

REPORT

CAPACITY BUILDING PROGRAMME ON CONSUMER LAWS

The **Three-Day Capacity-Building Program on Consumer Laws** was organized for members of the District Consumer Commissions of Punjab, Chandigarh, Rajasthan, and Uttar Pradesh from **1st to 3rd March 2025** with the aim of enhancing participants' administrative and judicial capacities while fostering discourse on contemporary consumer protection issues. The program, organized by **the Centre of Competition and Consumer Protection Laws (CCCPL) at Rajiv Gandhi National University of Law, Punjab**, Knowledge Partner **Axis Bank** and sponsored by the **Ministry of Consumer Affairs, Food & Public Distribution**, featured interactive sessions of experts in consumer law.

DAY 1- 1st March 2025

INAGURAL SESSION

The **inaugural session** was conducted on 1st March 2025 at 9.30am. **Prof. (Dr.) Jai Shankar Singh**, Hon'ble Vice-Chancellor of the Rajiv Gandhi National University of Law, welcomed the dignitaries and felicitated the legal stalwarts gracing the event, including **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. The session concluded with a vote of thanks by Dr. Ivneet Kaur Walia, Registrar (I/C) and Associate Professor of Law at the Rajiv Gandhi National University of Law, appreciating the contributions of all stakeholders in making the event a success.

After the inaugural session, four sessions were conducted on 1st March 2025 on theoretical and practical issues.

SESSION-1

The first session, **chaired by Hon'ble Mr. Justice A.P. Sahi, President of the National Consumer Disputes Redressal Commission, New Delhi**, was conducted at 11:15 am and focused on the **"Comparative Analysis of the Consumer Protection Act 2019 with the Act of 1986."** The session focused on enhancing judicial competence in consumer protection cases by discussing key legal principles, recent precedents, and effective legal practices. Judicial decisions were discussed, emphasizing the need for better statutory procedures. An interactive session allowed Hon'ble Judges to engage with the speaker, deepening their understanding of judicial discretion and consumer law nuances.

SESSION- 2

The second session, **chaired by Hon'ble Justice Basant Kumar Goswami, President, Jharkhand State Consumer Disputes Redressal Commission, Ranchi** was conducted at 12.15 pm, focusing on **"Bench Training: Complaint Examination, Admission, Interim Orders and Procedure"**. The discussion began on identification of admission, jurisdiction, limitation period, and the cause of action of the complaints filed. The Hon'ble Justice emphasized on the expedition of proceedings using faster modes of communication, leading to justice and

consumer welfare through principles of natural justice. Moreover, the members discussed Sections 40, 50 and 60 providing reviewing powers to the commissions. The session categorically mentioned that the commission has the authority under Section 61 to set aside ex-parte orders.

SESSION-3

The third session, also chaired by Hon'ble Mr. Justice A.P. Sahi, President of the National Consumer Disputes Redressal Commission, New Delhi, was conducted at 2:15 pm and focused on the "**Ensuring Prompt and Effective Adjudication: Addressing Execution Challenges and Remedies in Civil and Criminal Matters**". The session highlighted the wrong practice of adjudication before a single bench of the Commission. The Hon'ble President also discussed that a claim should be rejected due to the suppression of material facts. The members also interacted on the subject of discussion on the ex-parte orders of the Commission and their appeal. The session concluded with the discussion of principles of natural justice and how the legislative intent is to provide relief and speedy justice to the consumer.

SESSION-4

The fourth session was a "**Group Interactive Session**" chaired by Hon'ble Justice Basant Kumar Goswami, President, Jharkhand State Consumer Disputes Redressal Commission, Ranchi. The session focused on "**Enhancing the efficiency of the Consumer law & dispute resolution process** through timely processing of applications. The members noted that ex parte decisions are not final orders, and prior notice must be given before issuing a final order. The session agreed on using online affidavit filing and cross-examinations. Finally, the need for the enforcement of orders and penalties was discussed, especially when parties in the dispute failed to appear.

DAY 2- 2nd March 2025

On 2nd March, Prof. (Dr.) Jai Shankar Singh, Hon'ble Vice-Chancellor of the Rajiv Gandhi National University of Law, launched his Commentary, Digest, and Leading Judgements on Consumer Protection Act, 2019. The dignitaries convened to continue and build upon the discussions of the previous day. They engaged in 5 interactive sessions that focused on procedural issues and contemporary problems in consumer law.

SESSION-1

The first session, chaired by Hon'ble Mr. Justice Basant Kumar Goswami, President, Jharkhand State Consumer Disputes Redressal Commission, Ranchi, was conducted at 10.00 am and focused on the "**Execution Proceedings: Challenges and Way Forward.**" The session addressed execution procedures. Hon'ble Justice Basant Kumar Goswami recommended that the attachment of bank accounts should be the preferred method of execution of decrees and highlighted that the casual issuance of warrants must be avoided. The session underscored the importance of adhering to legal procedures, discouraging the casual issuance of warrants, and ensuring effective remedies for enforcement.

SESSION-2

The second session, chaired by **Hon'ble Justice Raj Shekhar Attri, President, Punjab State Consumer Disputes Redressal Commission, Ranchi**, was conducted at 11:30 am and focused on "**Health Washing & its Impact on Consumers**". The session discussed the know-how of proper certification and quality checks to understand the validity of claims. Stress was laid on the unregulated sale of items without license despite there existing a law against it. The session was concluded by requesting the participants to use the power under act to safeguard consumers

SESSION-3

The session was chaired by Hon'ble **Mr. Justice Basant Kumar Goswami, President, Jharkhand State Consumer Disputes Redressal Commission, Ranchi**, on "**Medical Negligence vis-a-vis Consumer Protection Act**". The session focused on medical negligence, types, impact, and the provision of 'service' under the CPA. The nitty-gritty of cases and the importance of identifying the specific type of medical negligence was highlighted in the session. Furthermore, the Latin maxim of 'res ipsa loquitur' was also explained.

SESSION 4:

The fourth session was chaired by Ms. Simarjot Kaur, Member, SCDRC, Punjab On the topic "Challenges faced by the bench in Consumer Disputes" wherein the members raised several concerns regarding their day to day operations. This interactive session was enlightening for all.

SESSION 5-

Session 5, chaired by **Hon'ble Prof. (Dr.) KVS Sharma, Vice-Chancellor, National Law University and Judicial Academy, Assam**, was conducted at 2:30 pm on "**Mediation under the Consumer Protection Act, 2019**" and focused on the mediation as a way forward for the settlement of disputes under the Consumer law. Section 37 discussed referral of disputes to mediation, while Section 80, grants legal enforceability to mediated settlements. The session emphasised the role of mediation in reducing litigation burden and ensuring speedy justice. International mediation standards and their legal relevance were also a key highlight of the session.

DAY 3- 3rd March 2025

On 3rd March, the members convened for the final day of the Capacity Building Programme, discussing practical aspects of Consumer Protection Laws. Building on the previous 2 day's discussions, the members focused on the contemporary aspects of the legal processes.

Through participation in 3 sessions, the members interacted on the contemporary legal processes.

SESSION 1

The first session was chaired by **Hon'ble Justice Paramjit Singh Dhaliwal, Former President of the Punjab State Consumer Dispute Redressal Commission** was conducted at 10 am and focused on **"Writing an apt and sound judgment."** Hon'ble Justice explain that judgement should be Brief, Simple and Clear, and there should not be inconsistency in reasoning.

SESSION 2

The second session, chaired by **Hon'ble Mr. Justice Paramjeet Singh Dhaliwal, Former President, Punjab State Consumer Disputes Redressal Commission, Chandigarh**, was conducted at 9:30 am and focused on the **"Judicial ethics."** The session focused on core principles guiding judges in maintaining an independent, impartial and credible judiciary. Moreover the ethical responsibility of judges, including maintaining financial transparency and avoiding external influences was highlighted.

SESSION 3

The third session, chaired **Mr. G.K Dhir, Former President, District Consumer Disputes Redressal Commission, Ludhiana** was focused on **"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"**

Concluding Note-

We would like to sincerely thank the Ministry of Consumer Affairs, Food & Public Distribution, New Delhi for sponsoring this event; Our knowledge partner Axis Bank; Our Hon'ble Vice Chancellor, Prof. Dr. Jai S. Singh; To all the Resource persons and participants; The student team of the centre for Competition and Consumer Protection Laws; IT department; Accounts department; Guest House staff and the support staff.