

Consumer Unity & Trust Society (CUTS)

cordially invite you

**National Conclave on Consumer Issues
&
Release of 'State of the Indian Consumer 2012'**

October 11-12, 2012

India Habitat Centre, New Delhi

under the project

**"Indian Consumers in the New Age:
A Forward Looking Agenda to Address
the Concerns of the Common People" (ConsumersUp)**

Prof K. V. Thomas

Hon'ble Minister of State (Independent Charge) for Consumer Affairs,
Food and Public Distribution, Government of India
has kindly consented to be the Chief Guest



Organised by



Supported by



Ministry of Consumer Affairs,
Food & Public Distribution
Government of India

सत्यमेव जयते

Programme Schedule

Day I: Thursday, October 11, 2012

Venue: Gulmohar Hall (First floor)

09.30	Registration
10.30	Tea
11.00	<i>Inaugural Session</i>
11.00-11.15	Welcome & Introduction Mr. George Cheriyan , Director, CUTS
11.15-11.20	Lighting of the Lamp by Dignitaries
11.20-11.40	Presentation of Key Findings & Recommendations Mr. Amarjeet Singh , Project Coordinator, CUTS
11.40-11.55	Opening Address Shri Pradeep S. Mehta , Secretary General, CUTS International
11.55-12.10	Address Shri Pankaj Agrawala , Secretary to Government of India Department of Consumer Affairs
12.10-12.25	Address Ms. Indrani Thuraisingham Head, Office for Asia-Pacific and the Middle East, Consumers International
12.25-12.30	Release of the 'State of the Indian Consumer 2012' Chief Guest
12.30-12.50	Inaugural Address Prof. K. V. Thomas Hon'ble Minister of State (I/C) for Consumer Affairs, Food & Public Distribution, Government of India
12.50-12.55	Presentation of Mementos
12.55-13.00	Vote of thanks Ms. Kaveri Dutt , Associate Director, CUTS
13.00-14.00	Lunch
	<i>Thematic Sessions</i>
	<i>Thematic Session I</i>
14.00	Topic: RIGHT TO REDRESS Chair: Mr. Vinay Kumar Member, National Consumer Disputes Redressal Commission (NCDRC) Speaker: Mr. Ashok R. Patil , Professor, Chair Consumer Law & Practice, National Law School of India University, Bengaluru

Discussants

1. Ms. Madhu P. Singh

President, District Consumer Forum, Faridkot, Punjab

2. Shri. Mohan Siroya

Chairperson, Consumer Complaints Cell, Mumbai

Thematic Session II

15.00

Topic: **RIGHT TO BASIC NEEDS**

Chair:

Prof. Sri Ram Khanna, Senior Vice Chairman, VOICE & Managing Editor, Consumer VOICE, New Delhi

Speaker: **Mr. Suresh P. Singh**, Policy Analyst, CUTS, Jaipur

Discussants

1. Mr. Hemant Kumar Shah, Confederation of Gujarat State

Consumer Organisations

2. Mr. Divakar Babu Chennupati

Consumer Guidance Society, Vijayawada

16.00-16.30

Tea Break

Thematic Session III

16.30

Topic: **RIGHT TO SAFETY**

Chair:

Ms. Pushpa Girimaji, Syndicated columnist and a noted commentator on consumer law and consumer rights issues

Speaker: **Dr. Keya Ghosh**, Director, CUTS CRC, Kolkata

Discussants

1. Dr. P. Rama Rao, Hony. Secretary, Visakha Consumer Council

2. Mr. Lal Sawma, Dy. Drugs Controller, Directorate of Health Services, Government of Mizoram

17.30

Closing of Day I

Day II: Friday, October 12, 2012

Venue: Theatre Hall (Basement)

Thematic Session IV

09.30

Topic: **RIGHT TO HEALTHY ENVIRONMENT**

Chair:

Dr. Jayashree Gupta, Former Additional Secretary to Government of India & President, Consumers India

Speaker: **Dr. Roopa Vajpeyi**, Vice Chair Person, VOICE, New Delhi

Discussants

1. Shri Roland Martins, Goa-Civic & Consumer Action Network

2. Dr. Sapna Chadah

Assistant Professor, Centre for Consumer Studies, IIPA, New Delhi

Thematic Session V

- 10.30 Topic: **RIGHT TO CHOICE**
Chair:
Shri Manoj Kumar Parida, IAS
Joint Secretary to Government of India, Department of Consumer Affairs, New Delhi
Speaker:
Ms. Vandana Vasudevan, Writer, New Delhi
Discussants
1. Mr. Ashim Sanyal, COO, VOICE, New Delhi
2. Dr. Poonam Pande, Technical Advisor, GIZ, New Delhi

11.30 Tea Break

Thematic Session VI

- 11.45 Topic: **RIGHT TO REPRESENTATION & RIGHT TO CONSUMER EDUCATION**
Chair:
Shri Amrit Lal Saha, Chairman, Consumer Coordination Council (CCC) & President, Consumer Protection Association (CPA), Agartala
Speakers:
Adv. Shirish Deshpande, MGP, Mumbai
&
Dr. C. Rajashekhar, Karnatak University, Dharwad, Karnataka
Discussant
Prof. Dr. Madan Chandra Paul
Jawahar Lal Nehru University, New Delhi

- 12.45 **Valedictory Session**
Valedictory Address
Dr. Charles Dias
Hon'ble Member of Parliament (Lok Sabha) & Member, Central Consumer Protection Council (CCPC), Government of India
Concluding Remarks
Shri Pankaj Agrawala, Secretary, Consumer Affairs
Closing Remarks
Shri Pradeep S. Mehta, Secretary General, CUTS International

13.30-14.30 **Lunch**

Points to note:

1. **Venue:** The National Conclave will take place in the '**Gulmohar**' (first floor) at the Indian Habitat Center on October 11, 2012 and the venue will be '**Theatre**' (basement) on October 12, 2012.
2. **Gate for entry:** The entry is through Gate No. 3 of the India Habitat Centre on both the days.
3. **Timings:** On the first day, the registration will start at 9.30 am. On the second day, the sessions will start at 9.30 am. So please be present on time.
4. Please keep your mobile phones on silent mode, while sessions are in progress.