

# Seminar on “Rights and Duties of the Consumer”

JL NEWS SERVICE

**JAMMU, Dec 23:** A seminar on “Rights and Duties of the Consumer” was organized by Indian Institute of Public Administration, J&K Regional Branch on the occasion of World Consumer Day. The programme was attended by members from Consumer Organizations and Officers from Legal Metrology Dept, CAPD, Drugs Controller, Food Safety and members of IIPA and civil society.

Mr Amit Sharma, Director Food, Civil Supplies and Consumer Affairs, Jammu, who was the Chief Guest, stated that the department would work towards systematic changes through e-governance platforms so as to make the system more consumer friendly and transparent. He highlighted the success of EPDS and also said that the department would shortly introduce GPS devices on trucks carrying essential commodities which would be monitored



by command & control centers to prevent pilferage. He elaborated on a series of steps including introduction of mobile milk testing labs, shifting of oil storage depot at Narwal etc which are under implementation for consumer welfare.

In his presidential remarks Dr. C.M. Seth, IFS (Retd) Vice Chairman IIPA J&K Regional Branch highlighted the role of stakeholders for protection of consumer rights, he welcomed the role of various agencies involved in creating consumer awareness of their rights and responsibilities.

Earlier, Er S.K.Gupta President Consumer Welfare Association Jammu welcomed the participants and introduced

the theme. He explained the definition of Consumers, their rights and the mechanism for redressal of their grievances

D.K.Kapoor Member, J&K State Consumer Disputes Redressal Commission spoke on Consumer Disputes & Redressal and stated that all taxpayers fall within the definition of a consumer. He suggested for initiation of steps to increase consumer awareness of their rights and also the legal remedies available to the consumers. He clarified about the difference in civil cases and consumer cases. He also elaborated on the differentiation between protection of consumer and enrichment of consumer.

Manoj Parbhakar,

Deputy Controller, Deptt. Of Legal Metrology, Jammu spoke on the Role of Legal Metrology & Consumers and cited examples of practical steps initiated by his department for consumer protection. He specifically mentioned about standardization of packaging across various products including breads. He elaborated on actions taken to ensure accuracy levels at fuel pumps, fixation of tamper proof meters on auto rickshaws, charging of correct fees at parking lots etc. He also stated that service charges at restaurants in the state were removed after the active intervention of the department.

Mr. Vikrant Kuthiala presented the formal vote of thanks.



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## KT NEWS SERVICE

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Earlier, Er S.K.Gupta President Consumer Welfare Association Jammu welcomed the participants and introduced the theme. He explained the definition of Consumers, their rights and the mechanism for redressal of their grievances

Ram Anand, General Secretary, Consumer Welfare Association, Jammu in his presentation stated that the consumer is more important than the seller, he stressed on the importance of an invoice for all purchases. He drew the attention of the house to the various malpractices prevalent in the state whereby consumers were suffering and also suggested remedies for the same.







# Seminar on 'Rights & Duties of Consumer' held



Director FCS&CA, Amit Sharma along with others during the programme at Jammu.

## ■ STATE TIMES NEWS

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Amit Sharma, Director Food, Civil Supplies and Consumer Affairs, Jammu, who was the Chief Guest, stated that the department would work towards systematic

changes through e-governance platforms so as to make the system more consumer friendly and transparent.

He highlighted the success of e-PDS and also said that the department would shortly introduce GPS devices on trucks carrying essential commodities which would be monitored by command and control centers to prevent pilferage. He elaborated on a series of steps including introduction of mobile milk testing labs, shifting of oil storage depot at Narwal, etc. which are under implementation for consumer welfare.

In his presidential remarks Dr C.M Seth, IFS (Retd) Vice Chairman IIPA J&K Regional

Branch highlighted the role of stakeholders for protection of consumer rights.

Earlier, S.K Gupta, President Consumer Welfare Association Jammu explained the definition of consumers, their rights and the mechanism for redressal of their grievances.

Manoj Parbhakar, Deputy Controller, Department of Legal Metrology, Jammu spoke on the Role of Legal Metrology and Consumers and cited examples of practical steps initiated by his department for consumer protection.

Mohammad Qasim Wani, Director, Food Civil Supplies and Consumers who was the

Special Guest, highlighted the necessity of consumer responsibility and stated that all consumers need to think of the society before their personal interests.

He also highlighted the practical procedural difficulties faced by consumers in redressal of their grievances.

The participants, particularly the members from consumers' organizations raised a number of issues with the panellists leading to a lively interaction.

Vikrant Kuthiala presented vote of thanks.

The seminar was organized under the guidance of Dr Ashok Bhan, IPS (Retd) Patron and Er J.B.S Johar, Honourary Secretary IIPA J&K Regional Branch.

Ram Anand, General Secretary, Consumer Welfare Association, Jammu and D.K Kapoor Member, J&K State Consumer Disputes Redressal Commission also spoke on the occasion.



*Amit Sharma and others during a seminar by IIPA J&K Regional Branch at Jammu on Sunday.*

## IIPA organizes seminar on 'Rights & Duties of Consumer'

*Excelsior Correspondent*

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Amit Sharma, Director Food, Civil Supplies and Consumer Affairs, Jammu, who was the chief guest, stated that the department would work towards systematic changes through e-governance platforms so as to make the system more consumer friendly and transparent. He highlighted the success of EPDS and also said that the department would shortly introduce GPS devices on trucks carrying essential commodities which would be monitored by Command & Control Centers to prevent pilferage. He elaborated on a series of steps including introduction of mobile milk testing labs, shifting of oil storage depot at Narwal etc which are under implementation for consumer welfare.

In his presidential remarks Dr C M Seth, Vice Chairman IIPA J&K Regional Branch, highlighted the role of stakeholders for protection of consumer rights.

Earlier, Er S K Gupta, presi-

dent Consumer Welfare Association Jammu, introduced the theme. He explained the definition of Consumers, their rights and the mechanism for redressal of their grievances.

Ram Anand, general secretary, Consumer Welfare Association, Jammu, in his presentation, stressed on the importance of an invoice for all purchases.

D K Kapoor, Member, J&K State Consumer Disputes Redressal Commission, spoke on consumer disputes and redressal. He stated that all taxpayers fall within the definition of a consumer. He suggested for initiation of steps to increase consumers aware of their rights and also the legal remedies available to them. He clarified about the difference in civil cases and consumer cases.

Manoj Parbhakar, Deputy Controller, Department of Legal Metrology, Jammu, spoke on the Role of Legal Metrology & Consumers and cited examples of practical steps initiated by his department for consumer protection. He specifically mentioned about standardization of packaging across various products including breads.

Mohammad Qasim Wani, Director, Food Civil Supplies and Consumers, highlighted the practical procedural difficulties faced by consumers in redressal of their grievances.

Vikrant Kuthiala presented the formal vote of thanks.









**INDIAN INSTITUTE OF PUBLIC ADMINISTRATION  
J&K REGIONAL BRANCH**

cordially invites you to Seminar on

**“Rights and Duties of the Consumers”**

on

December 22, 2018 (Saturday) at 4.00 p.m.  
at the Seminar Hall of IIPA, near 2<sup>nd</sup> Tawi Bridge, Jammu.

**Mr Amit Sharma, KAS**

Director

Food, Civil Supplies and Consumer Affairs  
will be the Chief Guest.

**Dr C. M. Seth, IFS (Retd.)**

Vice Chairman

IIPA J&K Regional Branch  
will preside over the function.

Er J.B.S. Johar - 9419193439  
Hony Secretary

Prof Alka Sharma - 9419140828  
Director Seminars

*Programme overleaf*

**PROGRAMME**

- 4.00 p.m. : Welcome Address by Er S. K. Gupta, President, Consumer Welfare Association, Jammu.
- 4.10 p.m. : Issues and Rights of Consumers - Shri Ram Anand, General Secretary, Consumer Welfare Association, Jammu
- 4.25 p.m. : Consumer Disputes & Redressal - Shri D. K. Kapoor, Member, J&K State Consumer Disputes Redressal Commission.
- 4.40 p.m. : Role of Legal Metrology & Consumers - Shri Manoj Parbhakar, Deputy Controller, Department of Legal Metrology, Jammu
- 5.00 p.m. : Interaction
- 5.30 p.m. : Address by the Chief Guest
- 5.40 p.m. : Presidential Remarks
- 5.50 p.m. : Vote of thanks
- : Tea

**NOTE :** (Kindly park your vehicles in the DDE Complex, University of Jammu, Opposite IIPA.)