



**Capacity Building Programme For  
Members of District Consumer Commissions**

(March 1-3, 2025)

**Organised By:**

Rajiv Gandhi National University of Law, Punjab

**Sponsored By:**

Department of Consumer Affairs  
Ministry of Consumer Affairs, Food & Public Distribution  
Government of India

**Venue:**

Conference Hall, RGNUL



## INAUGURAL SESSION

March 1, 2025 (Saturday) [09:30 AM - 10:15 AM]

Programme	Time
Floral Welcome and Felicitation	9.30 a.m.-9.32 a.m.
Welcome Address by <b>Prof. (Dr.) Jai Shankar Singh</b> Vice -Chancellor Rajiv Gandhi National University of Law, Punjab	9.32 a.m- 9.40 a.m
<b>Address by Shri Rohit Kumar Singh</b> , Hon'ble Member, National Consumer Disputes Redressal Commission, New Delhi	9.40 a.m- 9.50 a.m
Address by <b>Justice A.P Shahi</b> , President of the National Consumer Disputes Redressal Commission (NCDRC)	9.50 a.m- 10.10 a.m
Vote of Thanks by <b>Dr. Ivneet Walia</b> Registrar (In charge) Associate Professor of Law, Rajiv Gandhi National University of Law, Punjab	10.10 a.m- 10.15 a.m
<b>Group Photograph (Academic Block Reception)</b>	
<b>HIGH TEA</b> (Registrar Lounge) (10.15 A.M. -11.00 A.M.)	

**DAY 1**

**March 1, 2025 (Saturday)**

<b>Timings</b>	<b>Topic of Session</b>	<b>Speaker</b>
<b>11:15 A.M. -12:15 P.M.</b>	The Consumer Protection Act, 2019 (Overview & Comparison with CPA 1986)	<b>Hon'ble Mr. Justice A.P Sahi, President, National Consumer Disputes Redressal Commission, New Delhi</b>
<b>12:15 P.M. - 1:15 P.M.</b>	Bench Training/ Role of Bench: <ul style="list-style-type: none"><li>➤ Complaint Examination &amp; passing of Daily Orders</li><li>➤ Admission (Consumer Dispute/ Jurisdiction)<ul style="list-style-type: none"><li>➤ Interim orders</li><li>➤ Procedure during proceedings/ hearings</li></ul></li></ul>	<b>Mr. Rohit Kumar Singh, Hon'ble Member, National Consumer Disputes Redressal Commission, New Delhi</b>
<b>LUNCH BREAK (01:15 P.M. - 02:15 P.M.) (Guest House)</b>		
<b>02:15 P.M. - 03:15 P.M.</b>	<ul style="list-style-type: none"><li>➤ Prompt and effective adjudication</li><li>➤ Execution - Issues related to post-disposal<ul style="list-style-type: none"><li>(a) Civil remedy - enforcement of order</li><li>(b) Criminal remedy - penalty</li></ul></li></ul>	<b>Hon'ble Mr. Justice A.P Sahi, President, National Consumer Disputes Redressal Commission, New Delhi</b>
<b>03:15 P.M. - 04:15 P.M.</b>	Group Interactive Session	<b>Group Interactive Session</b>

**DAY 2**

**March 2, 2025 (Sunday)**

<b>Timings</b>	<b>Topic of Session</b>	<b>Speaker</b>
<b>10:00 A.M. -11:00 A.M.</b>	Execution Proceedings: Challenges and Way Forward	<b>Hon'ble Mr. Justice Basant Kumar Goswami President Jharkhand State Consumer Disputes Redressal Commission, Ranchi</b>
<b>TEA BREAK (11:00 A.M. - 11:30 A.M.)</b>		
<b>11:30 A.M. - 12:30 P.M.</b>	Health Washing and Its Impact on Consumers	<b>Hon'ble Mr. Justice Raj Shekhar Attri, President, SCDRC, Chandigarh</b>
<b>12:30 P.M. - 1:30 P.M.</b>	Medical Negligence vis-à-vis Consumer Protection Act	<b>Mr. Rajesh Arya, Member, State Consumer Dispute Redressal Commission, Chandigarh</b>
<b>LUNCH BREAK (01:30 P.M. - 02:30 P.M.)</b>		
<b>2:30 P.M. - 03:30 P.M.</b>	Challenges faced by the bench in Consumer Disputes	<b>Hon'ble Mrs. Justice Daya Chowdhary, President, State Consumer Disputes Redressal Commission, Punjab</b>
<b>3:30 P.M. - 4:30 P.M.</b>	Mediation under Consumer Protection Act, 2019	<b>Prof. (Dr.) KVS Sarma, Vice - Chancellor, National Law University and Judicial Academy, Assam</b>

**DAY 3**

**March 3, 2025 (Monday)**

<b>Timings</b>	<b>Topic of Session</b>	<b>Speaker</b>
<b>09:30 A.M. - 10:30 A.M.</b>	<ul style="list-style-type: none"><li>➤ Judgment Writing Skills</li><li>➤ Model Judgement Format</li><li>➤ Judicial Ethics</li><li>➤ Fostering &amp; instilling judicial/<i>quasi</i>-judicial values</li></ul>	<b>Hon'ble Mr. Justice Paramjeet Singh Dhaliwal, Former President, Punjab State Consumer Disputes Redressal Commission, Chandigarh</b>
<b>10:30 A.M. - 11:30 A.M.</b>	Role of Registry: <ul style="list-style-type: none"><li>➤ Scrutiny of Complaints/ Applications (jurisdiction/ limitation etc.)</li><li>➤ Registration of Case</li></ul>	<b>Hon'ble Mr. Justice Paramjeet Singh Dhaliwal, Former President, Punjab State Consumer Disputes Redressal Commission, Chandigarh</b>
<b>TEA BREAK (11:30 A.M. - 12:00 Noon)</b>		
<b>12:00 Noon - 1:00 P.M.</b>	Judgments: Latest judgments of the National Commission, State Commissions, High courts and Supreme Court specifically to: Insurance, Banking, e-commerce and other important consumer- related areas	<b>Mr. G.K Dhir, Former President, District Consumer Disputes Redressal Commission, Ludhiana</b>
<b>VALEDICTORY CEREMONY (01:15 P.M. - 01:40 P.M.)</b>		
<b>01:15 P.M. - 01:20 P.M.</b>	Report of the Event	<b>Prof. (Dr.) Naresh Vats, Dean Academics, Rajiv Gandhi National University of Law, Punjab and Coordinator, Centre for Competition and Consumer Protection Law</b>
<b>01:20 P.M.- 01:40 P.M.</b>	<b>Distribution of Certificates</b>	
<b>LUNCH (02:30 P.M. - 03:30 P.M.)</b>		
<b>***END OF THE PROGRAMME***</b>		