

BGSBU Celebrates World Consumer Rights Day

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Department of Management Studies, Baba Ghulam Shah Badshah University, Rajouri organized an invited lecture on Consumer Rights on the occasion of World Consumer Rights Day which is celebrated worldwide on 15th of March every year. Hon'ble Vice Chancellor, BGSBU, Prof. Akbar Masood congratulated the department for organizing the lecture and extended his complete sustenance for organizing academic events. Prof. Akbar said that

World Consumer Rights Day is an annual occasion dedicated to highlighting the power of consumers and their rights for a fair, safe and sustainable marketplace for everyone.

Prof. Iqbal Parwez, Dean Academic Affairs, BGSBU highlighted the power of consumers and their rights for a fair, safe and sustainable marketplace for everyone. He also appreciated the efforts of the department for organizing such an event. Mrs. Mamta Choudhary, Head, Department of Management Studies, formally welcomed the speaker and also introduced the theme of the lecture.

Mr. Jatinder Rana, a lawyer by profession presently practicing in High Court Shimla, Himachal Pradesh was the resource person who delivered an invited talk on Consumer Rights and Consumer Protection Act. The resource person talked in detail about basic and fundamental structure of consumer rights, rights and duties of parties and governing pattern of Consumer Protection Act. He further deliberated in detail regarding several issues like right to be informed; right to be heard; right to be assured and also how contrivance for resolution of disputes is addressed and resolved in a given time frame. He highlighted that the Consumer Protection Act 1986 seeks to provide for the better protection of the interests of consumers and the act was amended in 2019. He further elaborated that according to Consumer Protection Act 2019, a complaint can be filled before designated authorities by a consumer, any voluntary consumer association registered under the law, the central government or any state government. He also emphasized that the consumer can made a complaint for obtaining the relief provided under the act in case of unfair trade practices, restricted trade practices, defects in goods, deficiency in service, selling of hazardous goods, excess price of goods and services. He further mentioned the penalties in case of offense imposed by Central Consumer Protection Authority (CCPA).

A detailed discussion also held up among the resource person and participants and all the queries of participants were resolved efficaciously. The event was attended by Heads of various departments, all faculty members of Management Studies, research scholars and students. The event was coordinated by Dr. Gaurav Sehgal and Dr. Aasim Mir, Assistant Professors in the Department of Management Studies.