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PUBLIC ADMINISTRATION

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NEWSLETTER



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## INSTITUTE NEWS

### National Seminar on Consumer, Consumerism and Consumer Welfare: Issues and Concerns

The Centre for Consumer Studies, IIPA organized a Two Day National Seminar on “Consumer, Consumerism and Consumer Welfare: Issues and Concerns” on December 22-23, 2012 in collaboration with Post Graduate Department of Public Administration & Local Self Government, Rshtrant Tukdoji Maharaj Nagpur University. Around 100 participants attended the seminar which included academicians, researchers, representatives of VCOs / NGOs and students. The objectives of the Seminar were to: acquaint the participants with the need and importance of Consumer Protection and Consumer Welfare; enlighten the participants with Consumer Protection Act and redressal mechanism available under the Act; critically analyse the effectiveness of Consumer Redressal Forums in India

and to analyse the role of civil society and NGOs in promoting consumer awareness and curbing consumer exploitation.

The seminar was divided into six technical sessions on: Globalization Market and the Consumer, Consumer Law & Policy, Service Sector and the Consumer, Consumer Education and Awareness, Problems of Rural Consumers, Consumer Movement and the NGOs besides the Inaugural and Valedictory Sessions. The Technical Sessions involved deliberations by the resource persons and paper presentations by faculty members and research scholars. Around 30 papers on various issues relating to the consumers and their problems were presented during the seminar. The seminar was inaugurated by Prof. Dr. Vilas S. Sapkal, Vice Chancellor, RTMNV and keynote address was delivered by Prof. Suresh Misra, Chair-Professor and Coordinator, CCS, IIPA. The programme was coordinated by Prof. Suresh Misra and Dr. Sapna Chadah.



*Dignitaries on the Dias during the Inaugural Function*

### Programme on Capacity Building for the Researchers on Consumer Protection and Consumer Welfare

The Indian Institute of Public Administration, New Delhi under the Consultancy Project on “Promoting Involvement of Research Institutions, Universities and Colleges in Consumer Protection and Consumer Welfare” in collaboration with Department of Family and Community Resource Management, M.S. University of Baroda, Vadodara, Gujarat organized the captioned programme from December 26-28. The programme

*The IIPA fraternity extends its greetings to all its readers for Basant Panchami, Shivaji Jayanti, Swami Dayanand Saraswati Jayanti and Guru Ravidas' Birthday*



*Dignitaries on the dais during the Inaugural Function*

was sponsored by the Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Government of India. Thirty nine participants from various universities and colleges participated in the programme. The objectives of the programme were to: explain the need and importance of Consumer Protection and Welfare; elucidate the basic provisions of the Consumer Protection Act and other legislations having a bearing on Consumer Protection; and clarify basic requirements of qualitative and quantitative research methodology relevant for research in the area of Consumer Protection and Welfare. The basic purpose of the programme was to generate interest in the area among the researchers and to encourage them to take research in various related areas of consumer protection where there exists a gap.

The programme had twin objective of motivating researchers to take up research in the area of consumer welfare and also to develop trainers who can take the awareness to the masses through involvement of students. The training programme was divided into two parts—one involving inputs on consumer protection and awareness and the other part on research methodology. There were sessions on various issues of consumer protection as well as on qualitative and quantitative techniques. Dr. Mrunalinidevi Puar, Chancellor, M.S. University of Baroda inaugurated the Programme and Prof. Pranab Banerji delivered keynote address. Prof. Pranab Banerji and Prof. Suresh Misra coordinated the programme.

### Constitution of Committees - 2012-2014

In pursuance of the decision of the Executive Council authorising the Chairman, IIPA to constitute various Committees etc. in its 288th Meeting held on 12th October, 2012, the Chairman, IIPA has constituted various Committees and also nominated eminent persons/Chairmen of Regional Branches, as below:

#### STANDING COMMITTEE

1. Prof. R.V. Dhanapalan - Chairman
2. Shri B.V. Krishna Kumar
3. Shri S. Ramanathan
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6. Dr. (Smt.) Sunita Singh
7. Prof. Rakesh Gupta
8. Dr. Navanit Sinha
9. Hony. Treasurer (ex-officio)
10. Director, IIPA - Member Secretary

#### ACADEMIC COMMITTEE

1. Director, IIPA - Chairman
2. Vice Chancellor, Panjab University
3. Dr. K. Malaisamy
4. Prof. V. Shanmugasundaram
5. Dr. K.N. Srivastava
6. Shri M.C. Gupta
7. Dr. (Capt.) D.V.P. Raja
8. Dr. Parvinder Kaushal
9. Dr. V.N. Viswanathan
10. Dr. A.V. Narasimha Reddy
11. Shri M. Gopalakrishna Naidu
12. Prof. (Mrs.) Noorjahan Bava
13. Prof. B.S. Ghuman
14. Prof. Aasha Kapur Mehta
15. Prof. Sushma Yadav - Member Secretary

#### COMMITTEE FOR CASE STUDIES

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4. Shri K.K. Sethi
5. Shri Subodh Kumar
6. Prof. Mohit Bhattacharya

7. Prof. Marina Pinto
8. Prof. Dolly Arora
9. Dr. Har Swarup
10. Dr. Mithlesh Mishra
11. Dr. (Mrs.) C. Sheela Reddy - Member Secretary

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3. Prof. S.L. Goel
4. Dr. (Capt.) D.V.P. Raja
5. Shri M. Krishnan
6. Dr. A.V. Narasimha Reddy
7. Dr. Navanit Sinha
8. Dr. V.N. Alok
9. Prof. R.K. Arora
10. Prof. P.K. Chaubey
11. Prof. Pranab Banerji
12. Prof. K.K. Pandey - Member Secretary

#### EDITORIAL BOARD (IJPA)

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6. Prof. Jaytilak Guha Roy
7. Dr. V.N. Alok
8. Shri Ashok Pradhan
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10. Shri T.K. Thanickachalam
11. Director, IIPA

#### RULES & REDRESSAL OF GRIEVANCES COMMITTEE

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3. Dr. Yogendra Narain
4. Prof. B.M. Sharma
5. Shri M. Krishnan

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4. Shri Suryya Ray
5. Dr. A. Eswara Reddi
6. Shri S.N. Swaroop
7. Director, IIPA

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3. Shri B.V. Krishna Kumar
4. Prof. B.M. Sharma
5. Dr. U.C. Agarwal
6. Dr. Yogendra Narain
7. Director, IIPA

#### IIPA PENSION FUND TRUST & G.P. FUND TRUST

1. Director, IIPA - Chairman (ex-officio)
2. Hony. Treasurer
3. Dr. V.N. Alok - Nominee of the Executive Council
4. Financial Adviser (Home) or his nominee
5. Joint Secretary (Training) or his nominee
6. President, IIPA Staff Association

7. Registrar, IIPA - Member Secretary (ex-officio)

#### COMMITTEE FOR ADMINISTRATION OF C.P. FUND

1. Director, IIPA - Chairman (ex-officio)  
 2. Hony. Treasurer  
 3. Prof. Rakesh Gupta - Nominee of the Executive Council  
 4. President, IIPA Staff Association  
 5. Registrar, IIPA - Member Secretary (ex-officio)

#### TO SIGN CHEQUES IN THE ABSENCE OF HONY. TREASURER

1. Prof. Sushma Yadav  
 2. Prof. Rakesh Gupta

#### EMINENT PERSONS TO THE EXECUTIVE COUNCIL

1. Shri Shekhar Dutt, Hon'ble Governor of Chhattisgarh  
 2. Vice Chancellor, Panjab University, Chandigarh

#### CHAIRMEN OF REGIONAL BRANCHES (CO-OPTED)

- |                                    |                                |
|------------------------------------|--------------------------------|
| 1. Haryana Regional Branch         | } Already co-opted by the E.C. |
| 2. Jammu & Kashmir Regional Branch |                                |
| 3. Karnataka Regional Branch       |                                |
| 4. Madhya Pradesh Regional Branch  |                                |
| 5. West Bengal Regional Branch     |                                |
| 6. Delhi Regional Branch           |                                |
| 7. Mizoram Regional Branch         |                                |

#### SECRETARIES OF GOVT. OF INDIA (EX-OFFICIO) (Already nominated by the E.C.)

1. Secretary, Department of Personnel & Training, Ministry of Personnel, Public Grievances & Pensions  
 2. Secretary, Department of Expenditure, Ministry of Finance  
 3. Secretary, Planning Commission

#### Two Day National Seminar on "Impact and Effectiveness of Consumer Protection Act: Problems and Perspectives"

The Centre for Consumer Studies, IIPA organized Two Day National Seminar on "Impact and Effectiveness of Consumer Protection Act: Problems and Perspectives" on January 24-25, 2013 in collaboration with Dr. B. R. Ambedkar College of Law, Andhra University,

Visakhapatnam. More than 100 participants participated in the seminar which included academicians, researchers, representatives of VCOs / NGOs and students. The objectives of the Seminar were to: assess the impact and effectiveness of the Consumer Protection Act, 1986; identify the problems and gaps in the implementation of the CP ACT and working of redressal mechanism; seek solutions to make the Act more consumer friendly and draw up strategies to take the consumer movement forward. The seminar provided a platform to the participants to share their views and deliberate on various issues relating to the Consumer Protection Act and the impact it has made in the 25 years of its enactment. The seminar was divided into six technical sessions on: Consumer Protection: Problems and Perspectives; Consumer and Service Sector; Consumer Protection and Law; Redressal Mechanism: Issues and Concerns; Consumer Education: Role of Media and Civil Groups; and Consumer Protection—New Strategies besides the Inaugural and Valedictory Sessions. The Technical Sessions involved deliberations by the resource persons and paper presentations by faculty members and research scholars. Around 30 papers were presented in two days.

The seminar was inaugurated by Shri V. Seshadri, Collector and District Magistrate, Vishakhapatnam. He said, "we have the largest middle class and growing younger population in India. As a result of which consumerism has become part of our lifestyle. Daily we are buying all sorts of products and hiring services without actually knowing the effect of our consumption. In such a scenario there is need to make the public aware of their rights through such awareness activities". The Guest of Honour on the occasion, Prof R.G.B. Bhagawat Kumar, Vice Chancellor, DSNLU, Visakhapatnam emphasised on the need to bring attitudinal change in the thinking of the service providers. Everyone should think of consumer welfare and a person performing his duty must understand that he is accountable to the society.

The keynote address was delivered by Prof. Suresh Misra, Chair-Professor and Coordinator, CCS, IIPA. He shared some of the findings of the study conducted by CCS on the impact and effectiveness of the Act and lamented that even after 25 years of the Act still the machinery under the Act is riddled with problems and

difficulties making justice delivery to the consumers difficult. He also said that the level of awareness among the consumers is very low, only 32 per cent of the consumers know about the existence of the Act and the awareness is much less in the rural pockets. This has greatly shaken the consumer confidence in the machinery which was meant to give speedy and quick justice to the consumers.

The programme was coordinated by Prof. Suresh Misra and Dr. Sapna Chadah.

### **International Workshop on Public Governance, Finance and Federalism**

IIPA organised an International Workshop on Public Governance, Finance and Federalism seminar from 14-19 January. The seminar was sponsored by the Ministry of External Affairs, Government of India. The workshop was organized for 26 senior civil servants in the rank of Joint Secretary to the Government of Nepal, supporting Nepal's Constitutional Transition aiming at helping Nepal to build its capacity for developing and implementing a federal democratic system. The objectives of the workshop were to provide exposure to federalism principles and practices, to help them appreciate characteristics of Indian civil services and its working, to give them a glimpse of Indian educational, tourism sectors with special reference to environmental technologies, to enable participants to draw lessons from the experience of Indian federation applicable to Nepal's constitution transition, to help them interact with some constitutional bodies in India, to make them have an exposure visit to an Indian State

i.e., Uttarakhand, and to enable the participants to draw lessons from Indian experience on environmental governance in India. The delegates had been on a two day visit to Dehradun and Mussoorie to study the administration of Hilly state. Delegates interacted with the Chief Secretary, Government of Uttarakhand, Shri Alok Jain, and his colleagues at the secretariat. Back home in Delhi the delegates had sessions with various eminent personalities such as former Director, IIPA and former Secretary to the Government of India Shri. B.S. Baswan, Ms. Nidhi Khare, Adviser Planning Commission, Shri Ashok Singhvi, Joint Secretary, Ministry of Urban Development, Govt. of India, Prof. Dilip Kumar Bandhopadhyaya, Vice Chancellor Guru Gobind Singh Indraprastha University, Sector-, Dwarka, Delhi who shared insights in their respective fields. The presentations sensitised the issues in the light of Nepal's federalism.

The workshop had its valedictory session which was chaired by Shri Akhilesh Mishra, Joint Secretary, Ministry of External Affairs. Dr. V.N Alok directed the programme and Dr. Shyamli Singh was co-director.

### **Workshop on Panchayat Empowerment—An Incentive**

A Workshop on Panchayat Empowerment Accountability and Development Scheme (PEAIS), A central sector scheme of the Ministry of Panchayati Raj was organised on 3-4 January 2013 at IIPA. About 80 Professionals working at the field participated. They were sensitized about the pattern of investigation on the field. The Ministry of Panchayati Raj and the IIPA organized the Workshop. Dr.V.N.Alok and Dr.Parida

supported.

### **MWCD-IIPA Workshop on Gender Budgeting: Issues and Challenges for Officers of Gender Budget Cells**

Ministry of Women and Child Development and Indian Institute of Public Administration are jointly organizing the MWCD-IIPA Workshop on Gender Budgeting: Issues and Challenges for Officers of Gender Budget Cells of Central Ministries/ Departments at IIPA. The two-day workshop was held on 9th and 10th January 2013. The objectives of the programme were to: Enable an understanding of gender budgeting related concepts, experiences and tools; Share progress made and enable cross learning regarding initiatives taken and challenges faced or surmounted by ministries and departments in implementing gender budgeting and reporting (including the Gender Budget Statement); and way forward in terms of budgeting for women and improved reporting in the Gender Budget Statement. Prof. Aasha Kapur Mehta was the Workshop Coordinator.

### **Training Programme on Incorporating Gender Concerns in Public Policy**

IIPA is organised the above programme from 28 January to 1st February, 2013 at IIPA. This programme seeks to provide an overview of the state of gender in India, a critical analysis of existing policy responses of the state and problems with policy-making, including those related to data, analysis and implementation. It will also examine the civil society responses to the gender question and their bearing on the overall state of gender. The

objective is to explore the possibilities of enhancing the prospects of gender justice by incorporating gender concerns in public policy. Prof. Dolly Arora and Prof. Aasha Kapur Mehta are the Workshop Coordinators.

### Faculty News

- Dr. V.N. Alok delivered a talk on Fiscal Federalism at the Bureau of Parliamentary Studies and Training, Lok Sabha Secretariat on 20 December 2012 to a delegation from the House of Federation, Ethiopia headed by the Speaker of Amhara Regional State, Ethiopia.

Dr. V.N. Alok participated as resource person in a workshop of State Secretaries on Rajiv Gandhi Panchayat Shashaktikaran Abhiyan at NIRD on 29 January 2013. The Ministry of Panchayati Raj and NIRD organised the workshop at NIRD, Hyderabad. The workshop was chaired by Ms. Loretta Vas, Secretary MoPR.

- Prof. P.K. Chaubey spoke on 'School Education in Educationally backward districts: Planning and Management at Different Levels' in the National University of Educational Planning and Administration on January 23, 2013 at a National Workshop on Planning and Management for School in Educationally Backward Districts attended by Education officers at district and state level.

Prof. P.K. Chaubey also delivered a special lecture on "Social Sciences and Social Scientists:

Their Role in Shaping Society", in the International Conference and Doctoral Colloquium on Social Science Research: Issues Challenges and Strategies on January 10, 2013 in the Institute of Public Enterprises, Hyderabad. He also chaired a session on Methodological Issues in Social Science Research: Inter-disciplinary Innovation and Policy Impact.

- Dr. C. Sheela Reddy, Associate Professor of Socio-political Development (Applied Social Science), was a resource person in a two-day Vertical Mix Programme of Indian Defence Estate Service Officers at the National Institute of Defence Estates Management, New Delhi on January 3-4. She handled the session on "Good Governance and Public Administration" on January 3.
- Dr. Nupur Tiwari, Assistant Professor of Political Science and Rural Development, presented a paper on (i) "Poverty Eradication and Inclusion through Micro Enterprises" in a session on "Women as informal sector entrepreneurs and their role in alleviating poverty" in Wasme 18th International Conference on Small and Medium Enterprises. Theme: "Empowering Women through Entrepreneurship" held in Accra, Ghana during November 7-11; (ii) presented a paper on "Panchayats in Governance: Further Steps for

Evolution into Institutions of Self Government in Multilevel Democracy" in International Conference on "Governance for Excellence" GO-EXCEL 2012 held on December 12-13, organised by the Department of Management Studies (MBA) of Velammal College of Engineering and Technology at Madurai, Tamilnadu; (iii) she addressed a session and spoke on "Women and Panchayats" at the Constitution Club, Rafi Marg, New Delhi in the "Celebration of 20th Anniversary of the Constitution (Seventy-third Amendment) Act, 1992". It was sponsored by the Ministry of Rural Development, UNICEF and ICSSR and organised by Institute of Social Sciences, New Delhi on December 22; (iv) she participated in the International workshop on "Decentralization and Rural Governance in India" held at Alwar from 17-19 December. This was organised by NCAER-IDRC CRDI-Canada; (v) Dr. Tiwari presented a paper entitled "From Representation to Participation to Inclusion: Women in Panchayats" and Chaired a session in a National Seminar entitled "Socio-Economic Empowerment Of Women" on December 7 and sponsored by UGC at Ginni Devi Modi Girls' P.G.College Modinagar; and (vi) she has been nominated as Consultant for the Expert Committee on Panchayati Raj set up by Government of India.

**Better to starve free than be a fat slave — Aesop**

### For Information of IIPA Members

As per the Memorandum of Association and Rules, election to the Executive Council of IIPA New Delhi has to be conducted once in every 4 years and the last election was conducted during Aug.-Sept. 2012. Many of the participants in the AGM and a few contesting candidates have expressed some resentment and concern over some of the alleged malpractices adopted in the said election by some candidates.

Under the provision of the Bye-law 20(2) of Elections Byelaws of IIPA, the Chairman, IIPA has appointed a three-member Committee comprising Shri A.N. Tiwari, former Chief Information Commissioner, Shri Pratyush Sinha, former Central Vigilance Commissioner, and Dr. Vivek K. Agnihotri, former Secretary General, Rajya Sabha, to enquire into the complaints received from the members, work out its own procedures and look into the question of verification of all voting papers. Forensic test and handwriting experts, etc. can be considered by the Committee. The Committee can also call the complainants for personal hearing if they want. The Committee may also in the report recommend as to what kind of voting procedure/system will be suitable for IIPA election to avoid the alleged malpractices. This is the first time such a high level committee has been constituted in view of the large number of complaints in the election of IIPA.

This is for information of IIPA Members.

Director, IIPA

## NEWS FROM BRANCHES

### Delhi Regional Branch

To celebrate the New Year 2013, the Delhi Regional Branch organised a Kavi Sammelan on 9th January, 2013 at 5.30 p.m. in the Conference Hall of the Institute in collaboration with the Hindi Academy, Government of NCT of Delhi. This was followed by dinner. Shri T.N. Chaturvedi, Chairman, IIPA was the Chief Guest on the occasion and presided over the Kavi Sammelan. Prof. J. Guha Roy, Chairman of the Branch welcomed the Chief Guest, poets and the members present. Over 60 members attended the Kavi Sammelan. Shri T.N. Chaturvedi announced that on the occasion of 150th Birth Anniversary of Swami Vivekananda, the Delhi Regional Branch of IIPA has taken a pledge to present the following two books as Memento for the year 2013 to the Members of Delhi Regional Branch.

The Memento can be collected from the Branch till February, 2013 by fixing prior appointment. (i) A Biography of Swami Vivekananda, (ii) Vivekananda World Teacher. In his closing remarks the Chairman, IIPA Shri T.N. Chaturvedi thanked the Delhi Regional Branch and in particular Prof. J. Guha Roy and Mr. S.N. Swaroop, Secretary for their excellent efforts taken to present a set of books as Memento to the Members.

### Gulbarga Local Branch

The branch organised an Awareness Lecture in association with Rotary Club of Gulbarga on Consumer Protection Act on December 24, 2012, Rt. Chettan Kumar Gangaji President Rotary Club of Gulbarga delivered the welcome speech. Shri S. Baswaraj Sirwar, Chairman gave

an introduction about the activities of the IIPA Gulbarga Local Branch. Shri Maruti K. Pawar, Hon. Secretary of the branch presided over the function.

### Howrah Local Branch

The branch organised a seminar on "Role of Judiciary in Modern State" on December 21. Prof. Asish Ray, Secretary of the branch, stated that modern judiciary is not only a fact-finding institution; it is also an instrument of social justice and rule of law. In his keynote address, Justice Maloy Sengupta, former Chief Justice of Sikkim High Court, pointed out that in modern state judiciary plays an active role in protecting public interest. He observed that at present an attempt is being made to curb the powers of judiciary and bypass judicial decisions by politicians and ministers. Prof. Sankar Kr. Sanyal,

*We can evade reality, but we cannot evade the consequences of evading reality — Ayn Rand*

Vice-Chairman of the branch, presided over the programme.

### **Karnataka Regional Branch**

The branch organized a Seminar on January 19, 2013 on Reorganising Bangalore Municipal Area into two or more Municipal Corporations. Shri Jagdish Shettar, Chief Minister of Karnataka inaugurated the Seminar. Dr. A. Ravindra, Advisor to Chief Minister and former Chief Secretary

to Government of Karnataka delivered the keynote address. Shri D. Venkatesha Murthy, Worshipful Mayor, BBMP presided.

### **Madhya Pradesh and Chhattisgarh Regional Branch**

MP and Chhattisgarh Regional Branch organised a seminar on January 19, 2013 on the subject "People Power and Law Enactment" in the backdrop of recent agitations and protests on

the question of Jan lokpal and Rape outrage in Delhi. The question posed was whether the law can be forced to be changed through street demonstrations. The seminar was well attended and a well informed discussion followed. The general consensus was that while the representatives can be persuaded through these demonstrations, the actual drafting of appropriate laws should follow the procedure laid down in the Constituion.

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### **Quotable Quotes**

- *Patience is a necessary ingredient of genius* — Benjamin Disraeli
- *Nothing so fortifies a friendship as a belief on the part of one friend that he is superior to the other* — Honore de Balzac
- *Integrity without knowledge is weak and useless, and knowledge without integrity is dangerous and dreadful* — Samuel Johnson
- *Remember that there is nothing stable in human affairs; therefore avoid undue elation in prosperity, or undue depression in adversity* — Socrates
- *The most important persuasion tool you have in your entire arsenal is integrity* — Zig Ziglar
- *Education is the ability to listen to almost anything without losing your temper or your self-confidence* — Robert Frost

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*Asstt. Editor* : SUNIL DUTT