



INDIAN INSTITUTE OF PUBLIC ADMINISTRATION J&K REGIONAL BRANCH



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EDITORIAL

Consumer is the 'King', albeit without a crown, kingdom and protection. An average Indian is ill informed about his rights as a consumer. Hapless consumers are swayed away by advertisements and become victims of unethical trade practices. The problem is compounded by globalization with goods and services moving all over. A mere 10-12 per cent of consumers have some awareness of their rights under the law and a miniscule seeks redressal of grievances.

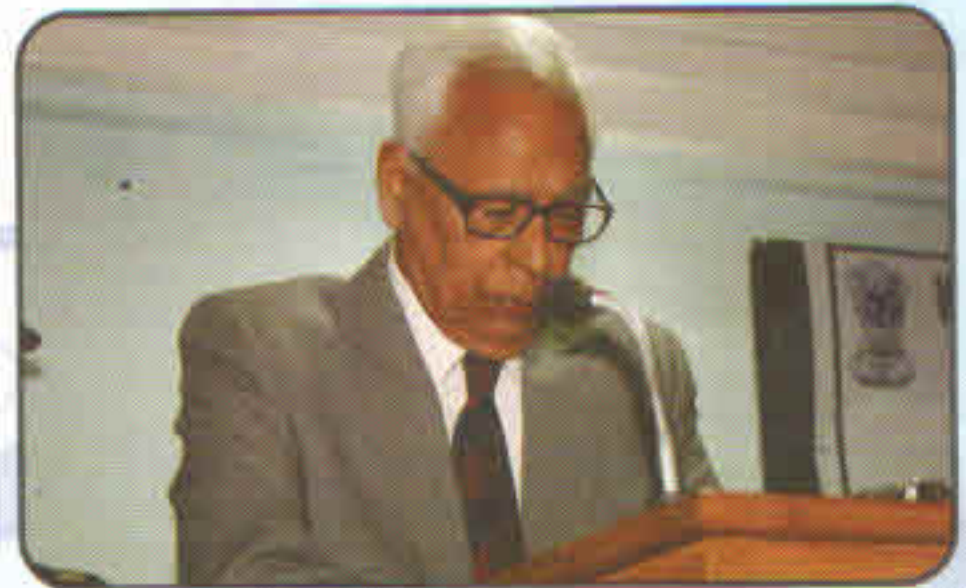
In a welfare State, Government owes responsibility to protect rights of consumers. Our state is no exception when it comes to lack of awareness among the consumers. Programs on electronic media, write-ups in the print media and pamphlets, street plays particularly in rural areas, promoting NGOs and involving educational institutions are some suggestions that can generate awareness. A well publicized 'helpline' with easy access to consumers can help guide the needy. The grievance redressal mechanism has to be simple. The Presiding Officers of Consumer Courts must be willing to send a clear signal to the offenders rather than making it a complicated legal battle. It would be prudent to dispense with the need for lawyers when the claim is up to Rs 1 lac.

The grievance redressal mechanism in our state includes a state level Consumer Court and Courts at the district level. Already overburdened courts of Principal District and Sessions Judges of Srinagar and Jammu have been designated as consumer courts. De facto the grievance mechanism system at the District level has come to a grinding halt.

The consumers have little faith in the existing enforcement agencies like the Consumer Affairs Department, Drug Controller, and Municipality etc. The State Government is understood to have earmarked Joint Directors to look after Consumer Affairs exclusively at provincial level. This is a welcome step. A joint task force of concerned departments with flying squads needs to be set to respond to the complaints of consumers. This can generate confidence of the consumers in the Government machinery.

GOVERNOR INAUGURATES WORKSHOP ON "CONSUMER PROTECTION AND CONSUMER WELFARE"

Hon'ble Governor of Jammu and Kashmir Shri N.N.Vohra inaugurated a 2-day workshop on "Consumer Protection & Consumer Welfare" on April 5, 2013. The workshop sponsored by the Department of Consumer Affairs GoI and attended by 110 participants from enforcement departments, NGOs, students and Researchers from the University Law School and members of IIPA was organized by the Regional Branch jointly with the Centre for Consumer Studies, IIPA New Delhi.



Hon'ble Governor inaugurating the workshop

Hon'ble Governor emphasized on the relevance of consumer protection and wanted highest attention and priority to it in a welfare state like ours. He said that industrialization and globalization has introduced free flow of goods across the globe and created worldwide market. The spurious products, fake medicines, food adulteration and sophisticated advertising is boggling the consumers daily. He added that while we have the best legislation in India but we lag in its implementation. Generating consumer education and awareness is need of the hour especially in rural areas. The quality of personnel manning the redressal mechanism is paramount in deciding its effectiveness, said Shri Vohra.

Ashok Bhan, Chairman of the Branch, in his welcome address explained the aim of the workshop as an

endeavour to create awareness and provide a platform to enforcement agencies and civil society to sit together and discuss how interest of consumers can be watched.

Prof. Suresh Misra, Chair-Professor & Coordinator, CCS, IIPA New Delhi in his keynote address highlighted the impact of globalization and liberalization on the consumers and how new technological developments have given rise to consumerism. He also explained how consumer is being exploited daily in various transactions. Prof. Misra traced the development of the consumer movement and law.



Hon'ble MOS Shri Viqar Rasool and other dignitaries

Presentations were made by Dr Sapna Chadah on "Consumer Protection Act 1986", Shri Nissar Ahmed of J&K Bank on "Banking and Consumers" and by Shri D.S. Chauhan, Sr Advocate on "Insurance and Consumers".

In another session Prof Misra said that Consumer education is a continuous learning process. It aims to develop the knowledge, understanding and skills, a need of the present consumer society. It helps to develop confidence and skills to complain effectively and resolve problems; better understand and manage the implication of transactions and recognize the wider social and economic impact of our decisions.

Dr. Amit Kumar Singh, Research Officer, CCS, IIPA, spoke on "Media and Consumers". Nowadays

Companies/Organizations are spending lots of money on advertising to promote their items and this has become a potent weapon to impart information regarding the products and influence the buying behavior of consumers. But problem arise when these advertisements are misleading. Ads today are half lies and misleads through wrong information.

Dr Sapna Chadah, Assistant Professor, CCS, IIPA speaking on "Medical Negligence and Consumer" informed that the services of doctors, nurses and hospitals fall under the purview of Consumer Protection Act. She elaborated the duties of the doctors towards the patients. She explained the concept of medical negligence with a number of cases decided by the Supreme Court and National Commission.

Mr. D.S. Pawar, J&K SERC speaking on "Electricity and Consumer" provided an overview of regulatory framework for electricity sector and discussed the provisions of J&K Electricity Act, 2010 as it affects the consumers.

Shri B.L. Saraf, District & Session Judge (Retd.) provided an overview of the working of the consumer redressal agencies in the state of J&K.

MOS Announces Helpline for Consumers

Shri Viqar Rasool, Hon'ble Minister of State for CA&PD, was the Chief Guest at the valedictory function on April 6. He lauded the effort of the organizers in creating awareness about consumer rights. Addressing the participants he said that there is lot of exploitation of the consumers especially in villages and small towns. The vulnerable, uneducated and poor sections of the society who work hard to make the two ends meet are the main victims of fraud and cheating in the market. He highlighted some of the steps being taken by the state government including earmarking a Joint Director for Consumer Affairs alone. He said the government is also looking into the proposals to equip the redressal machinery under the J&K Consumer Protection Act, 1987 to make them more effective and also to remove discrepancies with the central



Speakers Prof. Suresh Misra and Dr. Sapna Chadah with the view of participants

Act. He announced setting up of State Consumer Helpline to guide consumers.

Earlier Dr C.M. Seth, Vice Chairman, welcomed the Chief Guest at the valedictory function. Shri J.B.S. Johar, Hony. Secretary, proposed a vote of thanks. Dr Alka Sharma, Joint Director, Seminars and Dr Komal Nagar conducted the proceedings during the workshop.

3RD SAT PAUL SAHNI MEMORIAL LECTURE



Late Shri Sat Paul Sahni (January 1, 1922-October 18, 2010)

Shri Raj Chengappa, Editor-in-Chief of The Tribune, delivered the 3rd Sat Paul Sahni Memorial lecture on "Media and Governance" on November 23, 2012. Shri Devinder Singh Rana, Political Advisor to the Chief Minister, was the chief guest on the occasion.

Speaking on the occasion Shri Chengappa said that because of the explosion of media, the subject of media and governance had taken a new meaning. He said that the media, especially the Indian media, was facing both the best of times and the worst of times. With 146 million households viewing close to 623 channels, the reach of the media has become phenomenal. Internet becoming the newest addition to the media explosion, the reach and access has broken boundaries. There is however a convergence of the audio, video and electronic text, media being reduced to a small device in our palms making



Shri Raj Chengappa delivering the memorial lecture

the news 'Real Time'.

Shri Chengappa described how despite quantum jump in technology the media is facing the worst of times as well. He emphasized on the need to formulate a revenue model that could dispense 'quality content' without having to face the problem of closure. The major issues confronting media are quality, credibility, accountability and reliability. He said that media should self regulate itself and by its credibility and transparent dealings can be an instrument for good governance. Shri Chengappa expressed his desire to publish some of Shri Sahni's work in his paper.



Shri Devender Singh Rana addressing on the occasion

Shri Devender Singh Rana in his address said that the society is going through a renaissance and in the process of transition a new awakening will result in a positive and much better world. He said that degeneration of the society can be seen across the board and a transparent accountable system is the need of the hour.

Earlier, Dr. S.S. Bloeria, Vice Chancellor of the Central University of Jammu, paid glowing tributes to Shri Sahni and described some of his works as 'garden fresh'. Admiring his qualities as a journalist, Dr. Bloeria said that Shri Sahni maintained a strict code of conduct which never allowed him to splash private moments of people across the media. Describing Shri Sahni as one of the greatest pillars of the Regional Branch Dr. Bloeria added that Shri Sahni was a store house of Indian National History post 1947.

Dr. Ashok Bhan, Chairman, IIPA, J&K Regional Branch in his welcome address described Shri Sat Paul Sahni as a multifaceted personality whose life was worth emulating. While fondly recalling his special interest in IIPA, he said that the memorial lecture is a humble-tribute to Sahni's immense contributions to the society.

Smt. Prem Sahni thanked IIPA for organizing the memorial lecture series and keep Shri Sahni alive. Hony Secretary Shri J B S Johar presented a vote of thanks. Dr Alka Sharma, Joint Director (Seminars) conducted the proceedings.

11th VEERANNA AIVALLI MEMORIAL DEBATE

The Regional Branch in collaboration with the Department of Students Welfare, University of Jammu organised 11th Veeranna Aivalli Memorial Inter College/department Debate on the topic "In the opinion of the house, Youth bulge can be exploited for the benefit of the country" on December 15, 2012 at Brig. Rajinder Singh Auditorium, University of Jammu.



Prof. M.P.S. Ishar, Vice Chancellor addressing the participants and audience

Prof M.P.S. Ishar, Vice Chancellor, University of Jammu was the Chief Guest and Shri Ashok Prasad IPS, Director General of Police, presided over the prize distribution function. While speaking on the occasion, Prof Ishar highlighted the role of youth in nation building and said that they must learn to give the right strokes at the right time. Shri Ashok Prasad while paying tributes to Shri Veeranna Aivalli spoke about the need for a healthy interaction between the Police and the civil society. He reflected on the forward looking approach of present day youth and felt that the youth bulge will be appropriately harnessed for economic development of the country.

Eighteen teams from various affiliated colleges and departments affiliated to the University of Jammu participated in debate. Government College for Women



DGP Shri Ashok Prasad giving a winner's trophy

Parade Ground, Jammu won the Veeranna Aivalli Memorial Trophy with Ms. Shriya Raina & Ms Bharti Manhas from the same college bagging the first and third prize respectively. Ms Vinee Mahajan of Government College for women, Gandhi Nagar bagged the 2nd Prize.

Earlier, Chairman of the Regional Branch, Dr Ashok Bhan paid rich tributes to Shri Veeranna Aivalli, a highly decorated and respected Police officer of Jammu and Kashmir cadre who laid the foundation of the Regional Branch, remaining its Hony Secretary for over two decades.

Smt Swarna Aivalli, Shri Girish Aivalli and Shri Nitish Aivalli were special guests on the occasion.

LECTURE ON "UNDERSTANDING CRIME AND CHANGING CRIMINAL BEHAVIOR – THE NEW PATHWAYS"

A lecture on "Understanding Crime and Changing criminal behavior – the new pathways" by Shri Rameshwar Singh Jamwal, President, Criminology Society of J&K was organized by Regional Branch at Jammu on February 26, 2013. Dr S.P. Vaid, Additional Director General of Police (Adm.) was the Chief Guest and Dr Ashok Bhan, Chairman; IIPA J&K Regional Branch presided over the program.



Dr S.P. Vaid, Additional DG, Shri Rameshwar Singh Jamwal and other dignitaries

In his lecture Shri Jamwal based on his research described what he called the yogic crime theory. He said that the behavior of an individual depends upon the behavior of his neurons and genes which is controllable. This can be manipulated and taken towards positivity by disturbing the sequence of nucleotides, Jamwal said, adding that it is possible to alter behavior of the individual, his ideas, his consciousness, his greed, lust etc. He said this all is possible by combining yoga behavior therapy and Neuro biology.

Speaking on the occasion Dr S.P. Vaid while lauding the speaker said no one can deny the role of yoga in changing the behavior of a human being. Candidly admitting that there are many defects in the system

prevailing in India, he however said there are also countries where the foundations of the system are very well set yet those societies are not crime free. If this was the reason then there should have been no crime in US and UK. Dr Vaid said there are harsh punishments in Saudi Arabia and asked whether the laws prevailing there have finished criminality at all? Tough laws are not the answer. Society will have to work towards changing behavior so that criminality is curbed through therapies and education.



A view of Interaction during the lecture

Dr Ashok Bhan advocated "religion neutral moral education" in the educational institutions to strengthen the moral fabric. He said that professional policemen cannot escape from understanding criminal behavior. This will enable them to handle criminals better. Dr Bhan laid emphasis on rehabilitation programs in jails.

Shri Nisar Ahmad, IPS conducted the proceedings while Shri J.B.S. Johar, Hony Secretary, proposed a vote of thanks.

SEMINAR ON "BIODIVERSITY CONSERVATION AND SUSTAINABLE DEVELOPMENT"

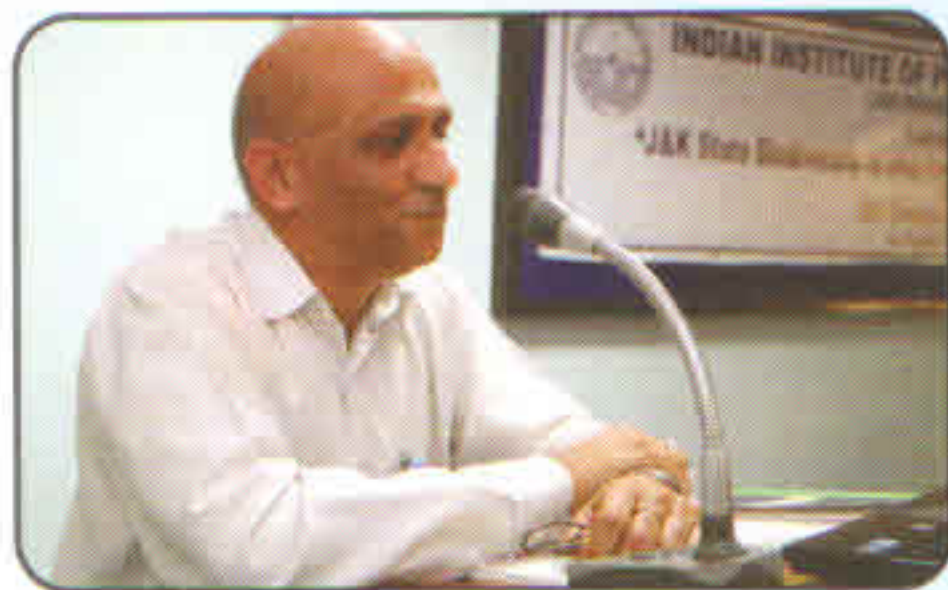
Indian Institute of Public Administration J&K Regional Branch and World Wide Fund for Nature India (WWF) organized a seminar on "Biodiversity Conservation and Sustainable development" on March 30,



Hon'ble Minister for Forest Jenab Mian Altaf Ahmad delivering his address

2013. Jenab Mian Altaf Ahmad, Hon'ble Minister of Forests was the Chief Guest and Shri Shiekh Ejaz Ahmad Iqbal IAS, Commissioner / Secretary the Guest of Honour on the occasion. Shri Deepak Khanna IFS, Director State Forest Research Institute, was the key note speakers. Senior officers of forest and allied departments, students, NGOs, academicians and members of IIPA attended and participated in the discussions. Shri J.B.S. Johar, Hony Secretary, welcomed the guests and participants.

Dr C.M. Seth, Vice Chairman IIPA, J&K Regional Branch, introduced the subject and made a presentation on Biodiversity and Sustainability. He dwelt on the National Biodiversity Act 2002 and its adoption in J&K. He identified J&K Himalayas as a bio-diversity hotspot and pleaded that the Authority should make all out efforts to conserve the same by notifying Biosphere reserves. He made a case for partnership of Government with expert groups, environmental NGOs, individuals and universities to take forward the Strategic Action Plan.



Shri Deepak Khanna IFS delivering the key note address

Shri Deepak Khanna IFS in his key note address on "Biodiversity Board-a step towards Biodiversity Conservation" said that the UN has declared 2011-2020 as the Decade on Biodiversity and India is signatory to the Convention on Biodiversity. Under the articles of Convention and COP all countries and states are required to make strategies and action plans for the conservation of their Biodiversity and by 2015 plan process of the state should include Biodiversity in all development sectors. He said that under the provision of the Act, Management committees will shortly be constituted and start documenting Peoples Biodiversity registers.

Dr. Ashok Bhan, Chairman of the Branch, while speaking on the occasion said that awareness among the civil society for the conservation of Biodiversity is most important and he praised the efforts of WWF-India in this regard. He said that conservation of indigenous species of not only the wild flora and fauna but the cultivated varieties of fruits, vegetables, crops and domestic animals is equally important and the newly constituted J&K State Biodiversity Board should take proper steps for the

conservation of these species.

Shri Shiekh Ejaz Ahmad Iqbal IAS identified eradication of poverty and biodiversity conservation as the most important problems facing us and said that both were interlinked. Both these issues are priority areas for the government, he added.

Forest Minister Mian Altaf Ahmad said that both the conservation of biodiversity and equitable sharing of benefits by the civil society need to be taken care. He said that the Act provides for a mechanism to protect the state biodiversity and also share the benefits with the community who are dependent on these national resources for their livelihood. J&K government have taken many steps for the conservation of forest, wildlife and other biodiversity including the recent constitution of J&K Biodiversity Board. The board will prove very helpful for the conservation of biodiversity of the state. He stressed that the authority should take immediate steps to implement the provisions of Biodiversity Act. He also emphasized on making the society aware of their responsibility to preserve the biodiversity. He said that the traditional forests are the store house of biodiversity and we must take steps to preserve the forests and particularly stop the encroachments on the forest land. He added that the government has succeeded to stop these encroachments to a considerable extent.

The Chief Guest presented a trophy to Jodhamal Public school, Jammu for best performance in organizing EARTH Hour 60+ on March 23, 2013 at Gole Market, Gandhi Nagar by motivating shopkeepers to switch off lights for one hour from 8.30 to 9.30pm. Vote of thanks was presented by the Hony Secretary Shri J.B.S. Johar.

WORKSHOP ON URBAN DEVELOPMENT AND URBAN SERVICE DELIVERY

One day workshop on "Urban Development and Urban Service Delivery" was organized in Jammu on January 19, 2013. Shri Nawang Rigzin Jora, Hon'ble Minister for Urban Development, Govt of Jammu and Kashmir was the Chief Guest and Shri Suresh Kumar, Principal Secretary (Home) was the Guest of Honour at the valedictory session. The workshop was attended by 50 participants drawn from State Government departments, agencies involved in urban development, academia, civil society and members of IIPA.

Dr. Ashok Bhan, Chairman of the Branch, gave a brief background to the workshop which was a part of IIPA's annual exercise to deliberate on a contemporary issue of high relevance.

Prof KK Pandey, the author of the theme paper of IIPA, presented a brief summary of the proceedings of the workshop and mentioned the role of land development and housing, traffic and transportation, planned development and initiatives taken under economic reconstruction agency in the state. These areas, he said, have been

identified by the respective speakers to give specific attention on partnerships, resource mobilization, capacity building and revising rules and regulations thereon. Prof. Pandey also mentioned that J&K with nearly 25% of population size of its cities and towns is undergoing a transition from predominantly rural to a semi-urban society. This should pave way for acceleration of business, industry and trade among 122 towns and cities of the state. We should also look beyond Srinagar and Jammu for spatial dispersal of economic activities to promote services, infrastructure, manufacturing or services among the urban centers.

Shri Suresh Kumar IAS made a presentation on urban sector reforms under JNNURM. He also gave a background of 74th CAA and its linkages with the urban sector in J&K. Shri Suresh Kumar briefed participants on e-governance initiatives in the state for issuance of birth & death certificates, accounting system, taxation and related areas.

Shri Nawang Rigzin Jora, Hon'ble Minister for Urban Development, J&K, expressed his keen interest to resolve issues on urban development. Shri Jora said that he fully understood importance of economic development and its links with urbanization. He said that his past experience of tourism ministry will be handy in the Ministry in the light of vast potential of tourism and the role of urban centers. Shri Jora lauded the efforts of IIPA in making the program a success and hoped efforts to sensitize stakeholders and generate discussions to develop solutions to a range of issues on the subject will continue.

Shri Y Sachdeva, General Manager RITES and Shri Vinod Malhotra former Development Commissioner, Town Planning organization, J&K presented papers on urban transportation and land management.



Smt. Sarita Chauhan, Shri Saurabh Bhagat and Shri Murty Gupta on the dais during the workshop

The second session was chaired by Ms Sarita Chauhan, IAS Vice Chairperson Jammu Development Authority and included her presentation along with the presentation by Shri Saurabh Bhagat IAS CEO, ERA and

Shri Murty Gupta, representing private builders. Smt. Sarita Chauhan spoke on the planning process of Jammu city. She indicated need for integrated, participatory and inclusive approach. She said that planning should be linked with implementation.



Hon'ble Minister Sh. Nawang Rigzin Jora and other dignitaries during the workshop.

Shri Saurabh Bhagat IAS gave a presentation on detailed activities of ERA which is currently involved in the partnership with ADB (Asian Development Bank) but has immense potential of other partners and stakeholders such as World Bank, JAICA (Japanese Agency for International Development), DFID (Department for International Development UK) etc. ERA is doing critically important urban infrastructure projects to trigger economic growth of the state by carrying out projects on water, sanitation, solid waste management, roads and related services. Initial projects are implemented in Jammu and Srinagar.

Shri Murty Gupta briefly mentioned administrative bottlenecks and laid emphasis on simplification of rules and procedures. Shri Gupta said that suitable actions are immediately needed to engage private sector as partner in urban development and the government should work as a facilitator.

34th ANNUAL GENERAL MEETING

The 34th Annual General Meeting (AGM) of the IIPA J&K Regional Branch was held on January 5, 2013 in the IIPA Seminar Hall. 52 members attended.

Hony Secretary Shri J.B.S. Johar presented the annual report in which he gave a resume of 14 events organized by the Regional Branch during the calendar year 2012. Hon'y Secretary thanked all the members for extending their co-operation in carrying out various activities by the Regional Branch during the year. He specially thanked Executive Committee Members Shri Nisar Ahmed & Shri Vikram Gour in this regard.

Shri T.P. Singh, Hon'y Treasurer, presented audited Statement of accounts for the financial year

2011-12 and comparative receipts & expenditure for the financial year 2010-11 & 2011-12. He apprised the members that the Income Tax return of the IIPA Regional Branch for the assessment year 2012-13 has been filed through M/S K.B.Sharma & Co, Chartered Accountants.

This was followed by a discussion on the annual report of the Hon'y secretary and annual audited reports presented by the Hon'y Treasurer. These were approved by the General Body. The AGM approved hiring of M/S K.B. Sharma & Co, Chartered Accountants for auditing accounts and filing of the Income Tax return on an annual remuneration of Rs 5000/- per year.

The following topics were suggested for future programs:

- Climate change and its effects
- Traffic Management in Jammu
- Ethics in policing
- Getting rid of menace of polythene
- Joining hands with Regional/Local branches in North Zone to share faculty and organize joint programs.

A suggestion that AGM in future be organized on a Sunday forenoon found strong support amongst the Members.

The Chairman Dr Ashok Bhan in his address thanked the Members for braving through a cold evening and coming in large numbers.

The Chairman emphasized on making continuous efforts towards building capacity for Good Governance through our programs. In this regards he recounted the series of workshop for Government officials held in the recent past and future programs.

Dr Bhan appreciated the role of Srinagar based members in reviving activities of the Regional Branch and laid emphasis on enrolment of young members.



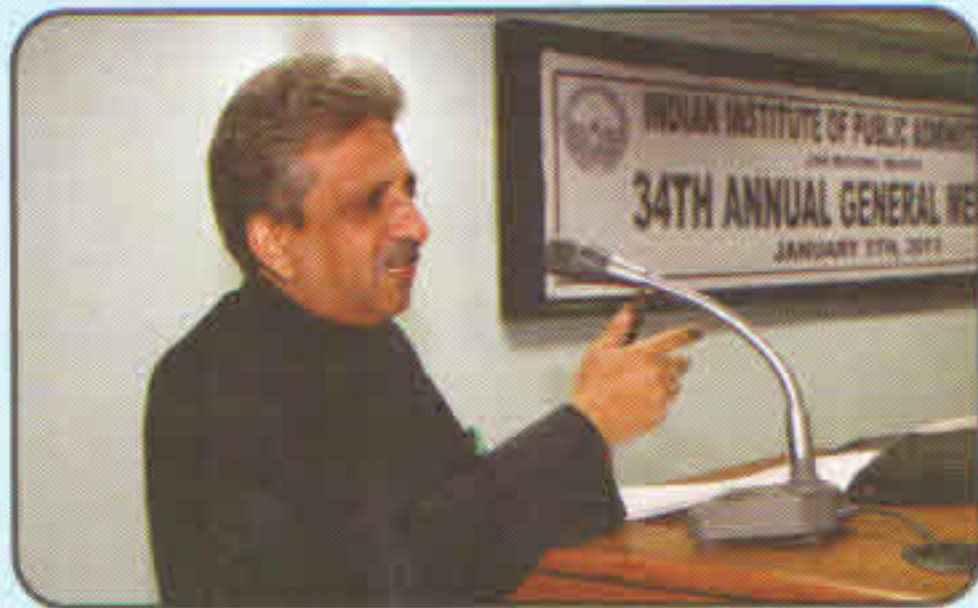
Shri Jalil Ahmad Khan IAS (Retd.), Dr S.S. Bloeria, Patron, Dr Ashok Bhan Chairman, Shri J.B.S. Johar Hon'y Secretary, Shri T.P. Singh, Hon'y Treasurer and view of the members.

The Chairman while lauding the role of Editorial Team in publishing of Newsletter regularly requested reputed academicians/members like Prof Ashok Aima, Prof Rekha Choudhary, Prof Neelu Rohmetra and Prof Versha Mehta to help launch the "Journal for Public Administration and Management". Similarly, history of the Regional Branch need to be recorded as it enters 35 years of its existence. He thanked the members and the Executive Committee/office Bearers for their continued support in making programs a success.

The meeting ended with vote of thanks to the chair and followed by the Dinner.

VIKRANT KUTHIALA SPEAKS ON INDUSTRIAL POLICY

A lecture on "Industrial Policy of Jammu & Kashmir" by Shri Vikrant Kuthiala, Joint Secretary of the Branch preceded the AGM. Shri Jalil Ahmed Khan, Economic Adviser to the Government, presided over the lecture.



Shri Vikrant Kuthiala addressing the members

Shri Kuthiala highlighted the constraints under which the industry works in J&K. He specifically flagged non availability of market in the vicinity, absence of large Central Public Sector Undertaking, absence of an extensive road network in rural areas as some of the problems disallowing expansion of industry. Himachal Pradesh since 2002 had attracted industrial investment of Rs 35,000 crores and Uttrakhand over Rs 44,000 crores, J&K had merely attracted investment worth Rs 2,500 crores, said Vikrant.

He stated that State has reasonably well qualified man power, availability of Electricity and good telecommunication services. He suggested sector specific incentives for industries which has comparative advantage in the state.

Shri J.A. Khan, in his presidential address described the incentives and facilities that have been provided by the Government for a balanced industrial development in the state.

DR TISHYARAKSHIT CHATTERJEE JOINS AS DIRECTOR IIPA

Dr Tishyarakshit Chatterjee joined as the director of IIPA on March 31.



An IAS officer from Andhra Pradesh cadre, he retired as Secretary, Ministry of Environment and Forests, Gol, on November 30, 2012. An alumnus of St Stephen's College, University of Delhi, he did his PhD in Economics (Environment) from Hyderabad Central University.

Jammu and Kashmir Regional Branch of the IIPA welcomes the new Director and wishes him success during his tenure.

REGIONAL BRANCH CO-OPTED ON EC OF IIPA

The J&K Regional Branch, in recognition of its contribution, was co-opted for the second successive term to the Executive Council of the IIPA for two years (2012-14). The Chairman has been nominated as a Member of the "Finance and Economy Committee" of the IIPA. We thank the Executive Council for this honor given to the Regional Branch.

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