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Department of Commerce  
M.S. University
- Seminar Co-convener** **Dr.D.A.Prabakhar**  
**Dr.E.Raja Justus**  
**Dr.K.Rajamannar**

All Correspondence related to seminar may be send to the organizing secretary

**Dr.C.THILAKAM**

Seminar Convener

Mobile: 9487493726

E-mail: [comseminar2017@gmail.com](mailto:comseminar2017@gmail.com)

[Commano2006@gmail.com](mailto:Commano2006@gmail.com)

[erajajustus@gmail.com](mailto:erajajustus@gmail.com)

### FOR FURTHER INFORMATION CONTACT

Dr.E.Raja Justus 9443581324

Dr.K.Rajamannar 9442025363

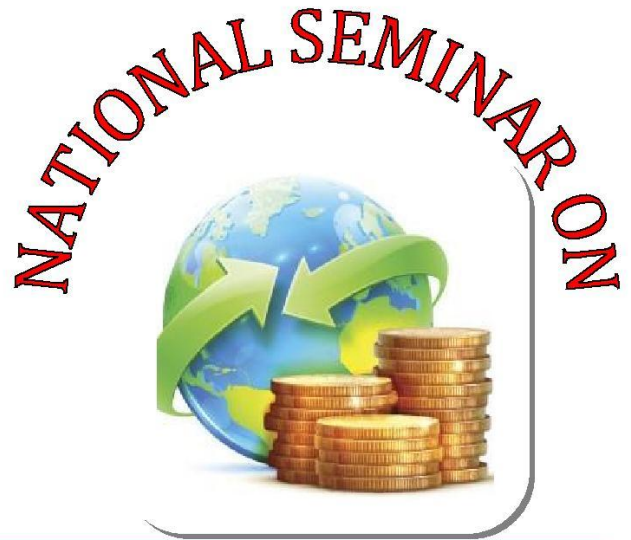
Mrs. M. Priya Angel 7200402841

Mr. S Peter Emil Jebakumar 9751524803

Miss. M. Angel Jenita 9488856355

For further information, kindly visit our web site:

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### GLOBAL CHANGES AND CONSUMER EMPOWERMENT: ISSUES AND CHALLENGES

14<sup>th</sup> & 15<sup>th</sup> September, 2017

**Organised by**

Department of Commerce  
Manonmaniam Sundaranar University  
Tirunelveli

**In Collaboration with**

CENTRE FOR CONSUMER STUDIES  
Indian Institute of Public Administration,  
IIPA, New Delhi

**Sponsored by**



Department of Consumer Affairs,  
Ministry of Consumer Affairs,  
Food and Public Distribution,  
Government of India

## About Manonmaniam Sundaranar University

Manonmaniam Sundaranar University (MSU), named after the famous Tamil Scholar Professor P. Sundaram Pillai, was established on 7 September, 1990 to cater to the long felt needs of the people of the three southern most districts of Tamil Nadu. There are 28 academic departments in the University. The University offers post-graduate, M.Phil and Ph.D. programmes (part time and full time). MSU is the first to offer Choice-Based Credit System. The mission and vision of university is to pursuit of Excellence by providing quality education, especially for the rural and the un-reached through innovation in teaching, research and extension activities and vision of promoting human values for social harmony.

## About Department of Commerce

To meet the challenges of emerging scenario in the 21 century and to exploit the new opportunities in the field of commerce, the department of commerce was established in the year 2006-07 and it is one of the emerging departments in the university. The department offers M.Com (Accounting and Finance), M.Phil and PhD programmes (FT&PT). The department has actively engaged on conducting institute industry interaction programme, which will impart the knowledge of the student in industry, conducting conference at national and International, seminar and workshop on FDP programme on various emerging areas in commerce. The department has well equipped computer laboratory with internet facilities and smart classroom, also instrumented in introducing job oriented and innovative course.

## About IIPA & Centre for Consumer Studies

The Indian Institute of Public Administration was inaugurated by the first Prime Minister of India, Pt. Jawaharlal Nehru, on March 29, 1954 in New Delhi. The main aim of the founding fathers of the institute was that the organisation should stimulate not only a proper study of public administration but train directly a number of persons in the discipline, art and practice of administration in the country.

The Institute conducts a large number of short-term as well as long-term training and educational programmes aimed at capacity enhancement of civil servants and executives of PSU's. The key areas for training include: Indian Social, Political and Economic Systems; Governance; Financial Management; Administration of Justice; Organisational Behaviour and Human Resource Development; Management of Natural Resource and Environment; Consumer Affairs; Rural Development; Urban and Municipal Administration, etc.

The Centre for Consumer Studies (CCS) was established in 2007 as one of the twelve Centers of IIPA, New Delhi and is guided by a Monitoring Committee, chaired by the Secretary, Department of Consumer Affairs, GoI. The Centre closely works in association with Government of India and various state governments, National/ State Consumer Disputes Redressal Commissions and District Forums. Its broad areas of focus comprise - Capacity Building, Advocacy, Policy Analysis and Research. The Centre has done pioneering work in the area of consumer empowerment and plays a critical role in policy formulation and analysis.

## Objectives of the Seminar

- To devise enforcement for empowering the consumers and suggest appropriate mechanism.
- To enhance consumer knowledge and skill relating to services and products.
- To help and understand the process of grievance redressal and filing of complaints.
- To built consumer capacity in the area to enable them to take the consumer movement forward.
- To intuit into the ways of food safety and standards for consumer empowerment through skill development.
- To provide a platform to researchers, executive-professional and public to share their experience, research, findings about integrated aspects of consumer empowerment.

## Key Focus Areas

The key focus areas of the seminar are:

### ***I. Consumer Awareness, Protection & Empowerment-Issues and Challenges under:***

- Consumer Protection Act 1986

### ***II. Consumer Protection and Empowerment – Issues and Challenges under:***

- The Sale of Goods Act 1930
- The Essential Commodities Act 1955
- GST Act 2017

### ***III. Consumer Protection and Empowerment – Issues and Challenges under:***

- The Agricultural Products (Grading and Marketing) Act 1937
- The Prevention of Food Adulteration Act 1954
- Food Regulation Act 2002

### ***IV. Consumer Protection and Empowerment – Issues and Challenges under:***

- The Standard of Weights and Measures Act 1976
- Small and Business Development Act 1981
- Intellectual Property Act 1996
- The Trade Mark Act 1999

### ***V. Consumer Protection and Empowerment – Issues and Challenges under:***

- Fair Debt Collection Practices Act 1977
- The Contract Act 1872
- National Empowerment Fund Act 1998

### ***VI. Consumer Protection and Empowerment – Issues and Challenges under:***

- The Bureau of Indian Standards Act 1986
- The Competition Act 2002

**Paper writers could choose a theme of their choice but relevant to theme of the seminar. The Topics to be covered are**

- Consumer Protection & Empowerment - An Overview
- Consumer Education and Awareness
- Consumer Protection: Legal Framework
- Banking Services and Customer
- Insurance and Customer
- Misleading Advertisement and Consumer
- Medical Negligence: Doctor-Patient Relationship
- Food Safety and Consumer
- Consumer Grievances and Redressal in Tamil Nadu
- Students' Rights and Privileges in Academic Institution

## Submission Guidelines

### Rules for Abstract Submission

- ✓ The length of the Abstract should not exceed 500 words.
- ✓ All abstracts should be submitted in

**Font Type:** Times New Roman, **Font Size:** 11 pts

**Line spacing:** Single spacing, **Alignment:** Justified

- ✓ The last date for submitting Abstracts is **11.08.2017**.
- ✓ A notification regarding acceptance of the selected abstracts will be made by **18.08.2017**, following which Final Papers are to be submitted in the following format.

### Rules for Paper Submission

- ✓ The length of the Paper should be within 5,000-7,000 words including footnotes.
- ✓ All Papers should include an 'abstract' of not more than 500 words.
- ✓ All Papers should be submitted in

**Font Type:** Times New Roman, **Font Size:** 12 pts

**Line spacing:** 1.5 spacing, **Alignment:** Justified

- ✓ Paper should mention the area to which the paper should be included (I, II, III, IV, V, VI)
- ✓ The last date for submitting Final Paper is **24.08.2017**.

### Guidelines for Full Paper Submission

The paper presenters are advised to abide by the following:

1. The brief CV (not more than 15 lines) including Full Name, Designation, Postal Address, Mobile No. and e-Mail Address, along with a Passport Size Photograph. (Both: Author & Co-author) may be sent along with the full paper.
2. A maximum of two persons can author a paper. Only one author will be allowed to present the paper. However, certificate will be given to both.
3. The soft copy of the abstract and full paper may be sent to [comseminar2017@gmail.com/](mailto:comseminar2017@gmail.com) [commano2006@gmail.com](mailto:commano2006@gmail.com)
4. The completed registration form along with registration fee should reach the organizing secretary on or before **07.09.2017**, once the acceptance of the paper is intimated.
5. On the recommendation of the Expert Committee, select papers will be published with ISBN number/UGC recognized Journal and the same will be released at the time of inauguration.
6. Author of Select Research papers will be allowed 10 minutes presentation on the Stage.

### Important Deadlines

Submission of Abstract:	<b>11.08.2017</b>
Intimation of Acceptance of Abstract:	<b>18.08.2017</b>
Submission of Full paper:	<b>24.08.2017</b>
Intimation of Acceptance of Full paper:	<b>28.08.2017</b>

Payment of Registration fee on or before: **7.09.2017**

## Who can participate?

**Academicians:** Students, Research Scholars and Faculty Members.

**Principals/ Registrars** are requested to depute a maximum of five final year student and Two Faculty

**Professionals:** Law Practitioners, Doctors, Engineers, Chartered Accountants, Bankers.

**Business men and General Public.**

## Registration Fee

Research Scholars/Students	<b>Rs.250/-</b>
Academicians/ Faculty Members	<b>Rs.500/-</b>
Executives / Professionals	<b>Rs.1000/-</b>

(Note: Registration fee includes Seminar kit, Certificate, Lunch and light Refreshments)

## Mode of Payment

Payment should make through University Challan/ Bank Demand Draft of Nationalized Banks, payable in favor of '**The Registrar, Manonmaniam Sundaranar University, Tirunelveli.**'

## Paper Presented in Absentia

Papers presented in absentia are eligible to be included in the seminar proceeding and will get a certificate. A processing fee of **Rs.500/-** in addition to the registration fee has to be paid for each paper presented in Absentia.

## Proceedings

Participants of the seminar, who wish their papers to appear in the seminar proceedings, should submit their full papers by **24.08.2017**. Only select papers presented at the seminar will be considered for publication in the ISBN Book/ UGC recognized Journal. Those who wish to get a copy of the publication has to pay **Rs 500/-** in addition to their registration fees.

## Accommodation

Accommodation can be arranged for the required participants in the hostel **on a first-cum-first basis** only. Limited number of rooms is available. Room rent and other charges are to be paid by the participants and confirmation will be sent by SMS / Email (A token fee of **Rs.100/-** per day per participant for the accommodated will be collected). Others will have to make their own arrangements for their accommodation.





**National Seminar  
On**

**GLOBAL CHANGES AND CONSUMER  
EMPOWERMENT: ISSUES AND CHALLENGES**

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**14<sup>th</sup> & 15<sup>th</sup> September, 2017**  
**REGISTRATION FORM**

Contact Information (Capital Letter)

Name (Author/Co.Author) -----

Designation-----

Organization (with complete address) -----

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Address for correspondence-----

-----  
-----State-----

Pin Code-----Mob. -----

E-mail-----

Title of paper-----

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Accommodation Required: Yes  No

Payment Details Cash  DD

**For draft:**

DD No. \_\_\_\_\_ dated \_\_\_\_\_

For Rs. \_\_\_\_\_ drawn in favour of "The Registrar,  
Manonmaniam Sundaranar University, Tirunelveli."

Signature

**Filled in Registration form along with demand draft may  
be sent to**

**DR.C.Thilakam**  
Seminar Convener  
Professor, Department of Commerce  
Manonmaniam Sundaranar University  
Tirunelveli – 627 012