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Bengaluru, Karnataka

Ministry of Consumer Affairs,
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Department of Consumer Affairs,
Government of India, New Delhi



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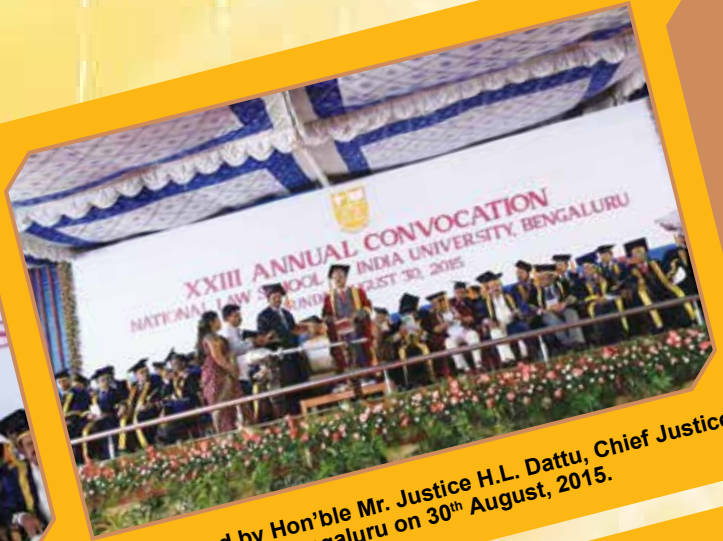
Mr. Mahesh S. Betasur

CONTENTS

From the Vice Chancellor's Desk.....	01
From the Editorial Desk	02
Activities & Publications of the Chair	03
Updates on Consumer Law Cases.....	04
Books & Articles Alert!.....	09
Web Alert!.....	10
International Journal on Consumer Law and Practice	12
P.G. Diploma in Consumer Law & Practice.....	14



2015 (3) 'International Journal on Consumer Law and Practice' was released by Hon'ble Mr. Justice H.L. Dattu, Chief Justice during the XXIII Annual Convocation of National Law School of India University, Bengaluru on 30th August, 2015.



Prof. (Dr.) Ashok R. Patil presented a paper on 'Citizen Litigation On Behalf of The Disempowered: India's Grand Experiment For Access To Justice' at GAJE Training of Trainers Program: Implementing Justice Education in Diverse Contexts, Anadolu University, Eskisehir, Turkey from 27th - 28th July 2015.



Prof. (Dr.) Ashok R. Patil, Mr. Clark D. Cunningham and Mr. Basvangouda Patil at GAJE Training of Trainers Program: Implementing Justice Education in Diverse Contexts, Anadolu University, Eskisehir, Turkey from 27th - 28th July 2015.



Final year students of B.A. LL.B. (Hons) of National Law School of India University, Bengaluru had a Legal Literacy Camp on 'Consumer Protection Basic Concepts' to the high school students of Karnataka Lingayat Education Society School, Bengaluru on 8th September 2015.



FROM THE VICE CHANCELLOR'S DESK



It is very satisfying to note that the Chair on Consumer Law and Practice, National Law School of India University, Bengaluru is bringing out tenth volume, issue two, of the Newsletter.

To recall some of the landmark achievements of the chair, Prof.(Dr.) Ashok R. Patil presented the paper on '*Curb the Menace of Misleading Advertisement in Cosmetics Sector*' at World Congress Unlocking Consumer which was jointly organised by Consumer International and Ministry of Consumer Affairs, Brazil at Brasilia from 17th -21st November 2015. Besides the Consumer Chair has submitted its comments on the Consumer Protection Bill 2015 before the Parliamentary Standing Committee on the Food, Consumer Affairs and Public Distribution at the Parliament on 22nd December 2015.

I congratulate Prof. (Dr.) Ashok R. Patil and his team for their untiring efforts.

With best wishes,

Prof. (Dr.) R. Venkata Rao
Vice Chancellor, NLSIU



FROM THE EDITORIAL DESK

Dear Readers

Warm welcome to the X volume of March of Consumer Law and Practice, July-December 2015 Newsletter. It covers as usual scores of activities of the Chair on Consumer Law and Practice has over the second half of 2015.

The Consumer Chair has submitted its comments on the Consumer Protection Bill 2015 before the Parliamentary Standing Committee on Food, Consumer Affairs and Public Distribution at the Parliament on 22nd December 2015.

The Editor has participated and presented a paper at 'World Congress Unlocking Consumer' which was jointly organised by Consumer International and Ministry of Consumer Affairs, Brazil at Brasilia and also discussed on Implementation of United Nation revised guidelines for Consumer Protection. As a result of discussion held at Brasil, the Consumer Chair has sent the letters jointly with Consumer International requesting to followup the minimum car safety standards to the Ministry of Road, Transport and Highways, Heavy Industries and Public Enterprises, Ministry of Finance, Managing director and Presidents of Car Manufactures like Ford, Volkswagen, Tata Motors, Hyundai of India.

I thank Ms. Anita Patil and Mr. Mahesh S. Betasur for their hard work to bring this issue.

Prof. (Dr.) Ashok R. Patil
Chair Professor, Chair on Consumer Law and Practice

ACTIVITIES AND PUBLICATIONS OF THE CHAIR

1. International Paper Presentation

- 1 Prof. (Dr.) Ashok R. Patil presented a paper on 'Citizen Litigation on Behalf of the Disempowered: India's Grand Experiment for Access to Justice' at GAJE Training of Trainers Program: Implementing Justice Education in Diverse Contexts, Anadolu University, Eskisehir, Turkey from 27th-28th July 2015.
- 2 Prof. (Dr.) Ashok R. Patil attended GAJE Training of Trainers Programme on 'Implementing Justice Education in Diverse Contexts' Anadolu University, Eskisehir at Turkey on 28th July 2015.
- 3 Prof. (Dr.) Ashok R. Patil presented a paper on 'General lines of International trade and intellectual property in Indian law' at Mexico-India: Legal and Culture comparative systems from October 5th& 6th October 2015 at New Mexico.
- 4 Prof. (Dr.) Ashok R. Patil presented a paper on 'Curb the Menace of Misleading Advertisement in Cosmetics Sector' at World Congress Unlocking Consumer which was jointly organised by Consumer International and Ministry of Consumer Affairs, Brazil at Brasilia from 17th-21st November 2015.

2. Consumer Law and Practice (CLAP) Chair organized Skit Competition

Chair on Consumer Law and Practice organized Skit Competition on the consumer issues on the eve of National Consumer Rights Day for the first year B.A. LL.B. (Hons) students at National Law School of India University, Bengaluru on 24th December 2015

3. Guest Lectures Delivered

- 1 Prof. (Dr.) Ashok R. Patil delivered a lecture on 'Consumer Protection Act, 1986' to the members of District Consumer Information Centre and Deputy Directors of Food and Civil Supplies, Department of Consumer Affairs, Government of Karnataka which was jointly organized by the Food and Civil Supplies, Department of Consumer Affairs Government of Karnataka and Indian Institute of

Public Administration, Karnataka at Karnataka Administration Service Officers Association, Bengaluru on 6th-7th August 2015.

- 2 Prof. (Dr.) Ashok R. Patil delivered a lecture on 'Human Rights in Consumer Protection Perspective' to the Refresher Course in Human Rights (Interdisciplinary) was organised by University Law College & P.G.Department of Law, Bengaluru University, Bengaluru in association with UGC Human Resource Development Centre at Bengaluru on 1st September 2015.

4. Meeting and Discussion

- 1 Prof. (Dr.) Ashok R. Patil had a Skype meeting with Prof Dr Christian Thorun Founder & Director, ConPolicy, Germany regarding 'Indo-Germany Methodology to find out Consumer Determent' at Bengaluru on 13th July 2015.
- 2 Prof. (Dr.) Ashok R. Patil had a met and discussed with Mr. Has met Atahan and Ms. Gezen from 'Turkish Consumer Rights Protection Organisation' at Istanbul, Turkey on 30th July 2015.
- 3 Prof. (Dr.) Ashok R. Patil met and discussed with Shri. Mahabala Shetty, Senior Technical Director, State Informatics Centre for technical support Online Consumer Mediation Centre at Bengaluru on 30th November 2015.
- 4 Prof. (Dr.) Ashok R. Patil met and discussed with Roberto Freitas Filho and Wagner Pereria Dias, for future Memorandum of Association with Chair on Consumer Law and Practice and Centro Universitario de Brasillia at Brasillia on 20th November 2015.
- 5 Prof. (Dr.) Ashok R. Patil met and discussed with Ankur Singla, CEO of Help Chat for software development Online Consumer Mediation Centre at Bengaluru on 2nd December 2015.
- 6 Prof. (Dr.) Ashok R. Patil had a met and discussed with PH.D. students to get familiarity with the candidate on their chosen field of study at Chikka Muniyappa Reddy Institution at Bengaluru on 9th December 2015.

- 7 Prof. (Dr.) Ashok R. Patil presented his views on 'Consumer Protection Amendment Bill, 2015' before the Parliamentary Committee on Food, Consumer Affairs and Public Distribution at New Delhi on 22nd December 2015.
- 8 Prof. (Dr.) Ashok R. Patil attended the programme on the eve of National Consumer Rights Day on 'Safe & Healthy Food: Combating Food Adulteration' which was organised by Ministry of Consumer Affairs, Food and Public Distribution, Government of India at New Delhi on 22nd December 2015.

5. International Journal on Consumer Law and Practice

International Journal on Consumer Law and Practice Volume 3, 2015 annual journal which was released by Hon'ble Mr. Justice H.L. Dattu, Chief Justice of India during the XXIII Annual Convocation of National Law School of India University, Bengaluru on 30th August, 2015.

6. Field Visits of Students

Final year students of B.A. LL.B. (Hons) of NLSIU, Bengaluru Legal Literacy Camp on 'Consumer Protection Basic Concepts' to the high school students of Karnataka Lingayat Education Society School, Bengaluru, on 8th September 2015.

7. Member of the Committee

- 1 Prof. (Dr.) Ashok R. Patil is been nominated as the member of the faculty panel for various training organized by Food Safety and Standards Authority of India from 7th August 2015.
- 2 Prof. (Dr.) Ashok R. Patil has completed the Mediation Training Programme which was conducted by the Indian Institute of Arbitration and Mediation at Cochin from 21st to 25th September 2015. Now he is the Accredited Mediator.

UPDATE ON CONSUMER LAW CASES

1. Medical Negligence : Negligence by the Doctors in performing the operation

Bibekananda Panigrahi v. Prime Hospitals Ltd., 2015 SCC OnLine NCDRC 1404, New Delhi decided on 03-08-2015

Facts: The Commission was hearing an appeal filed by a person, whose father had appendicitis, and after the operation was performed by the Respondent Doctor, the patient developed fecal fistula, subsequently suffered septicemia and thereafter passed away. Alleging medical negligence, appellant approached State Consumer Commission and argued that his father had appendicitis, which could be treated by medicines. Also the operation was not performed properly by the Respondent Doctor, due to which the patient developed fecal fistula and died.

Issue: Whether there was a deficiency in services by the Opposite Parties (Doctors)

Decision: State Commission dismissed the complaint and feeling aggrieved, appellant filed appeal before NCDRC.

After perusing the medical history of the patient and hearing both the parties, NCDRC observed that patient was presented with acute appendicitis and high fever. The patient's blood sugar at the time of admission was also very high. As the patient was diabetic; it was the additional cause for poor healing of wound. The Commission also went through medical literature and several books on surgery and noted that when the appendix is perforated or gangrenous with peri-appendicitis, the frequency of septic complications reaches as much as 30% which includes wound infection, intra-abdominal abscess, fistula formation, and localized or diffused peritonitis. The OP (Doctor) had taken utmost care and operated upon him as an emergency. The fecal fistula developed due to patient's health condition. The patient was highly diabetic with high blood urea and creatinine levels. Further, OP (Doctor) had taken proper care of the fistula by providing regular dressing and antibiotics to the patient. The death occurred due to multiple factors. Thus there was no any negligence either during the appendectomy surgery or during treatment of fecal fistula. Therefore the appeal was dismissed.

2. Negligent and deficiency in service by the hospital

Alka Srivastava v. Base Hospital, Delhi Cantonment, 2015 SCC OnLine NCDRC 17, decided on 02-07-2015

Facts: The complainant, Ms Alka Srivastava, the wife of Armed Forces personnel, who delivered a girl suffering from deformities which need supervision throughout the life, due to the negligence and deficient services of the doctors of Army Hospital and Base Hospital at Delhi Cantonment. During her pregnancy, the complainant took treatment and attended to regular check-ups and ultrasound study (USG) at Base Hospital and Army Hospital. Even after transvaginal ultrasound, performed at Army Hospital it was informed to the complainant that the foetus was well developed. Later, when she suffered pain, she was rushed to Singhal Nursing Home, where doctor performed ultrasound and found fetal anomalies like Spinal Bifida, Meningomyelocele, and hydrocephalus. This was also confirmed at Base Hospital. Later, Complainant delivered a female child with lack of spontaneous movements of lower limbs, lack of anal reflex and open neural tube defect. The attending doctor opined that the child may need a number of surgeries, throughout the life and there are no chances of proper cure. Hence, alleging deficiency in service and for the negligence caused by the doctors at Base Hospital and Army Hospital, Complainant approached District Forum which allowed the complaint and directed Base Hospital and Army Hospital to pay Rs.5 lakh as compensation to the complainant along with Rs.5,000/- as costs. Issue: Whether there was a medical negligence on the part of the hospitals.

Decision: In appeal, State Commission decided in favour of Base Hospital and Army Hospital and dismissed the complaint. After perusal of relevant documents, including the medical record of the Complainant, Commission noted that failure to diagnose the obvious foetal anomalies in 12th, 14th and 21st weeks of gestation by the doctors of Base Hospital and Army Hospital indicate that there was a breach in duty, as the doctors had not exercised their reasonable degree of skill and care. While rendering relief to the Complainant, NCDRC directed Base Hospital and Army Hospital to abide by their undertaking that the child, who was the daughter of a serving Armed Forces personnel, was entitled for free medical care for her entire life along with the required social and infrastructure support, and in addition, to pay Rs. 5 lakh compensation and Rs. 5,000/- as litigation charges, to the complainant.

3. Unfair Trade Practice : By multiplex.

Rupasi Multiplex v. Mautusi Chaudhuri 2015 SCC OnLine NCDRC 2331, National Consumer Disputes Redressal Commission New Delhi, Revision Petition No. 3972 OF 2014, decided on 10-8-2015

Facts: On 04.11.2014 the respondents/complainants purchased tickets for watching a movie at a cinema hall owned by the petitioner, paying a sum of Rs.330/- for the purpose. They were barred from taking a water bottle inside Rupasi Multiplex, and were compelled to buy highly priced mineral water bottles inside. The said multiplex had not made arrangements for free drinking water inside the hall, and was instead providing mineral water which was priced much more than its prevailing market price. Alleging deficiency in service, respondents approached District Consumer Forum but their complaint was dismissed. In appeal State Commission ruled in favour of the respondents. The landmark order of Commission came upon a revision petition filed by the Multiplex challenging the order of Tripura State Consumer Commission vide which the Multiplex was directed to pay Rs.10,000/- to the respondents as compensation for the deficiency in the service, along with the cost of litigation quantified at Rs.1000/-. The multiplex owner was further directed to deposit a sum of Rs.5,000/- as cost of appeal in the Legal-Aid-Account of the State Commission. After perusal of relevant documents and hearing both the parties.

Issue: Whether the multiplex had adopted an unfair trade practice under Section 2 (r) of the Consumer Protection Act, 1986 by restricting the cinema goers not to carry drinking water inside the cinema hall, where free potable drinking water is not provided and they are made to purchase it at a price which is substantially higher than the prevailing market price.

Decision: NCDRC observed that water being a basic necessity for human beings, it is obligatory for the cinema hall to make it available to the movie-goers in case they decide not to allow the drinking water to be carried inside the cinema hall. NCDRC noted "Not everyone may be in a position to afford drinking water at such huge price, which normally is many times more than the price at which such water is available in the market outside the cinema halls." It was held that free potable and pure drinking water must be provided inside the cinema halls, NCDRC directed a Multiplex owner to pay a compensation of Rs. 11,000/- to the respondents for

refusing to allow them to carry a water bottle inside the hall.

4. Insurance : Deficiency in repudiating claim of cash in transit policy

Mahender Goel v. National Insurance Co. Ltd., 2015 SCC OnLine NCDRC 2612, New Delhi decided on 15-10-2015

Facts: The complainant who is the proprietor of a firm M.R. Jewellers, engaged in export of jewellery, had taken cash in transit policy to cover any single cash in transit upto Rs. 10 lakhs from National Insurance Co. It was alleged by the complainant that one day when the complainant was carrying a cash bag of Rs. 9,85,000/-, on the rear seat of the car, two young boys on a motorcycle indicated the complainant that the rear left side tyre of his car was punctured. Therefore, complainant stopped the car on the side of the road and got down and took out stepany from the dicky of the car and changed the rear left side tyre within 10 to 12 minutes. When complainant entered the car after change of wheel, he found cash bag missing from the car.

Issue : Insurance Company had committed any deficiency in repudiating claim of cash in transit policy

Decision: The insurance claim of the complainant in the matter was repudiated by the company. Before State Commission, insurance company stated that it had repudiated the claim on the ground of breach of policy's terms and conditions as complainant's conduct was not in conformity as provided in condition no. 3 & 6 of the insurance policy at the time of alleged incident and complainant had failed to take reasonable steps and care to ensure safety of the cash being carried in transit, and had not locked the main lock of driver side door and the locks of the other doors as well, while changing the tyre. State Commission dismissed the complaint against which complainant filed appeal before NCDRC. National Commission, after perusal of documents and hearing both the parties, observed that, "Condition no. 3 of the policy provides that insured was required to take all reasonable steps to safeguard the property insured against accident, loss or damage. Perusal of surveyor's report indicates that complainant left driver side unlocked on account of which all other three doors of the car also remained unlocked and it appears that culprits after taking advantage of door being unlocked, had taken away the bag with cash. When

complainant himself was negligent in taking reasonable care to safeguard his bag by keeping door of car unlocked, opposite party had not committed any deficiency in repudiating claim and learned State Commission had not committed any error in dismissing the complaint. While holding that the complainant had violated the conditions of the policy, NCDRC dismissed the appeal and upheld the order of State Commission as well as the repudiation of the claim by the insurance company.

5. Real Estate : Deficiency in service - failing to handover possession of the plots to the consumers for more than 3 years.

Jalandhar Improvement Trust v. Munish Dev Sharma, 2015 SCC OnLine NCDRC 919, National Consumer Disputes Redressal Commission (NCDRC) decided on 01-07-2015

Facts: In the year 2011, Jalandhar Improvement Trust framed a 'Development Scheme' for allotment of residential plots in Surya Enclave Extension at Jalandhar and after taking substantial amount of money from the respondents, the appellants issued allotment letters to them, allotting specific plots. However, appellants failed to handover possession of the plots to the respondents for more than 3 years. Earlier, The legal defence of Trust was that acquisition of land for the aforesaid scheme was challenged by various land owners by way of various writ petitions before the Punjab and Haryana High Court and there was a stay, hence, appellants were not in a position to handover the possession of the plots. When the respondents approached Punjab State Consumer Commission, it directed Jalandhar Improvement Trust to refund Rs. 28,22,950/- along with interest at the rate of 9% per annum from the date of filing of the complaint till the date of payment and to pay Rs. 2,00,000/- as compensation along with Rs. 5,000/- as litigation costs. It was further moved to NCDRC

Issue : Whether there was deficiency in service by Jalandhar Improvement Trust.

Decision: NCDRC also observed that. "It was well within the knowledge of the Appellant-Trust, that there was an impediment in allotment of the plots in question. In spite thereof, Appellant-Trust had gone ahead and allotted plots in question to the respondents, which it could not have done so. In this manner, appellants have played fraud with the general public and thus collected huge amount of money." While referring to various

judgments of Supreme Court, NCDRC held strict stand towards frivolous and uncalled for litigations and noted that if any litigant approaches the court of equity with unclean hands, suppress the material facts, make false averments in the complaint/ appeal and tries to mislead and hoodwink the judicial Forums then his complaint/ appeal should be thrown away at the threshold. NCDRC also held that the said act of Jalandhar Improvement Trust is a “deceptive practice” which falls within the meaning of “unfair trade practice” as defined under the Consumer Protection Act, 1986. “Such type of unscrupulous act on the part of builders should be dealt with a heavy hand, who after grabbing the money from the purchasers, enjoy and utilize their money but do not hand over the plot, on one pretext or the other,” Commission added. NCDRC further directed the appellants to pay a sum of Rs 2.5 lakh out of Rs 5 lakh to the respondents and deposit the rest Rs 2.5 lakh in the Commission’s Consumer Legal Aid account. NCDRC has imposed a fine of Rs five lakh upon Jalandhar Improvement Trust, for abusing the process of law and filing meritless appeals before various consumer foras in order to cover up its own fault and negligence. “No leniency should be shown to litigants who in order to cover up their own fault and negligence, goes on filing meritless complaints/ appeals in different foras. Equity demands that such unscrupulous litigants whose only aim and object is to deprive the other party of the fruits of the decree must be dealt with heavy hands”.

6. Education : Deficiency in service by Central Board of Secondary Education in conducting examinations

Tanvi Sarwal v. Central Board of Secondary Education, 2015 SCC OnLine SC 539, Writ Petition (Civil) No.298/2015 decided on 15-06-2015

Facts: Amid allegations of large scale use of unfair means via electronic gadgets thereby accessing the answer keys, the All India Pre-Medical Tests (AIPMT) and Pre-Dental Entrance Tests conducted by the Central Board of Secondary Education (CBSE) on 03.05.2015, was cancelled and directed the CBSE to hold fresh entrance test within four weeks from the date of this judgment, keeping in mind the technicalities and the commencement of the new academic session on 01.08.2015.

The matter came into prominence when a day after the exam, several newspapers reported that 90 answer

keys had been transmitted to the candidates during the examination. Rampant use of latest technology (vests fitted with SIM cards) was done so as to facilitate the transmission. The Court took cognizance of the issue and restrained any further steps regarding the examination process. Jaideep Gupta on behalf of the petitioners contended that cancellation of AIPMT-2015 is the only solution to restore the faith of the candidates in the existing system of examination, as the investigations reveal the involvement of a countrywide network. However Ranjit Kumar, appearing for the CBSE argued that the Board took all the necessary precautions while conducting the entrance tests, therefore they should not be held liable for any lapse whatsoever.

Issue : Whether there was a deficiency in service by Central Board of Secondary Education in conducting examinations.

Decision: The Division Bench of R.K Agarwal and Amitav Roy, JJ., cancelled the All India Pre-Medical Tests (AIPMT) and Pre-Dental Entrance Tests conducted by the Central Board of Secondary Education. The Bench meticulously perused the status reports filed by the investigation authorities and the evidences procured by them. It was observed that the investigations indeed reveal a deep rooted conspiracy to aid the beneficiary candidates with answer keys so as to help them solve the question paper. The Court further observed that in view of a countrywide network operation, it is plausible that many more beneficiaries are revealed in near future; therefore segregation of the identified beneficiaries is not a solution for the present issue. Keeping in mind the amount of inconvenience that would be caused to the candidates and the Board alike by re-conducting the exam, the Court concluded that AIPMT- 2015 has been stripped of its sanctity, therefore it had to be necessarily annulled.

7. Deficiency in service by the college authorities in admission process

Rithvik K.R. v. Union of India, 2015 SCC On Line Kar 2305, decided on 08-07-2015

Facts: In the present case, four students applied for admission in KIMS against management quota for I year MBBS course for the academic year 2014-2015 along with fees and donations amounting to approximately

eighty lakhs. The father of one of the student was also made to sign an undertaking that he understands that the admission given to his son was only provisional and subject to approval by RGUHS/MCI and in excess of the stipulated management seats. In case of non-approval, the management and the college will not be responsible. Later, three of the students were discharged from the college on the ground that their admission to the course was in excess of the admission capacity fixed for the college. The college discharged them only after the expiry of the last date of taking admission in colleges for that academic year.

Issue : Whether there was a deficiency in service by the college authorities in admission process.

Decision: The Court found the conduct of the college of taking such an undertaking from the parents of the student along with huge amounts of donation disturbing and ordered the MCI and Central Government to take serious note of the matter and take measures to ensure transparency in the admission process even against management quota, especially by making it more technology based. The High Court also found the college's act of not discharging the students with illegal admission and not refunding the amount received from them well before the last date for admission in colleges for that academic year as grossly irresponsible and as it resulted in them losing one academic year and unnecessary litigation causing unimaginable mental agony to them the High Court ordered the college to pay Rs. 1 crore each to all the three students as compensation along with refund of the amount paid by them to the college for the admission.

8. Procedure of District Forum

New India Assurance Co. Ltd. v Hilli Mutipurpose Cold Storage Pvt Ltd, 2015 SCC OnLine SC 1280 decided on 04-12-2015

Facts: The three Judge Bench of the Apex court said District Consumer Forums can grant a further period of 15 days to the opposite party for filing his version and not beyond that holding that the law laid down in Dr. J.J. Merchant case (2002) prevails over latter view taken in Kailash case (2005). The bench comprising of Justices Anil R. Dave, Vikramajit Sen and Pinaki Chandra Ghose, rejected the contention that the provisions of Section 13(2) (a) of the Consumer Protection Act are merely

directory and not mandatory in nature.

Issue: Whether the law relating to period of limitation in for filing the written statement or giving version of the opponent as per the provisions of Section 13(2) (a) of the Consumer Protection Act, 1986 are directory or mandatory in nature.

Decision: In this case Supreme court referred two cases namely - Dr. J.J. Merchant & Ors. v. Shrinath Chaturvedi, [(2002) 6 SCC 635] or Kailash v. Nanhku & Ors. [(2005) 4 SCC 480] Section 13(2) (a) of the Consumer Protection Act, 1986 reads "The District Forum shall,....., refer a copy of such complaint to the opposite party directing him to give his version of the case within a period of thirty days or such extended period not exceeding fifteen days as may be granted by the District Forum"

Dr. J.J. Merchant Case (2002) In this case, a three judge bench of Apex Court had held "there is legislative mandate to the District Forum or the Commissions to dispose of the complaints as far as possible within prescribed time of three months by adhering strictly to the procedure prescribed under the Act. The opposite party has to submit its version within 30 days from the date of the receipt of the complaint by him and Commission can give at the most further 15 days for some unavoidable reasons to file its version."

Kailash case (2005) In this case, another three judges bench, held that limit of 90 days, as prescribed by the proviso to Rule 1 of Order 8 of the Civil Procedure Code, is not mandatory, but directory in nature, and further time for filing reply can be granted, if the circumstances are such that require grant of further time for filing the reply. In this case, Dr. J.J. Merchant case was also discussed and it was held that the observations made in that case, to the extent it deal with the Rule 1 of Order 8 of CPC was obiter. Dr. J.J. Merchant case holds the field the court said that since the issue discussed in Dr. J.J. Merchant case is identical to the issue in the present case, it holds the field and not the latter view in Kailash case, since it deals with CPC provisions.

Further the Supreme court observed that Dr. J.J. Merchant case was decided in 2002, whereas Kailash case was decided in 2005 and as per law laid down by this Court, while deciding the case of Kailash, the Court (being it of the same strength) ought to have

respected the view expressed in Dr. J.J. Merchant case as the judgment delivered in the case was earlier in point of time. The court said that this view, is supported by the dictum laid down in Central Board of Dawoodi Bohra Community & Anr. v. State of Maharashtra & Anr. [(2005) 2 SCC 673], by the Constitution bench of the Apex court, wherein it was held that a decision delivered by a Bench of larger strength is binding on any subsequent Bench of lesser or co-equal strength. Not only this three-Judge

Bench, but even a Bench of coordinate strength of this Court, which had decided the case of Kailash, was bound by the view taken by a three-Judge Bench in the case of Dr. J.J. Merchant, the bench said.

Thus Supreme Court held that District Consumer Forums can grant a further period of 15 days to the opposite party for filing his version and not beyond that in which Dr. J.J. Merchant case prevails over Kailash case.

BOOKS AND ARTICLES ALERT!

New Books at NLSIU Library:

- 1 Iris Beno, 'EU consumer law and human rights' Oxford University Press 2013.
- 2 Wilem Van Boom, Amandine Garde and Orkun Akseli, 'The European unfair commercial practices directive: Impact, enforcement strategies and national legal systems', London: Asghate Publishers, 2014.
- 3 Cafaggi Fabribio and W Micklitz Hans, 'New frontiers of consumer protection: The interplay between private and public enforcement, Oxford, 2009.
- 4 LutHanneke, 'Behavioural economics in consumer policy: The economic analysis of standard terms in consumer contracts revisited', Cambridge, 2010.
- 5 Patil Ashok R 'Consumer protection in malls and multiplexes: With specific reference to the price fixation of products, an empirical study', - Bengaluru: Karnataka Institute for Law & Parliamentary Reform, 2014, KILPAR Law Research Series.
- 6 Reich Norbert, 'European consumer law' 2nd Ed, Cambridge: 2014.
- 7 Reich Norbert, 'Understanding EU law : Objectives, principles and methods of Community law', Oxford, 2015.
- 8 Terry, Evelyne, 'Landmark cases of EU Consumer Law', Cambridge, 2013.

- 9 Singh Avtar, 'Consumer protection: Law and practice', 5th Ed, Eastern Book Co., Lucknow, 2015.
- 10 Espulugues, Carlos, 'Civil and Commercial Mediation in Europe Vol. I National Mediation Rules and Procedures', Cambridge, 2014.
- 11 Espulugues, Carlos, 'Civil and Commercial Mediation in Europe Vol. II Cross-Border Mediation', Cambridge, 2014.
- 12 Esplugues, Carlos, 'Global perspectives on ADR', Cambridge, 2014.

New Articles at NLSIU Library:

- 1 Patil Ashok R. and Narayan Pratima, 'Role of Universities in Consumer Online Mediation'. International Journal on Consumer Law and Practice, Vol.03, Jan-Dec, 2015, p.101-122.
- 2 Djieufack Roland, 'Article 255 of the Ohada Uniform Act on General Commercial Law and Consumer Protection: The Need to Experiment', International Journal on Consumer Law and Practice, Vol.03, Jan-Dec, 2015. p.1-37.
- 3 Satagopan Axay, 'Questioning the Legal Correctness of the SCs Jurisdictional Expansionism of Consumer Forums for Arbitration Agreements: An Analysis of Relevance of Fair Air Engineers to Present Disputes', International Journal on Consumer Law and Practice, Vol.03, Jan-Dec, 2015. p.123-144.

- 4 Reich Norbert H C. 'The Philosophy and Economics of EU Consumer Law Contrasted With Indian Consumer Law and Practice', International Journal on Consumer Law and Practice, Vol.03, Jan-Dec, 2015. p.38-69.
- 5 Pearson Gail, 'Innovations in Financial Services Regulation for Consumer Protection', International Journal on Consumer Law and Practice. Vol.03, Jan-Dec, 2015. p.70-84.
- 6 Kledzik Przemyslaw and Wacinkiewicz, Daniel, 'The Citizen as a Consumer of Services Provided by Public Administration Under Polish Public Law', International Journal on Consumer Law and Practice, Vol.03, Jan-Dec, 2015. p.85-100.
- 7 Choudhary Abhishek, 'A Proposal for Introducing Mandatory Product Recall in the Consumer Protection Act', International Journal on Consumer Law and Practice. Vol.03, Jan-Dec, 2015. p.145-161.
- 8 Chouri Dnyaneshwar P, 'Ambit and Amplitude of the Term Service Under the Consumer Protection Act 1986: An Appraisal', Indian Bar Review. Vol.42, No.02, April-June 2015, p.155-165.



WEB ALERT!

Food Safety and Standards Authority of India

<http://www.fssai.gov.in/>

The Food Safety and Standards Authority of India (FSSAI) has been established under Food Safety and Standards Act, 2006 which consolidates various acts & orders that have hitherto handled food related issues in various Ministries and Departments. FSSAI has been created for laying down science based standards for articles of food and to regulate their manufacture, storage, distribution, sale and import to ensure availability of safe and wholesome food for human consumption.

Highlights of the Food Safety and Standard Act, 2006 (came in to force on 5th August 2011) Various central Acts like Prevention of Food Adulteration Act, 1954, Fruit Products Order, 1955, Meat Food Products Order, 1973, Vegetable Oil Products (Control) Order, 1947, Edible Oils Packaging (Regulation) Order 1988, Solvent Extracted Oil, De- Oiled Meal and Edible Flour (Control) Order, 1967, Milk and Milk Products Order, 1992 etc will be repealed after commencement of FSS Act, 2006. The Act also aims to establish a single reference point for all matters relating to food safety and standards, by

moving from multi - level, multi - departmental control to a single line of command. To this effect, the Act establishes an independent statutory Authority – the Food Safety and Standards Authority of India with head office at Delhi. Food Safety and Standards Authority of India (FSSAI) and the State Food Safety Authorities shall enforce various provisions of the Act.

Establishment of the Authority

Ministry of Health & Family Welfare, Government of India is the Administrative Ministry for the implementation of FSSAI. The Chairperson and Chief Executive Officer of Food Safety and Standards Authority of India (FSSAI) have already been appointed by Government of India. The Chairperson is in the rank of Secretary to Government of India Shri Ashish Bahuguna is the Chairperson of FSSAI.

FSSAI has been mandated by the FSS Act, 2006 for performing the following functions:

- Framing of Regulations to lay down the Standards and guidelines in relation to articles of food and

specifying appropriate system of enforcing various standards thus notified.

- Laying down mechanisms and guidelines for accreditation of certification bodies engaged in certification of food safety management system for food businesses.
- Laying down procedure and guidelines for accreditation of laboratories and notification of the accredited laboratories.
- To provide scientific advice and technical support to Central Government and State Governments in the matters of framing the policy and rules in areas which have a direct or indirect bearing of food safety and nutrition .
- Collect and collate data regarding food consumption, incidence and prevalence of biological risk, contaminants in food, residues of various, contaminants in foods products, identification of emerging risks and introduction of rapid alert system.
- Creating an information network across the country so that the public, consumers, Panchayats etc receive rapid, reliable and objective information about food safety and issues of concern.
- Provide training programmes for persons who are involved or intend to get involved in food businesses.
- Contribute to the development of international technical standards for food, sanitary and phyto-sanitary standards.
- Promote general awareness about food safety and food standards.

Under Food Safety and Standards Authority there are lot of surveys, studies and Research and Development which they are going to conducted like

- National Survey on Adulteration of Milk
- Innovative and simple methods for testing of food products in unorganized sector
- Hygiene and good practices in meat, fish and poultry sector

- Food Law enforcement : To help the Authority prioritise various tasks in enforcement and to raise the standards in food business.
- Safety aspect of Novel foods including genetically modified (GM) foods and processing techniques

Food safety standards Authority of India as per the mandate of FSS Act, 2006 is a science based organization where all the decision with regard to fixation of food standards are to be taken on the basis of risk assessment after taking into account relevant scientific facts. It is, therefore, necessary that FSSAI keeps itself abreast with latest in the field of food science and technology. With a view to achieve this objective, FSSAI has started the lecture series on food science related topics which will be delivered by leading experts in their respective fields. The topics for the lecture related to frontier areas of food technology like GM food, Nano food etc

Food Safety and Standards Authority of India conduct a training programme for the Designated Officers, Adjudicating Officers and Food Safety Officers, Training and Capacity Building in states, Training Programme for Food Safety Commissioners, Capacity Building Development Programmes for Food Safety Regulators and also International training programme on Food Safety by Michigan State University.

Under the Food Safety and Standards Authority at the media center the various specialties Power point is been displayed like

- Sampling of Food
- Food Safety & Standards (licensing/registration of Food Businesses) Regulations, 2010
- Functions, duties and responsibility of Food Safety Regulators
- Concept of Food Safety and Quality Management

Contact details

Food Safety and Standards Authority of India
 FDA Bhawan Near Bal Bhavan, Kotla Road
 New Delhi - 110002
 EPABX: 011-23236975 Telefax: 011-23220994

IJCLP

INTERNATIONAL JOURNAL ON CONSUMER LAW AND PRACTICE 2016

ABOUT THE JOURNAL

The Chair on Consumer Law and Practice is established by the Ministry of Consumer Affairs, Food & Public Distribution, Department of Consumer Affairs, Government of India, New Delhi at NLSIU, Bengaluru. It has come out with an International Journal entitled "International Journal on Consumer Law and Practice" under the aegis of Prof.(Dr.) Ashok R. Patil, Chair Professor, Chair on Consumer Law & Practice, NLSIU. It is an annual peer reviewed journal which seeks to provide a forum for engaging in discussions on varied issues of National and International issues on Consumer Protection Laws. Following the first successful volume of the Journal and in continuance of the endeavor to encourage academic discourse and legal scholarship, the Board of Editors invites submissions for the second volume. The journal welcomes contributions from academicians, practitioners, students of law and allied fields.

Consumer Protection laws are social in nature so it is intended that the journal will not be a just helpful tool to students of Consumer Protection Law and academicians across the country, but it is also intended as a source of information for NGOs, Bar & the Bench and layman also. Basic purpose of this journal is to provide recent and relevant information of National and International to the consumers. The articles sought to be published, therefore, must be relevant, up-to-date, and of interest to the all stakeholders.

THE TEAM FOR THE JOURNAL CONSISTS

Prof. (Dr.) R. Venkata Rao, Vice Chancellor of NLSIU as Patron-in Chief of the Journal, Prof. (Dr.) O.V. Nandimath, Registrar, NLSIU as Patron of the Journal, Prof. (Dr.) Ashok R. Patil, Chair Professor, Chair on Consumer Law and Practice as Chief-Editor of the Journal.

The Editorial Advisory panel comprises of renowned consumer experts like Shri. Keshav Desiraju, Secretary, Ministry of Consumer Affairs, Government of India, New Delhi; Prof.(Dr.) N.R. Madhava Menon, Founder Director, Hony. Professor, IBA Chair on Continuing Legal Education, NLSIU, Bengaluru; Prof.(Dr.) Vijayakumar, Professor of Law, NLSIU, Bengaluru; Prof. (Dr.) Gurjeet Singh, Dean and Head of Department of Law, Guru Nanak Dev University, Amritsar, Punjab; Prof.(Dr.) Sothi Rachagan, Vice Chancellor, Perdana University, Malaysia; Ms. Indrani Thruaisingham, Head of Consumer International Office for Asia and the Middle East, Kuala Lumpur, Malaysia; Prof. Gail Pearson, Professor of Law University of Sydney, Australia; Prof. Richard Alderman, Dean, Director, Consumer Law Center, University of Houston, Texas USA; Prof.(Dr.) C.Rajashekhar, Chairman, P.G. Department, Karnataka University Dharwad.

CALL FOR PAPERS

The peer-reviewed annual journal "International Journal on Consumer Law and Practice" solicits high quality articles pertaining to National and International Consumer Protection issues. The Chief Editor who provided the strategic guidance to the journal. The Article Review Board, a panel of external peer-reviewers. The Editorial Board, NLSIU is responsible for selecting and editing content as well as contributing occasional notes and comments.

Submissions may be sent to consumerlaw@nls.ac.in, within 31st May, 2016

GUIDELINES

- The Journal firmly believes in the importance of originality of ideas and therefore any material submitted to the Journal should not have been published elsewhere.

- If the submission is under consideration elsewhere, the author should inform the Editorial Board.
- Co-authorship is permitted.
- All submissions will be run through anti-plagiarism software and plagiarism in any form will result in instant rejection of the submission.
- The decision of the Board of Editors regarding publishing the piece is final and binding.
- The Editorial Board shall not be responsible for any material that is libelous or scandalous.
- The author shall be presumed to have obtained necessary permissions from cited authors in case a cited work is unpublished.

SUBMISSION GUIDELINES

Submissions may be in form of original, unpublished Articles, Essay, Notes, Case Comments, and Book Reviews. All submissions must be accompanied by an abstract of not more than 250 words. The abstract must highlight the importance of the issue, main arguments and the conclusions of the article. The authors must follow the guidelines given below: -

WORD LIMIT

Word limit varies according to the nature of the contributions. The word limit insisted is exclusive of footnotes/end notes and references.

An **Article** should be between 4,000 - 5,000 words containing a comprehensive study of the theme indicating the lacunae in the present Consumer Protection Laws with suggestions and recommendations.

An **Essay** is more concise than article specifically dealing with the challenges to the problems consisting between 3,000-4,000 words.

A **Note** shall be on any contemporary issue with concrete analysis from the part of the author along with solutions to the issue and the same shall not exceed 2,500 words.

A **Case Comment** is an analysis of the landmark judgment where the author has to critically deal with the case and put forward his remarks on the issues dealt within. The

word limit for case comment is restricted to 2,500-3,000 word.

A **Book Review** where a literary work is criticized on the basis of its content and merit shall not exceed 2,000 words.

FORMAT

The body of the contribution should be in Times New Roman, size 12 and in 1.5 spacing. The footnotes and references should be in Times New Roman, size 10 and in single spacing. The citation style must conform to THE BLUEBOOK: A UNIFORM SYSTEM OF CITATION (Columbia Law Review Ass'n et al. eds., 19th ed. 2010)

ABOUT THE AUTHORS

A small biographical paragraph describing the Name, E-mail address, Postal Address, Contact no., author's position, research interest and recent publication should accompany the manuscript in a covering letter.

SUBMISSION DETAILS

All submissions should be made electronically in the form of a MS Word (.doc) file at [consumerlaw@nls.ac.in] and at the same time the authors are requested to send the hard copy along with the CD to the below mentioned postal address. The last date for submission of manuscripts is 31st May 2016. All rights are reserved with the Editorial Board.

SUBMISSION DETAILS

Prof. (Dr.) Ashok R. Patil, Chair Professor
 Chair on Consumer Law & Practice
 (Ministry of Consumer Affairs,
 Government of India)
 National Law School of India University
 Nagarbhavi, Post Box No. 720,
 Bengaluru-560 242 (old 560 072)
 Karnataka, India. Phone: +9180- 23160532/
 23397526 Fax: +9180-23160534
 Website: www.nls.ac.in
 Email: consumerlaw@nls.ac.in



PGDCLP POST GRADUATE DIPLOMA IN CONSUMER LAWS & PRACTICE

National Law School of India University [NLSIU]

Nagarbhavi, Bengaluru – 560 072

NLSIU invites applications for one year Post Graduate Diploma in Consumer Law & Practice (PGDCLP) - Distance Mode. The PGDCLP draws from the rich insights gained by Chair on Consumer Laws And Practice (CLAP), at the NLSIU, instituted by the **Ministry of Consumer Affairs, Food & Public Distribution Department of Consumer Affairs, Government of India**, undertake outreach programmes in the form of workshops, seminars, publications and training programme for academicians, professionals, government official, consumer forum members, and NGOs. The Chair has designed and started Post Graduate Diploma Course in consumer Law and Practice for discipline of any graduate with a view to strengthening consumer protection in India.

Eligibility for Admission: Graduate Degree in any discipline from an recognized University. The medium of instruction will be English.

Admission Procedure: Candidates intending to enroll for admission shall submit the duly filled in application form along with the attested copies of the Provisional / Degree certificates and the fee prescribed before the last date of admission. Soon after completion of the admission process the confirmation of admission will be sent to the candidates.

Duration: One Academic Year. (*Maximum duration to complete the course is five years*).*

Course Papers

Paper I : Introduction to Law & Legal Systems

Paper II : Development of Consumer Protection Law

Paper III : Product Liability and Service Providers Liability

Paper IV : Alternate Dispute Redressal Mechanism

Paper V : Dissertation

RESOURCE MATERIALS: Reading Material Compendiums

Requirements for fulfillment of the Course

- Every candidate has to appear for examination in four papers. Each paper carries equal marks.
- Candidates are supposed to secure at least 50% marks in each paper.
- Every candidate shall work on a Research Project (which will be considered as Paper V)

***Note:** Post Graduate Diploma is 1 year course. Every candidate admitted to the course shall pay the prescribed fees at the time of admission. If a candidate is required to continue the course beyond one academic year because of his/her non-fulfilment of the prescribed requirements for the award of the degree, he/she will be permitted to continue for the subsequent two academic years by paying a continuation fee as prescribed for each year. After a period of three years if the candidate is not still able to clear the course he/she may be given an extension of another two years by paying Rs. 5000/- per year for the subsequent two years as extension fee provided he/she should have cleared 50% of the papers (out of the total number of theory papers prescribed). At the end of the fifth academic year if the candidate fails to fulfil all the requirements for the award of the degree, the admission stands automatically cancelled.

EXAMINATION SCHEME

Candidates are expected to write 100 marks in class examination for each paper (I-IV). Annual exams will be held in June. Grading system is followed for evaluation of performance. **Minimum B Grade (50%) is required to pass a paper.** A minimum Cumulative Grade Point Average (CGPA) of 3.00 is necessary to complete the course.

Diploma students are expected to write a Dissertation on the suggested topic for Paper V. The Dissertation would carry 80 marks. Students are expected to take an oral exam-viva voce, which will be based on the Dissertation they write. The viva voce would carry 20 marks. VIVA VOCE will be held at the respective examination centres from where the candidate will be appearing. Submission of Dissertation is one month before the examination.

Examination Schedule: The DED conducts examination twice a year: 1) Annual Examination in the month of June 2) Supplementary Examination in the month of December/January. As of now the examination is held at **Bengaluru, Pune & Delhi**. The address and location of examination centres will be provided in the examination schedule which may be downloaded from the website ded.nls.ac.in/?page_id=803 by April for the Annual examination and by October for the Supplementary examination. The Fee for the course is Rs.13,700/-

Application form can be obtained in person (or) by writing to The Coordinator, Distance Education Department (DED), National Law School of India University, Nagarbhavi, Bengaluru – 560 072, along with a Demand Draft for Rs.1500/- drawn in favour of the Registrar, NLSIU, payable at Bengaluru. Application

form can also be downloaded from <http://ded.nls.ac.in> or submit the application and make payment online.

For further details please contact:

The Coordinator
Distance Education Department (DED)
National Law School of India University (NLSIU)
Nagarbhavi, Bengaluru 560 242 (old pin 560 072),
Karnataka

T: +91 80 23160524/ 23160529

F: +91 80 23160529

Email: ded@nls.ac.in

URL: www.ded.nls.ac.in

Note: The Secretary, Ministry of Consumer Affairs, in its letter no. J-10/1/2-14-CPU dated 12th February 2015 have issued the order that non-judicial members of the District Fora would be encouraged to complete the Post Graduate Diploma Consumer Law and Practice course at National Law School of India University, Bengaluru to the above mentioned distance learning course. The cost for the course would be met by the Ministry of Consumer Affairs, Food and Public Distribution, Government of India. Only the first 100 non-judicial members (first come bases) will be admitted every year until further orders. (letter enclosed)

केशव देसिराजु
सचिव

KESHAV DESIRAJU
Secretary

Tel. : 011-23782807, 23070121

Fax : 011-23384716

E-mail : secy-ca@nic.in

k.desiraju@nic.in



सत्यमेव जयते

भारत सरकार
उपभोक्ता मामले, खाद्य एवं सार्वजनिक वितरण मंत्रालय

उपभोक्ता मामले विभाग
कृषि भवन, नई दिल्ली - 110001

Government of India
MINISTRY OF CONSUMER AFFAIRS, FOOD AND
PUBLIC DISTRIBUTION
Department of Consumer Affairs
KRISHI BHAWAN, NEW DELHI - 110001

DO No. J-10/1/2014-CPU

12th February, 2015

Dear

The Consumer Protection Act, 1986 provides for a three tier quasi-judicial machinery, popularly known as Consumer Courts, at the District, State & Central levels to provide inexpensive, simple & speedy redressal to consumer disputes. The Consumer Courts include judicial as well as non-judicial members. For effective and efficient discharge of their roles & responsibilities, the non-judicial members should be well conversant with all the aspects of consumer law. It has, however, been observed that the members without law background are not equipped adequately and a need has been felt for their capacity building.

2. The National Law School of India University (NLSIU), Bengaluru launched a course in the year 2011 titled "Post Graduate Diploma in Consumer Law and Practice" (PGDLCP). This is a one year course through distance mode and is aimed at sensitizing people about consumer rights. The diploma is specially designed to meet the needs of those whose education has been in fields other than law and who would like to supplement their education with in-depth knowledge of consumer law.

3. With a view to improving the functioning of the Consumer Courts, especially the District Fora, it has been decided by this Department that, to begin with, all the non-judicial members of the District Fora would be encouraged to complete the above mentioned distance learning course. The cost for undergoing the course would be met by the Ministry and paid directly to NLSIU. Those who successfully qualify could then be given an additional incentive remuneration of Rs. 2000/- per month by the State/UT Govts.

4. I would request you to consider participation of your State/UT in this endeavour and the non-judicial members in the District Consumer Fora in your State/UT be encouraged to undergo the one year PGDLCP through distance mode being conducted by NLSIU.

To,

All Chief Secretaries of the States/UTs.

Yours sincerely,
Sd/-

Copy for information to:

Prof (Dr.) Ashok R. Patil, Chair on Consumer Law and Practice, National Law School of India University, Nagarbhavi, Bangalore-560242.



www.jagograhakjago.in

Keshav Desiraju



Prof. (Dr.) Ashok R. Patil had met and discussed with Mr. Atahan and Ms. Gezen from 'Turkish Consumer Rights Protection Organisation' at Istanbul, Turkey on 30th July 2015.



Prof. (Dr.) Ashok R. Patil attended the Mediation Training Programme which was conducted by the Indian Institute of Arbitration and Mediation at Cochin from 21st to 25th September 2015. Now he is the Accredited Mediator



Prof. (Dr.) Ashok R. Patil presented a paper on 'General lines of International trade and intellectual property in Indian law' at the International Seminar of 'Mexico-India: Legal and Culture Comparative Systems' from October 5th & 6th October 2015 at New Mexico.



Prof. (Dr.) Ashok R. Patil presented a paper on 'Menace of Misleading Advertisement in Cosmetics Sector' at World Congress, which was jointly organised by Consumer International and Ministry of Consumer Affairs, Brazil at Brasilia from 17th - 21st November 2015.



Prof. (Dr.) Ashok R. Patil met and discussed with Roberto Freitas Filho and Wagner Pereria Dias, for future Memorandum of Association with Chair on Consumer Law and Practice and Centro Universitario de Brasilia at Brasilia on 20th November 2015.



Prof. (Dr.) Ashok R. Patil met and discussed with Ankur Singla, CEO of Help Chat for software development Online Consumer Mediation Centre at Bengaluru on 2nd December 2015.



Chair on Consumer Law and Practice organized the eve of National Consumer Rights Day for the first year B.A. LL.B. (Hons) students at National Law School of India University, Bengaluru on 24th December 2015.



Skit Competition on the consumer issues on the eve of National Consumer Rights Day for the first year B.A. LL.B. (Hons) students at National Law School of India University, Bengaluru on 24th December 2015.

To,

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From

CHAIR ON CONSUMER LAW AND PRACTICE [CLAP]
National Law School Of India University
Nagarabhavi, Bengaluru - 560 072.
Website : www.nls.ac.in
CLAP Website : <http://clap.nls.ac.in>
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