

# **CENTRE FOR CONSUMER STUDIES**

**Annual Report  
(July 2007- June 2008)**



*Sponsored by*  
**DEPARTMENT OF CONSUMER AFFAIRS,  
GOVERNMENT OF INDIA**

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**CENTRE FOR CONSUMER STUDIES (CCS)  
INDIAN INSTITUTE OF PUBLIC ADMINISTRATION**

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The Indian Institute of Public Administration, New Delhi has been working in partnership with the Department of Consumer Affairs, Gol since 1992, in the quest for realizing policy objectives, through training programmes, research studies, seminars, publications and consultancy assignment. To further the mutually beneficial relationship, the need was felt for providing permanency to the partnership between the two organizations by way of creating a dedicated “Centre of Excellence” for the cause of Consumers’ rights and interest’s protection and promotion.

As a follow up, the Department of Consumer Affairs, Government of India and IIPA agreed to set up a Centre for Consumer Studies at IIPA for which the DCA would provide the financial support for a period of Five Years from the date of Agreement. The MoU was signed on July 29, 2007 by the Joint Secretary, CA on behalf of DCA, Gol, and the Director, IIPA on behalf of the IIPA. To operationalise the Centre the DCA, through its Sanction Order No. O-11011/ 68/ 2005-CWF Dated 30<sup>th</sup> March 2007 sanctioned the necessary funds to the Indian Institute of Public Administration initially for a period of five years.

The primary objective of the centre is to act as a” *think tank*” for research and policy related issues on consumer protection and consumer welfare.

**2. Aim:**

The aim of the Centre is to perform, facilitate and promote better protection of Consumers’ rights and interests with special reference to rural India.

### **3. Objectives of the Centre:**

The objectives of the Centre are to:

- conduct / facilitate in-depth action research in the area of consumer protection and consumer welfare;
- organize and help other organizations in training of personnel engaged in administration and adjudication of consumer justice in the country;
- network with the other institutions/ organisations, nationally and internationally, working for the cause of consumer rights protection;
- organise seminars/ workshops/ conferences/ round tables on the contemporary issues relating to consumer protection;
- sensitise trade and industry and the service providers to the requirements of the consumers, especially to alternative and informal mechanisms to resolve their complaints and redress their grievances;
- create resource centre for future research and publish books/ monographs/ occasional papers to fill up existing knowledge gap and
- Provide policy inputs to the Department of Consumer Affairs from time to time.

### **4. Activities of the Centre:**

The Centre performs the following activities;

- in-depth action research in the area of consumer protection and consumer welfare with a special emphasis on rural areas;
- training of personnel engaged in administration and adjudication of consumer justice in the country and the elected representatives of the local bodies;
- networking with the other institutions/ organisations, nationally and internationally;
- organise seminars/ workshops/ conferences/ round tables on the contemporary issues relating to consumer protection;
- sensitize trade and industry and the service providers to the requirements of the consumers;
- create resource centre for future research;

- publish books/ monographs/ occasional papers to fill up existing knowledge gap and
- Provide policy inputs to the Department of Consumer Affairs from time to time.

## 5. Monitoring and Supervision:

For the purpose of effective monitoring, advice and supervision of the activities of the Centre, a Monitoring Committee has been constituted by the DCA. The Monitoring Committee shall meet at least twice in a year and comprises of the following: -

- |   |                     |
|---|---------------------|
| 1. Secretary, Department of Consumer Affairs      | - Chairperson       |
| 2. Director, IIPA                                 | - Member            |
| 3. Additional Secretary, DCA                      | - Member            |
| 4. Joint Secretary, DCA                           | - Member            |
| 5. Chief Controller of Accounts, DCA              | - Member            |
| 6. Director/Deputy Secretary (CWF)                | - Member            |
| 7. Prof. S. S. Singh, Co-ordinator of the Centre  | - Member            |
| 8. Chair Professor, In-charge of the Centre, IIPA | - Member -Secretary |

First Meeting of the Monitoring Committee was held on March 11, 2008 under the chairmanship of Secretary, Department of Consumer Affairs. Minutes of the meeting are enclosed at **Annexure I**.

## 6. Planning for the Centre:

The posts of the Chair Professor (Consumer Affairs), one Associate Professor (Consumer Protection and Consumer Welfare), two Assistant Professors (Consumer Studies) and two Research Officers were advertised. The last date for receiving the applications for the above posts was 27-08-2007 (**Annexure II**). Received applications were scrutinized by a Committee constituted by the Director, IIPA. The IIPA selection Committee under the Chairmanship of Dr. K. Malaisamy, MP, Chairman, Standing Committee was held on October 25, 2007. Chair Professor and one Assistant Professor were appointed. The remaining posts of one Associate Professor and one Assistant Professor were readvertised on January 7,

2008 in Hindustan Times. No suitable candidate for the post of Associate Professor was found and the person appointed for the post of the Assistant Professor did not join due to personal reasons. (**Annexure III**).

The Selection Committee constituted by the Director, IIPA under the Chairmanship of Prof. V. K. Sharma met on October 19, 2007 to select the Research Officers. Two Research Officers Shri Amit Singh and Shri Kanhu Charan Pradhan were selected. None of them joined. As a result these positions were also readvertised and the interviews for these positions were held in the first week of February. Two Research Officers Dr. Amit Kumar Singh and Shri Virendra Nath Mishra were selected and joined the Centre. The post of the Assistant Professor has also been readvertised in the first week of May for which the interviews are likely to be held shortly. (**Annexure IV**)

## **7. Training Programmes / Capacity Building Activities:**

The Centre in its first year organized sixteen training programmes/ capacity building activities which included four Training Programmes for the Presidents and Members of the District Consumer Forums in the Month of July, August and November, 2007 and April 2008; three Training of Trainers Programme in Consumer Protection and Consumer Welfare in the Month of August and November, 2007 and February, 2008; two Refresher Training Programmes for the Presidents and Members of the District Consumer Forums in the in the Month of September and October, 2007; one Training Programme for the Members of the State Consumer Disputes Redressal Commissions in the month of November, 2007; one Training Programme for Heads of NGOs / VCOs in the month of January 2008; One Day Seminar for Heads of State Institutes for Rural Development in February 2008; one Two Day Seminar on Consumer Protection in February 2008; one Two Day Training Workshop for the officers of Defence Training Institutions/ Establishments in March 2008; one Workshop for the Officers of the Department of Food and Public Distribution of West Bengal in April 2008 and one Workshop on Consumer Protection and Consumer Welfare for the Officials of Panchayati Raj/ Elected Representatives of PRIs and NGOs in April 2008. . The evaluation reports of the Training Programmes are enclosed as **Annexure V**.

### List of Training Programmes/ Capacity Building Activities

Sl. No.	Programme	Duration	No. of Participants	Venue
1.	56 <sup>th</sup> OTP for the Presidents and Members of the District Consumer Forums	July 23-28, 2007	21	IIPA
2.	57 <sup>th</sup> OTP for the Presidents and Members of the District Consumer Forums	August 20-24, 2007	21	IIPA
3.	Training of Trainer in the Consumer Protection and Consumer Welfare	August 6-10, 2007	21	ATI, Jaipur
4.	1 <sup>st</sup> Refresher Training Programme for the Presidents and Members of the District Consumer Forums	September 27-29, 2007	28	TNSJA, Chennai
5.	2 <sup>nd</sup> Refresher Training Programme for the Presidents and Members of the District Consumer Forums	October 8-10, 2007	13	IIPA
6.	Training Programme for the Members of the State Consumer Disputes Redressal Commissions	November 12-15, 2007	17	IIPA
7.	58 <sup>th</sup> OTP for the Presidents and Members of the District Consumer Forums	November 19-23, 2007	29	IIPA
8.	Training of Trainer in the Consumer Protection and Consumer Welfare	November 26-30, 2007	11	ATI, Mysore
9.	Training Programme for Heads of NGOs / VCOs	January 28-31, 2008	22	IIPA
10.	Seminar for Heads of State Institutes for Rural Development.	February 08, 2008	15	IIPA
11.	“ToT” Course on Consumer Protection and Consumer Welfare.	February 18-22, 2008	14	Assam Admn Staff College, Guwahati
12.	Seminar on Consumer Protection in India: Problems and Prospects.	February 25-to 26, 2008	60	G.B. Pant S.S.Instt, Allahabad.
13.	Training Workshop for the officers of Defence Training Institutions/ Establishments	March 12-13, 2008	27	IIPA
14.	Workshop for the Officers of the Department of Food and Public Distribution of the State of W.B.	April 3-5, 2008	24	ATI, Kolkatta
15.	59 <sup>th</sup> OTP for the Presidents and Members of the District Consumer Forums (Maharashtra, Goa, Gujarat)	April 21-25, 2008	28	IIPA
16.	Workshop on Consumer Protection and Consumer Welfare for the Officials of Panchayati Raj/ Elected Representatives of PRIs and NGOs	May 14-16, 2008	37	SIRD, Lucknow

## 8. Stream on Consumer Protection: Law and Practice in 33<sup>rd</sup> APPPA:

For the third consecutive year a Stream on Consumer Protection: Law and Practice was successfully completed in the 33<sup>rd</sup> APPPA (Advanced Professional Programme in Public Administration), a very prestigious programme of IIPA. Senior officials from various All India Services, State Services and three wings of defence forces participate in the programme. More than 20 officials opted for the stream. It was a full stream with one credit and 16 sessions were devoted on various issues of consumer protection. The programme has been received very well by the participants and all the participants were appreciative of the stream.

## 9. Research Studies:

- (i) One of the major ongoing activities of the Centre is to conduct in-depth research studies. The Centre has initiated two Research Studies during the first year. The first one is on “**Best Practices in Consumer Protection-Global Scenario**”. Volume-I containing information about select countries was prepared and submitted to the department in the month of June. It provides for the structure, systems and framework that exist in different countries, relating to consumer protection and welfare. It highlights the strengths of various countries that can be benchmarked by other countries and can be termed as best practices in the area of consumer protection. The document is a cross cultural study aimed at enhancing consumer protection information and activities. It is an ongoing project and information about other countries is also being compiled and processed.
- (ii) The other research study is an “**Empirical Study on Consumer Awareness in Rural India**”. Field survey and data collection is in progress. The data has been collected from the state of Uttarakhand. Two districts Pauri Garwal and Nainital were selected. From each district one block with highest literacy and one with lowest literacy was selected and from each block, four villages were selected –two on the basis of literacy and two on SC/ ST population concentration. A total of 200 households from 8 villages (25



households from each village) were randomly selected and the data has been collected through questionnaire. The survey will be conducted in the states of Tamil Nadu, Madhya Pradesh, Maghalaya and Gujarat.

## 10. Promotional Activities:

The faculty members of the Centre participated in various seminars and conferences and presented papers on various themes relating to consumer protection. The following are some of the promotional activities undertaken:-

- ❑ Keynote Address by Prof. S. S. Singh on “Approach to Consumer Protection in India” in National Seminar on Consumer Protection Act and Consumers’ Welfare on September 15-16, 2007, Kalinga Law College, Bhubaneswar, Orissa.
- ❑ Keynote Address by Prof. S. S. Singh on “Medical Negligence” in the National Seminar on Medical Negligence organized by Department of Law, Kerala University on November 16-17, 2007.
- ❑ Participation in the National Consumer Day celebrated by DCA on Dec 20, 2007 at SCOPE building, CGO Complex, Lodhi Road.
- ❑ Address by Prof S. S. Singh on “Dimensions of Consumer Protection in India” in Conference of Presidents and Members of State Commissions and District Forums of Bihar and Jharkhand on 16-02-2008.
- ❑ A presentation was made by Prof. Suresh Misra on “Consumer Protection: an Overview “in Conference of Presidents and Members of State Commissions and District Forums of Bihar and Jharkhand on 16-02-2008.
- ❑ A presentation was made by Prof. Suresh Misra on “Consumer Awareness among Rural Consumer“in Two Day National Seminar on Consumer Protection and Consumer Welfare at Meerut Institute of Engg. & Technology, Meerut on 07-03-2008
- ❑ Keynote Address by Prof S. S. Singh on “Dimensions of Consumer Protection in India” in Two Day Seminar on Consumer Protection in India: Problems and Prospects on February 25, 2008
- ❑ A presentation was made by Prof. Suresh Misra on “ Market and Rural Consumer“ in Two Day Seminar on Consumer Protection in India: Problems and Prospects on February 26, 2008
- ❑ A presentation was made by Sapna Chadah on “Medical Negligence and CPA“ in Two Day Seminar on Consumer Protection in India: Problems and Prospects on February 26, 2008

- Dr. Amit Kumar Singh, Research Officer, attended Seminar on Globalisation, Consumerism and Protection of Consumer Rights in India organized by Group of Adult Education, JNU on March 28-29, 2008

## **11. Publication:**

1. Monograph in Hindi on “ Upphokta Sanrakshan- Ek Parichay” by Shri Virendra Nath Mishra and Dr. Amit Kumar Singh has been published.
2. Work on an Edited Book on Consumer Education and Awareness: Laws, Policies, Strategies and Implementation is in progress.
3. Work on the proceedings of the Two Day Seminar on Consumer Protection in India: Problems and Prospects is in progress.

## **12. Website of the Centre:**

As per the decision taken in the first meeting of the Monitoring Committee of the Centre a new website for the Centre with the domain name [www.consumereducation.in](http://www.consumereducation.in) has become operational. All the information regarding the activities, publication and the newsletter etc. have been placed on the website.

## **13. E- newsletter:**

The Centre has brought out its e-newsletter which contains the details of the various activities carried out by the Centre and also provides in short some of the recent developments in the area of consumer protection. The newsletter is quarterly and can be accessed through the Centre’s website. It has also being posted via emails to various stakeholders.

## **14. Networking:**

The Centre has been exploring areas of mutual interest with other national and international organizations. Efforts have been made to establish partnership with European Union and other international organizations working in the area of consumer protection and welfare.

## 15. Visit of the officials of the Department of Consumer Affairs, Govt. of Orissa to CCS, IIPA:

A team headed by Shri Sibabrata Dash, Joint Secretary, CA visited Indian Institute of Public Administration, New Delhi on April 11, 2008 to study the functioning of the Centre for Consumer Studies. Prof S. S. Singh briefed the delegation about the activities of the Centre and the help the Centre could provide in setting up a similar Centre in Orissa.

## 16. Planning for the Next Year:

The following activities have been planned for the next year (July 2008-June 2009):-

### (i) Training Programmes / Capacity Building Activities-

1.	60 <sup>th</sup> OTP for the Presidents and Members of the District Consumer Forums	July 7-11, 2008
2.	Workshop on Consumer Protection and Consumer Welfare for the Officials of Panchayati Raj/ Elected Representatives of PRIs and NGOs	August 6-8, 2008
3.	Workshop on Consumer Protection and Consumer Welfare for the Officials of Panchayati Raj/ Elected Representatives of PRIs and NGOs	August 6-8, 2008
4.	Workshop on Consumer Protection and Consumer Welfare for the Officials of Panchayati Raj/ Elected Representatives of PRIs and NGOs	August 11-13, 2008
5.	Workshop for the Officers of the Department of Consumer Affairs in the States	August 21-22, 2008
6.	61 <sup>st</sup> OTP for the Presidents and Members of the District Consumer Forums	September 8-12, 2008
7.	4 <sup>th</sup> Training of Trainers in Consumer Protection and Consumer Welfare	September 22-26, 2008
8.	Training programme for the members of GTZ Project	October 6-10, 2008
9.	3 <sup>rd</sup> Refresher Training Programme for the Presidents and Members of the District Consumer Forums	October 6-10, 2008
10.	Seminar on Rural Consumer and Service Providers	October 20-21, 2008
11.	Two day Seminar with Faculty of Social Work, Kashividyapith, Varanasi	November 11-12, 2008

12.	National Seminar on Consumer Protection: Emerging Issues	November 27-28, 2008
13.	6th Training of Trainers in Consumer Protection and Consumer Welfare.	December 8-12, 2008
14.	National Seminar on Consumer protection and Welfare organized by Department of management Studies, Kalasalingam University	December 17-18, 2008
15.	Training Programme on Consumer Protection and Consumer Welfare for the Heads of the Service Providers	January 29-30, 2009
16.	62 <sup>nd</sup> OTP for the Presidents and Members of the District Consumer Forums	February 9-13, 2009
17.	ToT for the Faculty of ATIs/ SIRDs	February 23-27, 2009
18.	2 <sup>nd</sup> Training Programme for Heads of NGOs / VCOs	March 2-6, 2009
19.	Training of Trainers in Consumer Protection and Consumer Welfare For the officers of the Sikkim Govt.	Date to be decided

**(ii) Stream on Consumer Protection:** Law and Practice in 34<sup>th</sup> APPPA

**(iii) Publications-**

- a. Book on Consumer Protection
- b. Manual on Consumer Protection Act

**(Suresh Misra)**  
**Chair Professor & Coordinator**