



INDIAN INSTITUTE OF PUBLIC ADMINISTRATION
J&K REGIONAL BRANCH



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CENTRE FOR CONSUMER STUDIES, IIPA NEW DELHI

cordially invite you to the inaugural function of a Workshop on

“Consumer Protection and Consumer Welfare”

on December 16, 2019 (Monday) at 9.45 am

at Seminar Hall of IIPA, across 2nd Tawi Bridge, Jammu

Sh Surendara Nath Tripathi, IAS

Director, Indian Institute of Public Administration, New Delhi
will be the Chief Guest

Er J.B.S Johar - 9419198439
(Vice Chairman)

as per programme

Prof Alka Sharma - 9419140828
(Director Seminars)



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CENTRE FOR CONSUMER STUDIES, IIPA, NEW DELHI

cordially invite you to the valedictory function of a Workshop on

“Consumer Protection and Consumer Welfare”

on December 17, 2019 (Tuesday) at 5.00 pm

at Seminar Hall of IIPA, across 2nd Tawi Bridge, Jammu

Sh Surendara Nath Tripathi, IAS

Director, Indian Institute of Public Administration, New Delhi
will be the Chief Guest

Sh Pandurang Kondbarao Pole, IAS

Secretary to the Govt., Deptt. of Food, Civil Supplies and Consumer Affairs
will be the Guest of Honour

Dr Ashok Bhan, IPS (Retd.)

Patron, IIPA J&K Regional Branch
will preside over the function

Er J.B.S Johar - 9419198439
(Vice Chairman)

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Centre for Consumer Studies, IIPA, New Delhi

Workshop on

"CONSUMER PROTECTION AND CONSUMER WELFARE"

on

December 16 & 17, 2019

(Sponsored by Department of Consumer Affairs, GOI)

at

JAMMU

PROGRAMME

DAY ONE, DECEMBER 16, 2019 (Monday)

- 09:00 am - Registration of participants
- INAUGURAL SESSION**
- 09:45 am - Arrival of Guests
- 10:00 am - Welcome Address by Dr Anil Gupta, Joint Secretary IIPA J&K Regional Branch
- 10:10 am - Introduction to the workshop by Sh. Jatinder Singh, KAS Director Food, Civil Supplies and Consumer Affairs, Jammu
- 10:30 am - Address by Chief Guest Sh. Surendara Nath Tripathi, IAS Director Indian Institute of Public Administration, New Delhi
- 10:55 am - Tea
- 11:30 am - "Consumer Protection and Empowerment" by Prof Suresh Misra
- 01:00 pm - Lunch
- 02:00 pm - "Consumer Protection Act, 2019 : Meeting New Challenges" by Dr Sapna Chadah Centre for Consumer Studies, IIPA, New Delhi
- 03:00 pm - "Cyber Threats/Cyber Security" by Sh. Mohd Yaseen Kichloo Sr. Supdt of Police J&K Police (Security Wing)
- 03:45 pm - "Swachh Bharat, Sustainable Consumption and Environmental Concerns" by Shri Pankaj Magotra, KAS Commissioner Jammu Municipal Corporation
- 04:30 pm - "Legal Metrology Department: Expectations of Consumers" by Sh. Manoj Parbhakar Deputy Controller, Deptt. of Legal Metrology, Jammu
- 05:15 pm - Tea

DAY TWO, DECEMBER 17, 2019 (Tuesday)

- 10:00 am - "Consumer Grievance Redressal : Role of National Consumer Helpline" by Prof Suresh Misra
- 11:00 am - "Medical Service and Consumers" by Dr Sapna Chadah
- 11:40 am - Tea
- 12:00 noon - "Food Safety & Consumers" by Sh. Sanjiv Kumar, Dy. Commissioner Food Safety Jammu
- 12:45 pm - "Standards, Quality and Consumer Safety" by Dr. R K Jha Scientist-G & Head, Bureau of Indian Standards, GOI
- 01:30 pm - Lunch
- 02:30 pm - "Banking in Digital Era" by Sh. H S Verma Secretary to the Office of Banking Ombudsman, Reserve Bank of India Jammu
- 03:30 pm - "Housing and Consumer" by Sh. Sheikh Shakeel Ahmad, Sr Advocate J&K High Court
- 04:30 pm - Feedback from trainees
- VALEDICTORY SESSION**
- 05:00 pm - Arrival of the Chief Guest
- 05:10 pm - Welcome Address by Prof Alka Sharma, Director Seminars IIPA J&K Regional Branch
- 05:20 pm - Report on the proceedings of the Workshop by Prof Suresh Misra Chair Professor & Coordinator, Centre for Consumer Studies, IIPA New Delhi
- 05:30 pm - Address by Guest of Honour Sh. Pandurang Kondbarao Pole, IAS Secretary to the Govt, Deptt. of Food, Civil Supplies and Consumer Affairs
- 05:40 pm - Address by Chief Guest Sh. S.N.Tripathi, IAS Director, IIPA, New Delhi
- 05:50 pm - Presidential remarks by Dr Ashok Bhan, Patron IIPA J&K Regional Branch
- 06:00 pm - Vote of thanks by Er J.B.S.Johar, Vice Chairman, IIPA J&K Regional Branch
- Tea

