

TABLE OF CONTENTS

| <u>SESSION 1</u> | | |
|---|--|-----------|
| Consumer Disputes Redressal Mechanism in India: Emergence and Overview | | |
| 1. | Dr. A. Rajendra Prasad, “Historical Evolution of Consumer Protection and Law in India” <i>11(3) Journal of Texas Consumer Law 132-136 (2008)</i> | 1 |
| 2. | Dr. M. Rajanikanth, “A Study on Evolution of Consumer Protection Act in India – CPA, 1986” <i>6(4) International Journal of Application or Innovation in Engineering & Management 133-138 (2017)</i> | 6 |
| 3. | R. Rajeswari & N. Thangavel, “Present Status of Consumer Movement in India” <i>12(2) International Journal of Economic Research 257-263 (2015)</i> | 12 |
| <u>SESSION 2</u> | | |
| Enhancing Consumer’s Access to Speedy and Quality Justice: Role of District Consumer Forum | | |
| 1. | Showkat Hussain Shah, “Consumer Interest Litigation under The Consumer Protection Act, 1986 in India: A Critical Analysis” <i>3(2) Nirma University Law Journal 1-13 (2014)</i> | 19 |
| 2. | Dr. Mayuri H. Pandya, “Humanising Consumer Protection: An Instrument of Food Safety” <i>2(1) Nirma University Law Journal 96-110 (2012)</i> | 32 |
| 3. | State of Uttar Pradesh and Ors. v. All Uttar Pradesh Consumer Protection Bar Association <i>(2017) 1 SCC 444</i> | 42 |
| 4. | National Insurance Company Limited v. Hindustan Safety Glass Works Limited <i>(2017) 5 SCC 776</i> | 55 |
| 5. | Indian Machinery Company v. Ansal Housing and Construction Limited <i>(2016) 3 SCC 689</i> | 62 |
| <u>SESSION 3</u> | | |
| Housing and Construction Industry: Timely Delivery, Quality and Maintenance | | |
| 1. | Ravindra Bana, “Housing and Consumer” <i>Indian Institute of Public Administration-Consumer Education Monograph Series 1 - 19 (2006)</i> | 65 |
| 2. | Emaar MGF Land Limited v. Aftab Singh <i>Review Petition (C) Nos. 2629-2630 of 2018; Judgment Dated-10.12.2018</i> | 82 |

| | | |
|---|--|------------|
| 3. | <i>Bunga Daniel Babu v. Sri Vasudeva Constructions</i> <i>(2016) 8 SCC 429</i> | 101 |
| 4. | <i>Virender Jain v. Alaknanda Cooperative Group Housing Society Limited and Ors.</i> <i>(2013) 9 SCC 383</i> | 118 |
| 5. | <i>Narne Construction Private Limited and Ors. v. Union of India and Ors.</i> <i>(2012) 5 SCC 359</i> | 126 |
| 6. | <i>Haryana Urban Development Authority v. Shakuntala Devi</i> <i>(2005) 9 SCC 464</i> | 132 |
| SESSION 4 | | |
| Consumer Disputes: Medical Negligence and Insurance Sector | | |
| 1. | J. Hari Narayan, “Consumer Protection in Insurance” <i>Consumer Protection in India-Issues and Concerns’ 103-115 (Centre for Consumer Studies Indian Institute of Public Administration ; 2011)</i> | 135 |
| 2. | M. Srinivas, “Medical Negligence and Consumer Rights: Emerging Judicial Trends” <i>6 (1) NALSAR Law Review 175- 181 (2011)</i> | 148 |
| 3. | Ashok R. Patil, “Consumer Protection Under Health Insurance Sector” <i>‘Consumer Protection in India-Issues and Concerns’ 140-157 (Centre for Consumer Studies Indian Institute of Public Administration ; 2011)</i> | 155 |
| 4. | <i>Manjeet Singh v. National Insurance Company Limited and Another</i> <i>(2018) 2 SCC 108</i> | 173 |
| 5. | <i>Om Prakash v. Reliance General Insurance and Another</i> <i>(2017) 9 SCC 724</i> | 177 |
| 6. | <i>Vinod Kumar v. ICICI General Insurance Company Limited</i> <i>First Appeal No. 77/2017; Order Dated-11.7.2017</i> | 182 |
| 7. | <i>Dr. M. Kochar v. Ispita Seal</i> <i>First Appeal No. 368/2011; Order Dated-12.12.2017</i> | 193 |
| 8. | <i>Economic Transport Organisation, Delhi v. Charan Spinning Mills Private Limited and Another</i> <i>(2010) 4 SCC 114</i> | 198 |
| 9. | <i>Martin F. D'Souza v. Mohd. Ishfaq</i> <i>(2009) 3 SCC 1</i> | 234 |
| 10. | <i>New India Assurance Company Limited v. Suresh Chandra Aggarwal</i> <i>(2009) 15 SCC 761</i> | 254 |
| 11. | <i>Vinod Jain v. Santokba Durlabhji Memorial Hospital & Another</i> <i>Civil Appeal No. 2024 of 2019; Judgment Dated-25.2.2019</i> | 261 |

SESSION 5

Determination of Compensation: Key Issues

| | | |
|----|--|------------|
| 1. | Valerie P. Hans and Valerie F. Reyna, “To Dollars from Sense: Qualitative to Quantitative Translation in Jury Damage Awards” <i>8(1) Journal of Empirical Legal Studies 120-147 (2011)</i> | 275 |
| 2. | Chief Administrator, Haryana Urban Development Authority and Another v. Shakuntla Devi <i>(2017) 2 SCC 301</i> | 303 |
| 3. | V. Krishnakumar v. State of Tamil Nadu and Ors. <i>(2015) 9 SCC 388</i> | 310 |
| 4. | Dr. Balram Prasad and Another v. Dr. Kunal Saha and Another <i>(2014) 1 SCC 384</i> | 327 |
| 5. | Bangalore Development Authority v. Syndicate Bank <i>(2007) 6 SCC 711</i> | 376 |