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Prof. Misra is an expert on consumer issues is currently the Chair Professor (Consumer Affairs) and Coordinator, Centre for Consumer Studies, IIPA. He holds his Bachelor's degree from University of Mysore, Master's in Political Science from Jawaharlal Nehru University, New Delhi, Masters in Human Resource Management from Pondicherry Central University, D.Phil. from Allahabad Central University and Post Graduate Diploma in Journalism and Mass Communication from Calcutta. Before joining IIPA in 2007 Prof. Misra was Professor of Public Administration and Entrepreneurship Development at Haryana Institute of Public Administration, Gurgaon (ATI Haryana).

He had his advance training in Corporate Governance at AOTS, Tokyo, Japan; in Total Quality Management at UK Civil Service College, Sunningdale, UK; and in Public Policy Management at Development Study Centre, Rehovot, Israel. He participated in the Public Administration programme for senior officers at ENA, Paris, France and also attended advance Training of Trainers programme on Training Techniques and Methodology at Thames Valley University, Slough, UK. Apart from these he has attended a number of training programmes in India.

His major areas of interest include: Consumer Affairs, TQM, Grievance Redressal, Service Delivery and Organizational Effectiveness. Administrative Reforms, Public Policy Issues and Public Sector Reforms.

## **COURSE: (In Collaboration With Dr Mamta Pathania): Consumer Protection: Laws And Policies**

### **MODULE**

- ◆ Globalisation, Market and Consumer Protection
- ◆ Consumer Protection: Law and Policy
- ◆ Consumer Protection: Education and Empowerment
- ◆ Misleading Advertisements and Consumer
- ◆ Food Safety and Consumer
- ◆ Legal Metrology and Consumer
- ◆ Patients Rights and Medical Negligence
- ◆ Protecting Rural Consumer
- ◆ e- Commerce and Consumer
- ◆ Alternate Dispute Redressal: Role of National Consumer Helpline



Video



PPT



Resource Material



Quiz