



RAJIV GANDHI NATIONAL UNIVERSITY OF LAW, PUNJAB

(Established under Punjab Act No. 12 of 2006)

(Accredited with 'A' Grade by NAAC)

RGNUL / PRO/ 213

Date: 01 / March / 2025

Three Days Capacity Building Program for District Consumer Commission Members

The Three-Day Capacity-Building Program for the members of the District Consumer Commissions of Punjab, Chandigarh, Rajasthan and Uttar Pradesh has been successfully inaugurated, providing a comprehensive take on theoretical knowledge and practical insights into consumer protection laws and contemporary issues. The programme is designed to enhance the administrative and judicial capacities of the participants and engage in academic discourse relating to emerging issues in the field of consumer laws. It further provides a platform for intellectual discourse amongst the members of the National, State and District Consumer Commissions by conducting interactive sessions moderated by experts. The inaugural session was graced by legal stalwarts such as **Hon'ble Justice A.P Sahi**, President of the National Consumer Disputes Redressal Commission, **Hon'ble Mrs. Justice Daya Chaudhary**, President of the Punjab State Consumer Disputes Redressal Commission and **Hon'ble Mr. Justice Raj Shekhar Attri**, President, Chandigarh State Dispute Redressal Commission.

Prof. (Dr.) Jai Shankar Singh, Hon'ble Vice-Chancellor of the Rajiv Gandhi National University of Law, welcomed the Guests and emphasised the significance of the program, its objectives and shared his insights regarding the United Nations guidelines for consumer protection vis-à-vis the Consumer Protection Act, 2019.

Hon'ble Justice A.P. Sahi, delivered an insightful address, emphasizing the pivotal role of the regulatory watchdogs at the national, state and district level responsible for ensuring justice for consumers. He lauded the initiative of the Ministry of Consumer Affairs, the sponsor of the Three-Day Capacity Building Programme. He appreciated the holistic role of the consumer forums through the golden words "*right from the birth of a man to his death and even beyond*". Further, he likened the consumer protection laws to cover every realm of human existence and highlighted that it is now very difficult for any material object to be outside the coverage of the Act. He highlighted interface between the Consumer Protection Act and the Competition Act on account of their overlapping jurisdictions. Moreover, he also touched upon the contemporary challenge of digital arrest that has been tormenting the common man. Subsequently, he raised a very serious concern regarding the responsibilities of banks in case of unfair trade practices affecting consumers.

The Inaugural session concluded with a vote of thanks by **Dr. Ivneet Walia**, Registrar (I/C) and Associate Professor of Law at the Rajiv Gandhi National University of Law, who expressed her deep gratitude to all the members of the consumer forums, distinguished speakers, and organizers for their contributions in successfully organising and coordinating the event.

The event is spread over 3 days from 1st March to 3rd March 2025, and shall witness 10 interactive sessions over varied dimensions of consumer protection laws.

Public Relation Officer
RGNUL Punjab



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