

Registration Fee:

Faculty Members, Delegates and Advocates : **Rs. 250/-**
Students / Research Scholars : **Rs.100/-**

Those who want to register for the workshop should send a Demand Draft in favour of “**The Registrar, The Tamil Nadu Dr.Ambedkar Law University, Chennai**” payable at Chennai on or before 10th March, 2017. **Last date for Registration is 10th March, 2017.**

For more details Contact:

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REGISTRATION FORM

Name of the Delegate :
Occupation and Designation :
Mobile :
E-mail :
Details of Payment :
D.D No & Date :
Branch Name :
Address for Correspondence :

Date:

Signature



THE TAMIL NADU Dr.AMBEDKAR LAW UNIVERSITY, CHENNAI



Shri.A.K.Venkata Subramaniam
Chair of Excellence on Consumer Law and Jurisprudence

in association with



Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs, Govt of India

organizes

One Day National Level Workshop

on

**Consumer Protection in the Digital Age:
The Way Forward**

on
15th March, 2017

on the occasion of

World Consumer Rights Day

Venue

Seminar Hall,
U.G.Block,

The Tamil Nadu Dr.Ambedkar Law University(New Campus),
(Near Taramani MRTS Railway Station),
Perungudi, Chennai – 600 113.

ABOUT THE UNIVERSITY

The Tamil Nadu Dr. Ambedkar Law University is a premier institution for legal education, established in the year 1997 in pursuance of the Tamil Nadu Act No.43 of 1997. As a sui generis model, the University is the first of its kind in the country offering legal education both on its campus and through the affiliated law colleges in the State of Tamil Nadu. All the seven Government Law Colleges and one Private Law College stand affiliated to the Tamil Nadu Dr. Ambedkar Law University. The main campus of the law university is located in Raja Annamalai Puram, Chennai – 28. Recently, the Government of Tamil Nadu has sanctioned a new spacious campus near Taramani Railway Station at Perungudi, Chennai wherein the School of Excellence in Law is functioning. In the race for reaching heights in legal education and legal specializations, The Tamil Nadu Dr. Ambedkar Law University is in the forefront with renewed efforts in offering quality education, skills, training and furthering the focus on the Post Graduate studies and Research in Law.

WORLD CONSUMER RIGHTS DAY

Every year 15th March is being celebrated as World Consumer Rights Day (WCRD). It marks the date in 1962 when the then U.S. President John F Kennedy first outlined the definition of Consumer Rights. The very reason behind the celebration of World Consumer Rights Day is to promote the basic rights of all consumers, for demanding that those rights are respected and protected, and for protesting the market abuses and social injustices which undermine them.

THEME OF THE WORKSHOP

The theme announced by the Consumers International (CI) Organisation for the year 2017 is **“Building a Digital World Consumers can trust”**. The theme, according to the Director General, centres upon Consumer protection in the digital age, about privacy and data issues; managing and protecting identities; consumer empowerment; information access, power and trust; and regulations and e-commerce.

According to the Consumers International (CI) Organisation, over 3 billion, or 40% of the world's population is online now, compared with just 1% in 1995, with all projections suggesting this number will continue to rise. Whereas the telephone took 75 years to reach an audience of 50 million, Facebook took one year, and Instagram took just 6 months. Although many people especially the older people are struggling in handling technology, Digitalisation and Demonetisation have brought them closer to the e-World.

With the Government's push towards becoming a cashless economy gaining traction, the number of people expected to transact and bank online is expected to grow rapidly. How do we keep our money safe in an environment where frauds operate safely behind international borders? How knowledgeable are we about phishing, skimming, vishing, ATM skimming, card cloning and similar such frauds? If only we are on guard and take a few simple steps to protect ourselves as advised by the Banks, the digital world will not be forbidding.

Despite the difficulties in handling and using technology, most people nowadays purchase products online due to lower prices, discounts offered, door delivery etc. This is evident from the news that India's e-Commerce market was expected to touch USD 38 billion in terms of revenue in

2016. While consumers undoubtedly benefit from the increased access, choice and convenience that are being offered by online sellers, there are several questions which need to be addressed; whether the existing law concerning consumers are adequate for consumer safety, information option, provision of contract terms such as guarantees/ warranties, refunds, dispute settlement, hidden costs etc. In net purchase, since the proposal and acceptance are made on their computers sitting at different places, jurisdiction at both the places has been considered by the Forums/ Commissions under the Consumer Protection Act as practised now and supported by several judgments.

A few years ago, the European Union came up with the 'Directive on the Protection of Consumers in respect of Distance Contract' which the Union countries gave effect to and the UK also gave effect to it with the Consumer Protection (Distance Selling) Regulations, 2000. These were repealed in June 2014 by The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. The legislation provides rights to the consumer and obligations which the seller must fulfil.

If the supplier has provided all the information to be communicated before contract formation, the consumer has an automatic right to cancel and rescind a contract at any time from its formation until 14 working days after the goods are delivered; or for service contracts, 14 working days after the contract is formed. Where the supplier has not provided the consumer with all the required information, the *consumer* has an automatic right to rescind the contract within 12 months.

As far as India is concerned, nothing in the Consumer Protection Act, 1986 specifically refers to e-commerce consumers and online grievances. Thousands of transactions take place in the online market place everyday. Whether the present framework of the Consumer Protection Act, 1986 together with the Contract Act 1872 and Section 10A of the Information Technology Act, 2000 (which provides validity to e-contracts) are sufficient to tackle the various problems faced by the consumers or more amendments to the existing laws are called for is another serious issue that has to be addressed. There is a glimmer of hope that if suitable amendments are made in the Consumer Protection Act, 1986, Information Technology Act, 2000 and the Indian Contract Act, 1872 on the lines of UN Guidelines on Consumer Protection (as amended in 2016), then to some extent it may sort out the grievances of online consumers in India.

With increasing digital payments due to demonetisation, India is also in need of a Digital Payment (Regulation and Redressal) Law and an Adjudicatory Mechanism in the form of Special Court to settle the issues arising out e-transactions as the present Members in the Consumer Fora may not be experts in handling the issues arising out of digital transactions. In this background, the Chair of Excellence on Consumer Law and Jurisprudence (CECLJ) of The Tamil Nadu Dr. Ambedkar Law University, Chennai is organising an One Day National Level Workshop on **'Consumer Protection in the Digital Age: The Way Forward'** on 15th March, 2017 on the occasion of World Consumer Rights Day to discuss the key issues raised above. Academicians, industrialists, advocates, officials of various Government Departments, consumer related NGOs, policy makers, research scholars, students and all the netizens are invited to attend the workshop and share their views to make online trade a hassle-free one and the digital world a safe place for the consumer.