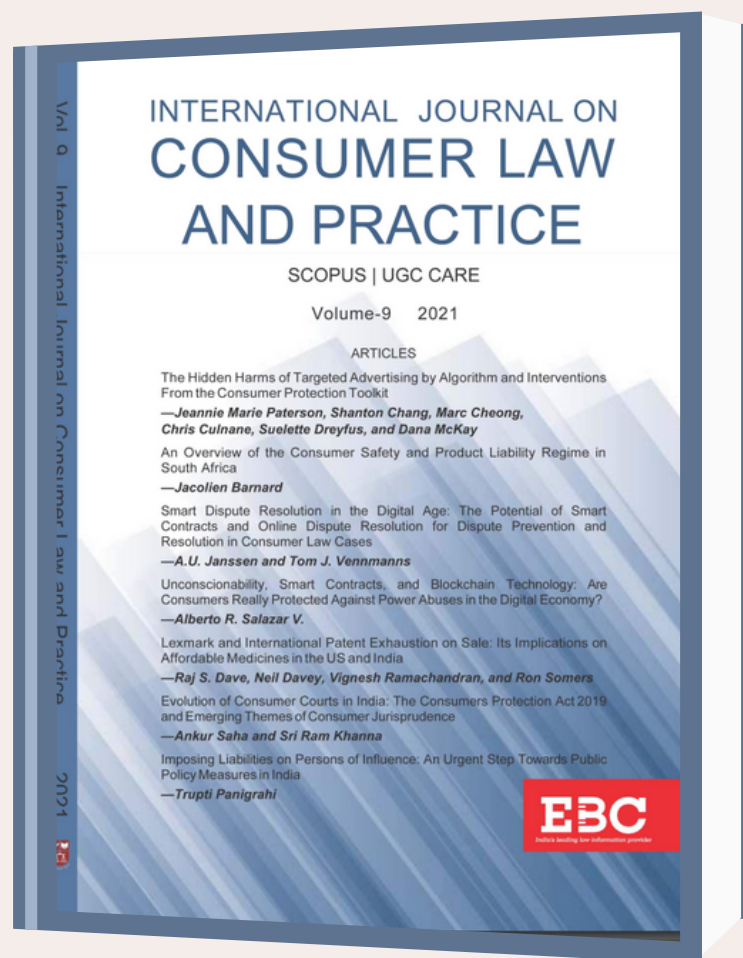
ABOUT CHAIR ON CONSUMER LAW AND PRACTICE

In Indian history first time the Consumer Law and Practice Chair (CLAP Chair) has been established in August 2008, at the National Law School of India University, Bangalore (NLSIU) by the Ministry of Consumer Affairs, Food & Public Distribution Department of Consumer Affairs, Government of India, New Delhi, to promote research, teaching and training in Consumer Law and Practice. From the date of establishment of this CLP chair, Prof. Ashok Patil is heading and administering this chair. The Consumer Law and Practice Chair is acting as a "Think Tank" for the Research and Policy related issues on Consumer Law and Practice. The Chair is publishing a Bi-Annual News Letter title March on Consumer Law and Practice containing a brief report on the activities of the Chair, Legal developments in the field of Consumer Affairs, summary of leading judicial decisions of the Supreme Court and High Courts as well as the National Consumer Dispute Reddressal Commission and State Consumer Dispute Reddressal Commissions. The same Newsletter will also be released in the electronic format and uploaded in the website periodically to facilitate access to those information free of cost; and publishing International Journal on Consumer Law and Practice (IJCLP).

ABOUT INTERNATIONAL JOURNAL ON CONSUMER LAW AND PRACTICE (SCOPUS)

The International Journal on Consumer Law and Practice (IJCLP) is a blind-peer reviewed; Open-Access Law journal published annually by NLSIU under the aegis of the Chair on Consumer Law and Practice, NLSIU (CLAP) with an ISSN No.2347-2731 released its first publication in 2013. Recently Journal indexed on SCOPUS, HeinOnline, Google Scholar, SCC OnLine, & UGC CARE List.

Previous issues have featured contributions by Hon. Justice AK Sikri (Judge, Supreme Court of India), HC Mult Norbert Reich (Emeritus Professor, Bremen University, Germany), Cristina Poncibò (Assoc. Prof., Comparative Private Law, University of Turin, Italy), Laura Zoboli (Asst. Prof., European Economic Law, University of Warsaw, Poland), James P Nehf (Prof. and Cleon H Foust Fellow, Robert H McKinney School of Law Indiana University), Gail Pearson (Prof., University of Sydney, Australia), etc. It seeks to provide a forum for engaging in discussion on various National and International best practices on Consumer Protection Laws.



Following the tenth successful volume of the Journal and in continuance of the endeavour to encourage academic discourse and legal scholarship, the Board of Editors invites submission for the eleventh Volume. Over the years the journal on featured articles, essays, case notes on different themes of Consumer law ranging from International Consumer Protection Framework and Policy, Empowering Consumers, Consumer Welfare legislation and its implementation, Consumer Rights in Digital Era, technological Advancements in Enforcement of Consumer Rights, Mediation an effective tool to resolve Consumer Disputes etc. The Journal welcomes contributions from academicians, practitioners, students of law and allied fields.

CONCEPT NOTE

The advent of globalization coupled with modern business methods had a significant impact on consumer experience in India. No country can knowingly or unknowingly disregard the interest of the consumers. This can be argued on the basis of fast enactment of consumer protection laws in almost all part of the world. India is not an exception to this rule. To acquaint with the growing technology and globalization India enacted Consumer Protection Act 2019 repealing three decade old Consumer Protection Act, 1986, is one of the examples that can be treated as a milestone in the history of socio-economic legislation to protect the interests of consumers in India.

The main object of the Consumer Protection Act, 2019 (CPA 2019) is to provide for protection of the interests of consumers and for the said purpose, to establish authorities for timely and effective administration and settlement of consumers disputes and for matters connected therewith or incidental thereto.” The CPA, 2019 aimed at enhancing the scope of protection of the consumer’s rights through establishment of the Central Consumer Protection Authority, Consumer Dispute Redressal Commissions, Consumer Protection Councils. The CPA 2019 has widened the scope and provides more protection to the consumer as compared to CPA 1986 which can be seen throughout the Act. The CPA 2019 has introduced the new concept of unfair contracts which includes those contracts whose terms and conditions are in favour of the manufacturer or service provider and are against the interest of the consumer which would help to keep check on the business including banks and e-commerce sites that take advantage of their dominance in the market. The other significant addition is establishment of Central Consumer Protection Authority (CCPA) to regulate, protect and enforce the interest of the consumer and matters related to unfair trade practice and misleading advertisement. Another major introduction under the act is the concept of ‘Product Liability’ holding the product manufacturer, product service provider and product seller, for defect in goods or deficiency in service by product service provider. Overall the regulation of e-commerce entities and direct selling by enactment of Consumer Protection (E-Commerce) Rules 2020 and Consumer Protection Direct Selling Rules 2021 is one of the significant steps undertaken by government of India. The Consumer Disputes Redressal Commissions set up at the District, State and National levels similar to CPA 1986 but the jurisdiction of these consumer commissions is enhanced and can hear the complaints virtually. The Consumer can file a complaint electronically from the place where the complainant resides or works for gain. Another significant addition that has taken place under new Act is a chapter on Mediation. It provides for establishment of mediation cells attached to the District, State and National Commissions. The Commissions may refer a matter for mediation if the parties consent to settle their dispute through mediation. The CPA 2019 has aimed to bring more holistic and stringent provision so as to protect interest of the consumer.

The sovereignty of the Consumers is to choose the goods or services according to the preferences and preferences assume significance in the context of his choice. But in the present day scenario it has become the myth, because the consumer's freedom of choice is limited and is been abused in common market places. Consumers are duped and cheated because of deceptive advertisement and false and exaggerated descriptions about the quality of goods/services which they propose to sell. It is still rising due to advancement of technology and advent of COVID 19 pandemic and various other natural disasters including economic crises. Hence Consumer protection had to broaden its horizon and grew significantly. Are we moving towards a new Pangaea where all nations are drifting towards broadening the horizons of Consumer Protection. With this reference India on surge of regulating business-consumer dynamism by means adopting new facets of Consumer Protection. Against this backdrop, this International Conference will focus on large array of issues on Consumer Protection. The Agenda of the Conference will be mainly focused on following themes

THEMES

- **Consumer Protection with respect to the Sale of Goods and services through social media platforms;**
- **Consumer Protection from Fake Reviews on E-Commerce Portals**
- **Consumer Protection & Fall Back Liability**
- **Imposing service charges on Consumers for the services rendered at Hotels and Restaurants;**
- **Recognition of Right to Repair as a Consumer Right;**
- **Assessment of Consumer Protection in India in par with International Best Practices**
- **Sustainable Consumerism**
- **Settlement of Cross Border Consumer Disputes**
- **Dark patterns and Consumer Protection**

THE ABOVE LIST IS ONLY INDICATIVE AND NOT EXHAUSTIVE. THE RESEARCHERS ARE FREE TO PICK ANY OF THE TOPICS OF THEIR CHOICE HAVING CONTEMPORARY ISSUES IN PROTECTION OF CONSUMER RIGHTS.

ABSTRACT

The Chair for Consumer Law and Practice (CLAP), National Law School of India University, Bengaluru (NLSIU) invites authors for submission of papers for the International Conference on 'New Facets on Consumer Protection Challenges and the Way Forward.

ABSTRACT FORMAT

- The Abstract shall not exceed 500 words.
- The first page of the submission must contain the title of the paper, the name of the author(s) along with a Cover Letter.
- The abstract should be in Times New Roman, font size 12, with 1.5 line spacing, and footnotes (if any) in Times New Roman, font size 10, with single line spacing.
- The texts and footnotes must conform to OSCOLA 4th Edition.
- Only One Co-authorship is allowed.
- The Abstract should be followed by an Outline of the Article with a brief Discussion.
- The submission of the abstract must be in (.doc) or (.docx)
- The submission should contain a disclaimer to the effect that the piece is original and has not been published or is under consideration, for publication, elsewhere.
- All submissions are subject to a Plagiarism check.

ABSTRACT SUBMISSION

**LAST DATE OF SUBMISSION OF ABSTRACT:
30TH SEPTEMBER 2022.**

PLEASE SUBMIT YOUR ABSTRACT HERE

FULL PAPER

Upon selection, the participants shall submit full paper

FULL PAPER FORMAT

- The length of the full paper including tables, diagrams, illustrations, references, etc. shall not be less than 3000 words and shall not exceed **6000 words**.
- The paper should be typed in (.doc) or (.docx) format and should be as per Times New Roman 12-point font with 1.5 line spacing. The Footnotes shall be typed in Times New Roman 10- point font with single-line spacing.
- All citations should be placed in footnotes (and not endnotes) and shall conform to the [Oxford Standard for Citation of Legal Authorities](#) (4th Edn, 2012).
- All submissions are subject to a Plagiarism check.
- Only One Co-authorship is allowed.
- The submission should contain a disclaimer to the effect that the piece is original and has not been published or is under consideration, for publication, elsewhere.

FULL PAPER SUBMISSION

**LAST DATE OF SUBMISSION OF FULL PAPER:
1ST NOVEMBER 2022.**

**SUBMISSION LINK FOR FULL PAPER WILL BE SHARED
THROUGH EMAIL ONLY FOR SELECTED ABSTRACT**

PUBLICATION

- The Best Paper awarded with 1st Rank will be Published in **International Journal on Consumer Law and Practice (IJCLP)-SCOPUS & UGC-CARE Listed Journal.**
- Selected papers will be published by the Chair on Consumer Law and Practice, NLSIU, Bengaluru in an **edited volume with ISBN.**
- All the **selected papers will undergo a blind review process** before its publications.
- The Authors will be provided with the right to withdraw the paper from the publication of the same in an edited volume on confirmation of being selected for Edited Volume.
- All the abstracts selected for presentation will be published in **Conference Proceedings.** The Soft copy of the same will be shared with all the presenters.

REGISTRATION AND IMPORTANT DATES

We invite professionals, academicians, research scholars and students to participate in this conference.

THE CONFERENCE WILL BE TOTALLY FREE

REGISTRATION

INTERESTED PARTICIPANTS MAY REGISTER FOR THE CONFERENCE HERE.

IMPORTANT DATES

- **Submission of Abstract: 30th September 2022**
- **Confirmation of abstract selection: 10th October 2022.**
- **Submission of full paper and registration: 1st November 2022.**
- **Intimation of Selected paper for Presentations: 10th November 2022**
- **Dates of Conference: 19th November 2022.**

BEST PAPER AWARDS

- **BEST PAPER: 15,000 INR & WILL BE PUBLISHED IN IJCLP (SCOPUS INDEXED JOURNAL)**
- **2ND BEST PAPER: 10,000 INR**
- **3RD BEST PAPER: 5,000 INR**

E-certificate will be awarded to the registered participants, presenters and awards winners who attend all the sessions of the Conference through zoom platform and submit feedback form

ORGANISING TEAM

DIRECTOR OF CONFERENCE

Prof. (Dr.) Ashok R Patil, Professor of Law,
National Law School of India University,
Bengaluru

CONFERENCE CONVENER

Mr. Akshay Yadav, Teaching Associate,
National Law School of India University, Bengaluru

Ms. Komala Rao, Admin,
Chair on Consumer Law and Practice, NLSIU,
Bengaluru

STUDENT CO-ORDINATORS

- Ms. Vidushi Gupta, NLSIU, Bangalore
- Mr. Sathyarth Srivastava, NLSIU, Bangalore
- Ms. Avantika Tewari, NLSIU, Bangalore
- Ms. Kriti Jain, NLSIU, Bangalore
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- Mr. Pratyush Singh, NLSIU, Bangalore
- Ms. Kashish Gupta, NLSIU, Bangalore
- Ms. Mouli Kaushal Jain, NLSIU, Bangalore

In case of any query kindly feel free to contact: Mr. Akshay Yadav, Teaching Associate, NLSIU, Bangalore
(consumerlaw@nls.ac.in)



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