



Organised by
Department of Public
Administration
Utkal university
Vanivihar-751004
Odisha, India

In Collaboration with
Centre for Consumer Studies
Indian Institute of Public
Administration, New Delhi

Website:
www.utkaluniversity.ac.in

Important Dates:
Abstract Submission
January 20, 2016

Decision on Abstract:
January 25, 2016

Full Paper Submission:
February 5, 2016

Seminar Date:
February 13 & 14, 2016

Call for papers

National Seminar on Consumer Justice, Market and Globalization

Sponsored by Department of Consumer Affairs
Government of India

Background of the Seminar

The growing independence of the world economy and international character of the business practices have contributed to the development of universal emphasis on consumer rights, protection and promotion. Consumers, world over, are demanding value for have no doubt made great impact on the quality, availability and safety of goods and services. But the fact of life is that the consumers are still victims of unscrupulous and exploitative practices.

Exploitation of consumers assumes numerous forms such as adulteration of food spurious drugs, dubious hire purchase plans, high prices, poor quality, deficient services, deceptive advertisements, hazardous products, black marketing and many more. Exploitation is more severe in the rural areas as the consumers are illiterate and ignorant of the consumers like e commerce, cybercrimes, plastic money etc., which affect the consumers in even bigger way.

Consumer protection is a socio-economic programme to be pursued by the government as well as the business as the satisfaction of the consumers is in the interest of both. In this context, the government, however, has a primary responsibility to protect the consumer's interests and rights through appropriate policy measures, legal structure and administrative framework. The best way to empower the consumers is to educate them and make them aware about their rights and obligations and this two day workshop intends to do the

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same.

Objective of the seminar:

At the end of the Seminar the participants will be able to:

- Appreciate the need and importance of Consumer Protection in market economy.
- Understand the provisions of the Consumer Protection Act and other legislations having an impact on consumer protection.
- Enhance their knowledge and skill relating to services and production.
- Help understand the process of grievance redressal and filing of complaints.
- Built their capacity in the area to enable them to take the consumer movement forward.

Seminar Subthemes are

- I. Globalisation, Market and the Consumer
- II. Consumer Law and Policy
- III. Service Sector and the Consumer
- IV. Consumer Educaiton and the Role of Media
- v. Problem of Rural Consumers
- VI. Consumer Movements and Role of NGOs

Guidelines for Submission of Paper

Please send research paper/article Abstract on or before 25th Jan, 2016 and the full paper article on or before 5th February 2016 with following instructions given below

1. The research paper article should be focused on the technical session/themes and sub-themes of the seminar.
2. Manuscripts must be original, in about 5000 words. It should be composed in MS-Word. Font size-12 and follows UK English with APA referencing style.
3. Each research paper/article must be accompanied by an Abstract in about 300 words. End notes and references are necessary. A brief bio-line about the writer should accompany the research paper/article.
4. Research paper/article may be submitted through e-mail at uupubnationalseminar2016@gmail.com
5. Few selected papers presented in the seminar will be considered for publication with ISBN number by a reputed publisher.

Travel and Accommodations

Limited travel grants (3AC rail fare) will be provided to few selected delegates 'one-author per-paper' basis in production of original tickets. Accommodation and local hospitality for all out-station participants will be arranged only on confirmation of participation.

About the University

The Utkal University, established in the year 1943, is the seventeenth oldest University in India. It is located at Vani Vihar, Bhubaneswar, Odisha. The Foundation stone of this Campus was laid by Dr. Rajendra Prasad, the first President of India on 1st January 1958 and the Campus was inaugurated by Dr. S. Radhakrishnan, the second President of India on 2nd January 1963. This is a teaching-cum-affiliating University. At present there are twenty-seven Post-Graduate Departments in various disciplines of Science, Humanities, Business Administration, Social Science, Law and Commerce.

About the Department

The Department of Public Administration was created in 1996. The Department offers M.A., M.Phil and Ph.D Program in Public Administration. In addition to it, the Department also offers M.A., and Ph.D Program in Development Journalism & Electronic Communication. The Department organizes Seminars, workshops and special lectures on issues of national importance at frequent intervals. It publishes a research journal entitled 'Public Administrative Review' on annual basis.