

**Report on Quiz Competition on “Consumer Protection and Mediation” &
Expert session on "Protection of Consumer Rights"**

Date: February 22, 2024

Day-1
Quiz Competition on “Consumer Protection and Mediation”

Introduction:

On 20th February 2024, a quiz competition on consumer protection and mediation was conducted at ICFAI Law School, The ICFAI University, Jaipur which was organized by the members of the Centre for Consumer Protection and ADR Committee, the event aimed to enhance awareness and understanding among participants about consumer rights and dispute resolution mechanisms.



Preparation and Arrangements:

1. Seating Arrangement: The members of the Centre for Consumer Protection and ADR Committee meticulously organized the seating arrangement, ensuring smooth coordination among participants from various departments.
2. Electronic Devices Collection: To maintain fairness and integrity throughout the competition, participants were requested to surrender their electronic devices, including phones, ensuring undivided attention to the quiz.
3. Quiz Paper Procurement: Faculty coordinators procured the quiz papers and brought them to the competition venue, ensuring confidentiality and impartiality.

Commencement and Conduct of the Competition:

1. Prompt Start: The competition commenced punctually at 3:15 p.m., adhering to the scheduled timeline.
2. Discipline Maintenance: Throughout the competition, members of both committees, faculty coordinators, and Associate Dean Ma'am ensured discipline and adherence to rules and regulations, fostering an environment conducive to fair play and healthy competition.

Winding of the competition:

1. Conclusion of the Competition: The quiz competition concluded precisely at 3:45 p.m., reflecting the efficient organization and management of the event.
2. Participant Procedures: Participants signed their registered names, retrieved their electronic devices, and departed, marking the successful conclusion of the event.

Results of the competition:

- The quiz competition went to a tie between two participants of 3rd year, Kunika Rawlani [BA-LLB (Hons.)] & Tanya Choudhary [BBA-LLB (Hons.)].
- To finalize the results, an extempore competition had been organised between both the participants and Kunika Rawlani was decided as the winner while Tanya Choudhary held the position of Runner up which was judged by three panelist comprising of faculties of ILS, Jaipur.

Overall Assessment:

The quiz competition served as a valuable platform for participants to deepen their understanding of consumer protection laws and mediation mechanisms. The collaborative efforts of the organizing committee, faculty coordinators, and administrative staff contributed to the seamless execution of the event, fostering a spirit of engagement and learning among all involved parties.

Day-2
“SEMINAR ON "PROTECTION OF CONSUMER RIGHTS”
on
21.02.2024

Introduction:

On 21 February 2024, a seminar on "Protection of Consumer Rights" was held at ICFAI Law School, The ICFAI University, Jaipur, serving as a follow-up to the recently conducted quiz competition on consumer protection and mediation. The seminar aimed to provide students with valuable insights into the current scenario of consumer rights and duties, particularly in the realm of e-commerce.

Arrival and Preparation:



1. Arrival of Dignitaries: **Chief Guest** Hon'ble Justice Devendra Kachhawaha and Respected **Guest Speaker** Shri Devendra Mohan Mathur arrived at 2 p.m. and were escorted to the VIP room.
2. Preparation: Meanwhile, the organizing committee prepared the seminar hall, arranging the stage, Sarasvati Vandana setup, Rangoli, and placement of flowers, saplings, trophies, and certificates for the felicitation of guests and quiz competition winners.

Commencement of the Event:

1. Escort of Dignitaries: At 2:10 p.m., ushers escorted VC Sir to the VIP room for a meet-up, followed by the arrival of all dignitaries at the seminar hall at 2:15 p.m. The event began with taking the auspicious blessings of Goddess Sarasvati through Sarasvati Vandana.

2. Felicitation: Honorable President Sir and HoD Sir felicitated both guests with bouquets, reciprocating the gesture with bouquets presented by other dignitaries. This exchange of pleasantries set a respectful tone for the event.
3. Opening Speeches: HoD Sir delivered a speech highlighting recent changes in the consumer protection act, followed by Honorable President Sir emphasizing the flexible approach of the act and welcoming the guests to share their experiences and insights.

Guest Lectures:



1. Introduction of Guests: Student anchors provided background information on the esteemed guests' legal expertise, paving the way for their lectures.
2. Topics Covered: The lectures focused on various aspects of consumer rights and duties in e-commerce, addressing key concepts such as consumer commissions, jurisdiction, duties, and rights. Practical examples and insights were shared to elucidate complex legal concepts.
3. Key Insights: Insights from the lectures emphasized the importance of obtaining bills, understanding jurisdictional changes post-2019, exercising caution in online shopping, checking product quality, and being aware of return policies. The lectures concluded with a discussion on the difference between legality and lawfulness, emphasizing discipline, decorum, and disposal (3D's) as essential elements for success.

Conclusion and Felicitation:



1. Conclusion of Lectures: The lectures concluded promptly at 4:30 p.m., leaving attendees enriched with valuable knowledge and practical advice.
2. Felicitation: VC Sir and HOD Sir felicitated the guests with shawls, saplings, and mementos, expressing gratitude for their enlightening contributions to the seminar. Also, both the winner and runner up of the earlier held quiz competition was awarded by the chief guests.

Vote of Thanks:

- Miss Preeti Swami , Assistant Professor , ILS delivered a heartfelt vote of thanks, expressing gratitude to all attendees for their participation and contributions. The event concluded on a successful note, fostering greater awareness and understanding of consumer rights among the student community.
- Everyone stood in respect of the National Anthem.
- Lastly all the dignitaries along with the faculty members of the law department and members of the Centre for consumer protection and the ADR committee posed for a group photograph to end the event on a memorable note.

High Tea and Departure:

Following the seminar, guests and dignitaries proceeded to the VIP room for high tea, providing an opportunity for further interaction and networking. With the successful culmination of the event, attendees departed with enriched perspectives on consumer protection in the digital age.

This report encapsulates the key highlights and outcomes of the quiz competition on “consumer protection and mediation” & seminar on "Protection of Consumer Rights," underscoring the significance of such initiatives in fostering legal literacy and promoting consumer empowerment in contemporary society.

Recommendations for Future Events:

1. Implementing feedback mechanisms to gather insights from participants for further improvement.
2. Exploring opportunities for broader participation and engagement beyond departmental boundaries.
3. Continuously updating quiz content to reflect evolving trends and developments in different spheres.
4. Audience Feedback Mechanism: Implement a structured feedback mechanism to gather insights from participants, enabling organizers to evaluate the effectiveness of the event and identify areas for improvement.
5. Promotion and Outreach: Increase promotional efforts through various channels, including social media, newsletters, and academic networks, to attract a wider audience and maximize the impact of the event.

Glimpses of the event:





Media Coverage

ICFAI TO HOST SESSION ON CONSUMER RIGHTS

JAIPUR: The ICFAI University Jaipur will organise an expert session on "Protection of Consumer Rights" today in collaboration with the ADR Committee, ICFAI Law School, Jaipur. Many eminent and distinguished guests will express their views on awareness of consumer rights. Prof Dr HP Singh VSM, the president of the ICFAI University Jaipur will be the chief patron for the occasion. Justice Devendra Kachhawaha, President of the State Consumer Disputes Redressal Commission Rajasthan, Devendra Mohan Mathur, President of the District Consumer, Dispute Redressal Commission, Jaipur, Dean Dr Harish Kumar Verma and HOD Dr Vijay Kumar Sharma will be present at the occasion.

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उपभोक्ता अधिकारों पर संरक्षण" पर की विशेषज्ञों ने चर्चा आईसीएफएआई लॉ स्कूल जयपुर में हुआ सत्र का आयोजन

जयपुर, समाचार जगत न्यूज़। आईसीएफएआई विश्वविद्यालय जयपुर ने बुधवार को एडीआर समिति, आईसीएफएआई लॉ स्कूल जयपुर के सहयोग से उपभोक्ता अधिकारों पर संरक्षण" पर एक विशेषज्ञ सत्र का आयोजन किया। समिति के संयुक्त तत्वाधान में उपभोक्ता अधिकारों का संरक्षण" विषय पर जागरूकता सत्र का आयोजन किया गया। आईसीएफएआई विश्वविद्यालय, जयपुर के अध्यक्ष प्रोफेसर डॉ. एचपी सिंह वीएसएम ने ऐसे सत्रों का महत्व व्यक्त करते हुए इन्हें समाज और आम जनता के लिए महत्वपूर्ण बताया। उन्होंने इस अवसर पर उपस्थित अतिथियों के

प्रति आभार व्यक्त किया। कार्यक्रम के मुख्य अतिथि राजस्थान राज्य उपभोक्ता विवाद निवारण आयोग के अध्यक्ष न्यायमूर्ति देवेन्द्र कच्छवाहा थे, जिन्होंने ई-कॉमर्स में उपभोक्ता अधिकार और कर्तव्य: वर्तमान परिदृश्य" विषय पर अपने विचार व्यक्त किये और अपने अनुभव साझा किये। दूसरे सत्र को देवेन्द्र मोहन माथुर ने "उपभोक्ता विवाद समाधान की एक विधि के रूप में मध्यस्थता" विषय पर संबोधित किया। सर्वोच्च स्थान प्राप्त करने वाले विद्यार्थियों को भी पुरस्कृत किया गया। प्रोफेसर डॉ. विजय कुमार शर्मा, एचओडी डॉ. प्रतिमा सोनी, प्रोफेसर प्रीति स्वामी और प्रो. विजित सिंह सहित आयोजन समिति के सदस्य भी उपस्थित थे।

The Daily Guardian on 22-02-2024

Samachar Jagat on 22-02-2024

गेस्ट लेक्चर ऑन कंज्यूमर राइट्स



कामयाब कलम, जयपुर।

बुधवार को दोपहर 2:30 बजे इक्फ़ाई लॉ स्कूल , इक्फ़ाई यूनिवर्सिटी ,जयपुर के सेंटर फॉर कंज्यूमर प्रोटेक्शन व ए.डी.आर. कमेटी के संयुक्त तत्वावधान में उपभोक्ता-अधिकारों के संरक्षण विषय पर गेस्ट लेक्चर आयोजित किया गया। इक्फ़ाई यूनिवर्सिटी जयपुर के माननीय प्रेसिडेंट प्रोफेसर डॉ. एच पी सिंह वीएसएम ने कार्यक्रम के आरंभ में उपस्थित अतिथिगणों की उपस्थिति पर आभार व्यक्त किया व संबंधित विषय पर अपने विचार प्रकट करते हुए वक्ताओं का स्वागत किया। सत्र के आरंभ से पूर्व सभी अतिथिजनों को सम्मानित किया गया। कार्यक्रम के मुख्य अतिथि माननीय न्यायाधीश देवेन्द्र कछवाहा, अध्यक्ष , राज्य उपभोक्ता विवाद निवारण आयोग , राजस्थान ने कार्यक्रम के पहले सत्र में ई-कॉमर्स में उपभोक्ता के अधिकार और कर्तव्य: वर्तमान परिदृश्य विषय पर अपने अनुभवों व विचारों को अभिव्यक्त किया। कार्यक्रम के दूसरे सत्र में आदरणीय अतिथि-वक्ता श्री देवेन्द्र मोहन माथुर जी ने उपभोक्ता विवाद निपटान के एक तरीके के रूप में मध्यस्थता विषय पर सत्र रोचक तरीके से संबोधित किया। सत्रों में विद्यार्थियों द्वारा उठाये गये प्रश्नों का भी समाधान किया गया। कार्यक्रम के अंत में मंगलवार दिनांक 20 फरवरी ,24 को आयोजित क्विज प्रतियोगिता के पहली व दूसरी वरीयता प्राप्त विद्यार्थियों को माननीय अतिथिगणों द्वारा पुरस्कृत व प्रोत्साहित किया गया। इक्फ़ाई लॉ स्कूल के विभाग अध्यक्ष प्रॉ. डॉ. विजय कुमार शर्मा ने कार्यक्रम संचालन व्यवस्था के लिए डॉ.प्रतिमा सोनी, श्रीमती प्रीति स्वामी व श्री विजित सिंह और कमेटी से जुड़े विद्यार्थियों की भी सराहना की।

Kamyab Kalam on 22-02-2024

Organizing Committee

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