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1.	<p>Dr. A. Rajendra Prasad, “ Historical Evolution of Consumer Protection and Law in India” 11(3) Journal of Texas Consumer Law 132-136 (2008)</p> <p><i>Consumer Protection have been devised to protect gullible consumers from unscrupulous traders. In the west, for instance, the seeds of consumer protection can be traced in the Talmudic legal jurisprudence. This article examines the historical perspective of consumer protection in India from the Vedic age (ancient period) to the modern period. It also briefly analyzes the development of consumer law in India.</i></p>
2.	<p>Dr. M. Rajanikanth, “A Study on Evolution of Consumer Protection Act in India – CPA, 1986” 6(4) International Journal of Application or Innovation in Engineering & Management 133-138 (2017)</p> <p><i>One of the most significant areas of economic regulation in all countries has been the adoption of Consumer Protection legislation in a big way. Consumer Protection Act 1986 (CPA 1986), which was passed in Parliament in 1986, is considered as one of the best Acts for consumer protection among its counterparts. This article brings out the evolution of consumer protection in India, formulation of CPA 1986 and its implementation.</i></p>
3.	<p>R. Rajeswari & N. Thangavel, “Present Status of Consumer Movement in India” 12(2) International Journal of Economic Research 257-263 (2015)</p> <p><i>The author acknowledges criticism that the Indian consumer movement is elitist and considers the need to focus upon rural consumers, the significant contributions that organizations have made in laying the foundations for change, role of government and three tier consumer grievances machinery, their rights, responsibilities and remedies available to them as per the Act and how to strengthen consumer movement in India.</i></p>
4.	United Nations Guidelines for Consumer Protection
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Enhancing Consumer’s Access to Speedy and Quality Justice: Role of District Consumer Forum	
1.	<p>Showkat Hussain Shah, “Consumer Interest Litigation under The Consumer Protection Act, 1986 in India: A Critical Analysis” 3(2) Nirma University Law Journal 1-13 (2014)</p> <p><i>The Traders, every now and then, innovate new techniques to lure customers with the aid of modern day well organized advertising agencies. But the Consumer Protection Act, which is meant to protect the common poor consumer against any such injurious acts on behalf of traders, is more than two decades old legislation wherein many lacunas have been identified. Under this, the author critically analyze the act.</i></p>
2.	<i>State of Uttar Pradesh and Ors. v. All Uttar Pradesh Consumer Protection Bar Association</i> (2017) 1 SCC 444
3.	<i>National Insurance Company Limited v. Hindustan Safety Glass Works Limited</i> (2017) 5 SCC 776
4.	<i>Indian Machinery Company v. Ansal Housing and Construction Limited</i> (2016) 3 SCC 689

5.	<i>C. Venkatachalam v. AjitKumar Shah and Ors.</i>	(2011)12 SCC 497
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Housing and Construction Industry, Timely Delivery, Quality and Maintenance : Consumer Courts vs.RERA		
1.	Raymond Keng Wan NG, “Impact of RERA 2016 and its Ramifications : A Consumer Centric Analysis” 6 IJCLP (2018) 1 <i>This paper examines the strengths and weaknesses of the recently-introduced Real Estate (Regulation and Development) Act, 2016 (RERA in short). In essence, the object of this “one nationwide” Act is to bring more harmony into the “home-buying” ecosystem. Boosting the sector's economy and enticing more Foreign Direct Investments into the same are also included.</i>	
2.	Ravindra Bana, “Housing and Consumer” Indian Institute of Public Administration-Consumer Education Monograph Series 1 - 19 (2006) <i>Through this article, the author stressed that the consumer protection act is a social welfare legislation to help the common man. The strict legal technicalities are not required to be followed and to that extent, the forum under the act works differently. Further, the remedy provide under the act are wider inasmuch as, in addition to granting a specific relief, the Forums under the Act have jurisdiction to award compensation for the mental agony, suffering etc.</i>	
3.	<i>Emaar MGF Land Limited v. Aftab Singh</i> Review Petition (C) Nos. 2629-2630 of 2018; Judgment Dated-10.12.2018	
4.	<i>Bunga Daniel Babu v. Sri Vasudeva Constructions</i>	(2016) 8 SCC 429
5.	<i>Virender Jain v. Alaknanda Cooperative Group Housing Society Limited and Ors.</i>	(2013) 9 SCC 383
6.	<i>Narne Construction Private Limited and Ors. v. Union of India and Ors.</i>	(2012) 5 SCC 359
7.	<i>Haryana Urban Development Authority v. Shakuntala Devi</i>	(2005) 9 SCC 464
SESSION 4		
Consumer Disputes: Medical Negligence		
1.	M. Srinivas, “Medical Negligence and Consumer Rights: Emerging Judicial Trends” 6 (1) NALSAR Law Review 175- 181 (2011) <i>With the corporatization and commercialization of medical profession, it is increasingly being guided by the profit motive rather than of service. The present paper focuses upon on medical negligence and the role of higher judiciary in protecting the rights of consumers along with divergent opinions delivered by the Supreme Court of India with respect to liability of the doctors for their negligence.</i>	
2.	<i>Dr. M. Kochar v. Ispita Seal</i>	First Appeal No. 368/2011; Order Dated-12.12.2017
3.	<i>Martin F. D'Souza v. Mohd. Ishfaq</i>	(2009) 3 SCC 1
4.	<i>Vinod Jain v. Santokba Durlabhji Memorial Hospital & Another</i> Civil Appeal No. 2024 of 2019; Judgment Dated-25.2.2019	
5.	<i>V.N.Shrikhande vs Anita Sena Fernandes</i>	(2011) 1 SCC 53

6.	<i>Arun Kumar Manglik vs. Chirayu Health and Medicine Private Limited and Another</i> (2019) 7 Supreme Court cases 401	
7.	<i>Dr Kunal Shah vs. Dr. Sukamar Mukherjee, Dr B. Jalder ,AMPEI and Dr. Balram Prasad</i> (2011) NCDRC 479	
<u>SESSION 5</u> Consumer Disputes: Insurance Sector		
1.	Ashok R. Patil, “Consumer Protection Under Health Insurance Sector” ‘Consumer Protection in India-Issues and Concerns’ 140-157 (Centre for Consumer Studies Indian Institute of Public Administration ; 2011) <i>This article, attempts to explain how far Insurance legislations, rules, regulations, have succeeded in protecting the consumers especially in Health Insurance business as it is one of the upcoming sectors in the Indian Insurance market.</i>	
2.	J. Hari Narayan, “Consumer Protection in Insurance” Consumer Protection in India-Issues and Concerns’ 103-115 (Centre for Consumer Studies Indian Institute of Public Administration ; 2011) (2017) 2 SCC 301 <i>The author focused on the need for the consumer protection framework in India by discussing the provision of IRDA, 1999, the quasi-judicial framework like Insurance Ombudsman, Arbitration and Conciliation Act and also the Consumer Protection Act, 1986 and also the judicial frameworks like Civil Courts.</i>	
3.	<i>Manjeet Singh v. National Insurance Company Limited and Another</i> (2018) 2 SCC 108	
4.	<i>Om Prakash v. Reliance General Insurance and Another</i> (2017) 9 SCC 724	
5.	<i>Vinod Kumar v. ICICI General Insurance Company Limited</i> First Appeal No. 77/2017; Order Dated-11.7.2017	
6.	<i>New India Assurance Company Limited v. Suresh Chandra Aggarwal</i> (2009) 15 SCC 761	
7.	<i>Economic Transport Organization, Delhi v. Charan Spinning Mills Private Limited and Another</i> (2010) 4 SCC 114	
<u>SESSION 6</u> Consumer Disputes : E-Commerce		
1.	E-Consumer Protection in India : Trends and Challenges, Prof. (Dr.) Ashok R.PATIL1 Dr. Pratima NARAYAN2, https://revistas.unlp.edu.ar/ReDIP/article/download/6354/5418/ <i>Electronic commerce platforms allow for Internet-enabled trade in unprecedented ways. One of the main drivers underlying e-commerce growth is the rise in number of individuals using the Information and Communication Technology (ICT) as a platform to trade. The virtual aspect of e-commerce sale throws up newer confronts to consumer trust and confidence. This article analyses the present trends in consumer law in e-commerce in India and the challenges faced in protecting the consumers in the virtual online space.</i>	

2.	Consumer Protection in E-commerce OCED Recommendation, OECD (2016), Consumer Protection in E-commerce: OECD Recommendation, OECD Publishing, Paris, http://dx.doi.org/10.1787/9789264255258-en .	
3.	Electronic Contracts And Consumer Protection: Does Legislation Provide Adequate Consumer Protection, Ms. Parul Sinha, <i>Bharati Law Review</i> , April – June, 2017 <i>The main theme of this paper is to examine whether Indian law, as it currently stands, sufficiently governs the various commercial transactions in today's era that effect consumers. It will identify and discuss specific problems that arise in electronic contracts such as defective products, unsafe products, unfair contract terms, poor quality services, security and privacy issues, payment issues and analyses whether the existing law adequately deals with these issues.</i>	
4.	Consumer protection in electronic commerce, Trade and Development Commission, Intergovernmental Group of Experts on Consumer Protection Law and Policy Second session Geneva, 3–4 July 2017	
5.	<i>Delhi Compliance & Consultancy Integrated Pvt. Ltd vs. Cellcast Interactive India Pvt. Ltd.</i> , 2016 SCC Online NCDRC 1481	
6.	<i>Spice jet Ltd. Vs. Ranju Aery</i> , (2017) 1 CPI 546 (NC)	
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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” 8(1) <i>Journal of Empirical Legal Studies</i> 120-147 (2011) <i>This article offers a new multistage account of jury damage award decision making. Drawing on psychological and economic research on judgment, decision making, and numeracy, the model posits that jurors first make a categorical gist judgment that money damages are warranted, and then make an ordinal gist judgment ranking the damages deserved as low, medium, or high. They then construct numbers that fit the gist of the appropriate magnitude. The article employs data from jury decision-making research to explore the plausibility of the model.</i>	
2.	<i>Chief Administrator, Haryana Urban Development Authority and Another v. Shakuntla Devi</i> (2017) 2 SCC 301	
3.	<i>V. Krishnakumar v. State of Tamil Nadu and Ors.</i> (2015) 9 SCC 388	
4.	<i>Dr. Balram Prasad and Another v. Dr. Kunal Saha and Another</i> (2014) 1 SCC 384	
5.	<i>Bangalore Development Authority vs. Syndicate Bank</i> (2007) 6 Supreme Court Cases 711	
<u>SESSION 8</u>		
Experiences and Challenges in Adjudication of Consumer Disputes : Open House Discussion		
1.	“Evaluation of Efficacy of the Consumer Disputes Redressal Agencies in India”, Prof. Prakash N. Chaudhary, Vice Principal, Associate Professor & Head, Dept. of Business Laws, Ness Wadia College of Commerce, Pune	

	<p><i>Consumerism is getting momentum in India. The enactment of Consumer Protection Act, 1986 is the landmark legislation to protect the consumers. The paper attempts to evaluate efficacy of the Consumer Disputes Redressal Agencies in India. Though these agencies are striving hard to dispose the cases, still large number of cases is pending in Consumer Courts in India. Certain immediate measures through improvement in existing functioning of these agencies and by evolving new model or alternative by using information technology tools are needed. All stake holders should be proactive to resolve the consumer problems so as to make business world the place of worth trading and transacting.</i></p>	
2.	<p>Bhardwaj, K., (2017). “A Critical Study on Role of ADR in Consumer Protection India”. International Journal of Advanced Scientific Research & Development (IJASRD), 04 (02/I), [Special Issue – Feb’ 2017], pp. 27 – 39.</p> <p><i>This paper tries to examine the objective of the Act and has it added anything to the existing complex system of judiciary which has been failing in providing speedy justice through non-disposal of cases. Furthermore, the role of ADR in the consumer dispute resolution.</i></p>	
3.	<p>“Consumer Protection In India: Some Areas Of Illusion” , G.I.S. Sandhu and Arvind Kaur, Journal of the Indian Law Institute, Vol. 38, No. 3 (July-September 1996), pp. 377-386</p> <p><i>The Concept of consumer protection has undergone tremendous change with the progressive modification of the common law doctrine of "Caveat Emptor" (let the buyer beware) which allows the seller to disown his liability as it throws entire responsibility on the buyer. Through this Article, the author vision that, the beneficiaries of a welfare legislation like the Consumer Protection Act must be fully aware of their rights and available remedies under the law.</i></p>	
4.	<p><i>Pioneer urban land and Infrastructure Limited vs. Union of India</i> (2019) 8 SCC 416</p>	
5.	<p><i>Rajeev Hitendra Pathak and others vs. Achyut Kashinath Karekar and others</i> (2011) 9 Supreme Court Cases 541</p>	
6.	<p><i>Uttar Pradesh Power Corporation Ltd. And ors. vs. Anis Ahmad,</i> (2013) 8 SCC 491</p>	