

Prof. Suresh Misra

Chair Professor & Chairman
Centre for Consumer Studies
drsureshmisra@gmail.com



Prof. Suresh Misra a well-known expert on consumer issues is currently Professor (Consumer Affairs) and Coordinator, Centre for Consumer Studies, a think Tank and knowledge partner of the Department of Consumer Affairs, Gol. at the Indian Institute of Public Administration, New Delhi. He holds his Master's in Political Science from Jawaharlal Nehru University, New Delhi, Masters in Human Resource Management from Pondicherry Central University, D.Phil. from Allahabad Central University and Post Graduate Diploma in Journalism and Mass Communication from Calcutta.

He had his advance training in Corporate Governance at AOTS, Tokyo, Japan; in Total Quality Management at UK Civil Service College, Sunningdale, UK; and in Public Policy Management at Development Study Center, Rehovot, Israel. He participated in the Public Administration programme for senior officers at ENA, Paris, France and also attended advance Training of Trainers programme on Training Techniques and Methodology at Thames Valley University, Slough, UK.

Prof. Misra has been associated with consumer studies for the last twenty five years and carried out a number of research and evaluation studies sponsored by national and international agencies. His pioneering study on Food Wastage in Social gatherings and a study on the Impact and Effectiveness of the Consumer Protection Act during the last 25 years have been received very well. A member of the 12th Plan Committee on Consumer Affairs set up by the Planning Commission; he has been associated with the proposed fourth amendment to the Consumer Protection Act. Prof. Misra is a member of the Inter -Ministerial Committee on Misleading Advertisements and a Member of the Central Consumer Protection Council. Gol. He is the Project Director of the National Consumer Helpline and the State Consumer Knowledge Resource Management Portal set up by the Department of Consumer Affairs, Gol at IIPA. He was the Chairman of the Committee set up by the Department of Consumer Affairs to prepare a blueprint for setting up Grahak Suvidha Kendra in the county as one stop shop for consumer related issues.

His major areas of interest include: Consumer Affairs, TQM, Grievance Redressal, Service Delivery and Organizational Effectiveness. Administrative Reforms, Public Policy Issues and Public Sector Reforms, He has authored /edited 20 books and contributed more than 80 research papers in journals of repute.