

**Proceedings of the National Seminar on Consumer Mediation
Held at Constitution Club of India, Delhi on 24 March 2012
organized by: Consumer Coordination Council (CCC)
Supported by: Department of Consumer Affairs
Government of India**

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List of the participants are at Annexure-1, Feed backs are at Annexure-2, and a copy of the Programme of the event is at Annexure-3.3 photographs of the Seminar have been pasted thereafter. More Photographsof the National Seminar on Consumer Mediation can be seen at www.cccindia.net at the left hand side link named "Activities" Or directly at <http://cccindia.net/activities.asp>

PROCEEDINGS

The National Seminar on Consumer Mediation began with one minute's silence for Peace, harmony and national integration

SmtRamabenMavani, Former Chairperson, CCCinaugurated the national Seminar by lighting lamp. All the guests and speakers at the dais also joined her in lighting the lamp to make the national Seminar a memorable event.

Welcome addressand introductory speechwas given by ShriAmritLalSaha, Chairman, CCC.On behalf of CCC he welcomed all the dignitariesto the programme. He said that high pendency of cases is every where. In all the subordinate courts, High Courts and supreme court there are more than 3 crores of pending cases. Even in various consumer courts there are more than 3 lakhs 53 thousand pending cases. It is common across India.

The objects ofthe National Seminar on Consumer Mediation are: - To discuss advantages of Mediation in Resolution of Consumer Disputes, to build partnership with all stake holders .to discuss Issues of concern for the rural and urban consumers.

The event has been organized by the Consumer Coordination Council-CCC which is the national coalition of independent leading Indian Consumer Organisations. He informed that all over the world WorldConsumer Rights Day is observed on 15th march to mark the US President JFK's declaration of 4 consumer rights 50 years ago. In India we got the landmark Consumer Protection Act in 1986 which has given us 6 consumer rights during the time of prime minister Rajiv Gandhi. One of the 6 rights are to get justice or redressal of consumer grievances. But like regular courts in India there are huge pendency of cases in various Consumer Courts.

Here lies the importance of consumer mediation. Under a National Mediator and using the world class Information Technology each and every consumer from any corner of the country can take the benefit of E-mediation or E-settlement of disputes outside the court. This will benefit the consumers, manufacturers, service providers, and consumer courts. He informed that he was inspired by one visionary authority in the DCA Mr PankajAgrawala, IAS, Additional Secretary in this matter.

Dr. SapnaChadah, Assistant Professor,CCS, IIPA, Delhi

She said mediation is beneficial because it is Quicker, Voluntary, Confidential, and also Cost effective. But there are barriers such as lack of Public Awareness, absence of high-quality ADR service, Absence of National standard,inadequate Training of Qualifiedmediators and that ADR is not mandatory. She opined thatBusiness and industry should come forward and fund suchalternative redressal mechanism Or to look for a PPP model.VCOscan play a role in helping the Consumers mediate their Complaints.

Mr. Patrick, GIZ

He said that GIZ is active since 2006 in consumer movement. 2006-2007 did a survey on the consumer dispute resolution and Department of Consumer Affairs (Govt. of India) has come up with a proposal. Now, mediation can be introduced. Three Mediation Centreshave been inaugurated at Bhopal, Chennai, and Bhuvneshwar andone atKolkata will be inaugurated shortly. He said that in Germany Consumer Organizationsare part of mediation.Voluntary Consumer Organizations act as mediator.They send warning notice to the business of going to court. This is informal mediation and works very well.

Also there are public and private initiatives in sector specific issues like telecom and banking. In Germany mediation has not played any role in the past but now it is fast picking up. Minimum qualification for mediators has been prescribed. It has been seen a good opportunity and law obliges parties to bring disputes to mediation for settlement of disputes before going to court. The rate of disposal through Alternative Disputes Redressal is quite high around 60%. 80% of the recommendations are accepted by the parties. This process is free of charge.

Sh. M. Krishna Reddy, Vice Chairman, CCC

He commented that Quasi-judicial machinery under Consumer Protection Act, 1986 has completely failed. The consumers sometimes feel that why they have come to consumer court. Now, it is time for mediation centres. Andhra Pradesh govt. has taken up initiatives to start consumer mediation centres in all the districts. Mahatama Gandhi has said that true function of the advocate was to bring the parties together, Abraham Linchon has also said so.

Mediation has been used in different countries and cultures and has been known by different names. So this is not a new one. The mediation is deep rooted in our community as well. It was there in the form of Panchayati Raj decisions. Presently number of judges and population ratio is lowest in our country. At Current rate it will take 324 years for disposal of all pending cases. The conventional old fashion approach of going to court to get justice is old and obsolete. Mediation is better. The mediation may save time, money and enhance relationship for the future. Many business and consumer organizations are doing mediation to resolve disputes. But mediation should be unbiased from both sides.

Smt. Ramaben Mavani, Former Chairperson, CCC

Mediation is an old subject and work is being done by Voluntary Consumer Organization in Rajkot. It is required to be taken up by other organizations. However ethical standards are required to be maintained during mediation. Training is a good medium to enhance the skills of the mediators. Mediation is good to save money and time. Mediation is required in all sectors. That's why it is being promoted all over world. In consumer area as well, it is required to be taken

seriously to build consumer confidence and to avoid any inconvenience to consumers. Mediation works very well where the court fails. She wished all the success to the mediation movement.

Shri OmPrakash, Department of Consumer Affairs

The first example of mediation was given by Mahatma Gandhi who instead of fighting case, encouraged the parties to go for mediation. Guru Govind Singh also once encouraged mediation. Mediation is thus ingrained in our culture. The consumer whose problems are solved by mediation always leaves with a smiling face, he added.

ShAbhishekSrivastava, Chairman, Organising Committee

He gave the vote of thanks at the end of the inaugural session.

Mrs. Jayashree Gupta, Chairperson, Consumers India and Ex. Joint Secretary of Ministry of Consumer Affairs.

In her address she said that mediation is as old as modern civilization. Wherever there is problem you need to find solution yourself or with the help of our friends or go to court. In Principles mediation is very good but it has problems associated with it. But we need organizations like FTC in USA to make mediation successful which has imposed heavy penalties on big companies. CCC should appeal to govt. that they should have class actions to begin with then attempt should be to set up institutions like FTC in India. Everybody knows where the shoe pinches. Mediation is good for consumer happiness and satisfaction. But there is need for class Actions to safeguard the interest of consumers. In such initiatives the organizations like CCC can play an important role.

Brig. J. S. Phoolka, Advisor, Consumer Association, Chandigarh

He explained the mediation activities of Consumer Association Chandigarh. Since we have started mediation in consumer disputes 30 years back even Consumer Protection Act, 1986 was not there. The AAA in USA is a role model also do the collective mediation with 10% charges. But our organization is doing the service of

mediation freely. We are dealing a large number of cases of both goods and services. It helps in maintaining dignity as they are helped in meeting in congenial environment at their convenience. In as much as 70% cases success comes automatically and very few people go to the court or quasi-judicial forums. Moment you get into the court it is a reason of happiness for the advocates. More than 12,000 complaints have been settled by his organization through mediation. The courts have the problem of jurisdiction. But his organization has settled cases of people from far flung areas who have come to them only with hope of solution. His consumers are with practical experiences. The areas covered are varied from services to banking, housing, medical, education and relating to warranty and ill functioning of products. All sort of consumer disputes are being resolved by his organization through mediation. This has brought repute to the organization. He emphasized that mediation is workable solution.

ShriPankajAggarwala, IAS, Additional Secretary, Deptt. of Consumer Affairs, Government of India was the key-note speaker.

He said that from the time we bought and sold anything the negotiated informal approach has been integral part of consumer satisfaction. Both traders and companies also supported such approach. However, the formal arrangement under Consumer Protection Act, 1986 which was created under 11th and 12th Plan to resolve dispute and provide compensation has been a causality. The question now is, whether within ambit of the Consumer Protection Act, 1986 can we think of creating mediation centre. Consumer Protection Act now supported such initiative. We can think of putting this whole arrangement within the ambit of Consumer Protection Act, 1986. We have mediators within the district, state, and national levels and have their data base which can take care of dispute resolution through mediation. With internet in our hand we can now have interlinked dispute resolution through helpline the dispute can go to the company and can be resolved. If not done, then can be referred to the mediation. This can be done online and there is no need to stand in line and waste time. We need to set up a modern network with the use of telecommunication technologies. For this Consumer Coordination Council, Indian Institution of Public Administration and GIZ is being

roped in and IIPA has been given the responsibility of developing the software. Consumer is inherently powerful as he is carrying the purse with him. So there is no question of not hearing his voice. There can be delay, and there has to be action to reduce this delay.

Mr. ArpitBatra, Add. Director, Mediation Centre, Delhi

There is a project under which eight mediation centres have been set up. Mediation as formal structure started in USA. India picked it up when courts intervened in 2004-2005. Mediation started picking up when many types of disputes started getting resolved in one-two sittings. Most of the disputes are petty ones and not require litigation. Mediation thus became the need of the hour as nobody would like to go into complexity. Mediation is an impartial process, it is a negotiation facilitated by a third party. Mainly consumer disputes occur due to lack of information and once the information is conveyed the grievance gets resolved. It is a process which results in binding contract after negotiation. There is a huge list of mediators recognized by Supreme Court, High Court, which do mediation according to need. Retired judges, members of bar are involved. The mediator does mediation at the convenience of the parties. There is no pressure. There is, however, need for advocacy as there is lack of knowledge.

Dr.SheetalKapoor, Associate Professor,Kamla Nehru College, Delhi

She spoke on Consumer Protection in India – An efficiency review. The consumers constitute the market. The country's economy revolves around market. We have so many brands. There is competition and no more monopoly situation. This should automatically take care of consumer welfare but this was not the situation. Hence the Consumer Protection Act, 1986 was enacted which established three tier redressal mechanism to provide an array of reliefs to the consumer. In the last 25 years more than 30 lakh complaints have been filed by the consumers. There are lakhs of cases pending in the for a due to low disposal rate at many places. Thus Justice delayed is justice denied. Many complaints start at District Fora and go upto the National Commission and run for many years. Adjournments are to be allowed only in exceptional circumstances.Still the delays are there. The council

structure has been set up but these are not functioning properly. The fora are riddled with many problems which include delay, pendency, lack of infrastructure, lack of quorum. The need of the hour is an Alternative Disputes Redressal, amendment to Act, more ombudsman especially in media and real estate, toll free number and more information on website, training of the members. The initiatives like NCH and CORE need to be encouraged. There is need for consumer cells and clubs in schools and colleges which can educate and solve problems of the teachers and students.

Shri D. Sengupta, Addl. Director, Indian Council of Arbitration (ICA)

It is common experience that disputes do arise during the performance of business contracts. There is need to narrow down areas of conflict and to bring in Alternative Disputes Redressal resolution. The ICA encourages parties to adopt for Alternative Disputes Redressal especially where small amount is involved. Mediation is gaining importance as the dispute can be easily solved through this method. There is saving of time and it is easy to use. It can be a good method to resolve consumer disputes. ICA usually resolve dispute in 2-3 days. But ADR Mediation is not much popular in business circle as it is not yet binding. Mediation is still in nascent stage though recognized in section 89 of CPC. Now, consumer disputes can be resolved in matter of days. Parties can mutually come to an amicable solution through mediation. Through mediation you do not reach a binding solution unless the parties agree to that. This is the major difference between the mediation and arbitration. The Department of Consumer Affairs has also started a project in Madhya Pradesh, Orissa, Tamil Nadu and West Bengal to monitor the effectiveness of the mediation in dispute resolution. There is need to develop a healthy mediation culture in the country.

Sh. Arun Kumar Misra, GC Member, CCC

Sh. Arun Kumar Misra, concluded first subject session on **Mediation as an Alternative Disputes Resolution** with the comments that Mediation should be the first priority with regards to redressal of Consumer Grievances.

He reminded that Mediation has the old history and has been the Mediation of Solution of Disputes since olden times.

ShriAlokAgarwal, Advisor, IMS, College of Law, NOIDA

He said mediation is relevant for all kind of disputes may it be family dispute, property or all court of consumer disputes. All the procedures quasi judicial processes under Consumer Protection Act, 1986 consumer is not getting speedy justice. The guidelines for settlement of dispute through mediation at SCDRC and DF are being formulated by Ministry of Consumer Affairs. The cost of conducting international arbitration is very high. Mediation and conciliation does not require advocate and cost in law. The disposal of the case is very easy through mediation. The only thing required is the list of the mediators whom the consumers can approach. E-commerce is increasing and with the removal of barrier has been removed foreign products are also being sold in Indian market. These all involve international dimensions. For such disputes as well it is important to have ADR specially mediation as it does not require advocate and other cost is also reduced. Training & pre-qualification for the mediators need to be provided.

Ms. SwathyPerla Consumer Association of India, Chennai

Provided an overview of the mediation conducted by Consumer Association India. On an average organization conducts 5-7 cases daily. Mediation is the only solution. It should be non-bureaucratic and aamaadmi friendly. There should be no need for an advocate. The Idea of Consumer Association India is to empower consumers to resolve disputes through mediation. The consumers are enabled to file complaint through mobile phones as it is the technology which all of us are using now. The complaint so received is assigned to a coordinator and time frame is fixed in which the complaint is to be redressed. Their mobile application is open to all for use. This technology has also been liked by the Consumers International.

Ms. PoonamPande, Project Associate, GIZ

She described the work done by GIZ in the area of mediation. She made a presentation of good practices in Europe. Around 750 schemes are there in EU

which is sector specific. Mostly are free of charge. In Germany there is court annexed mediation where registrar is forwarding the complaints for mediation. Then there is Ombudsman specific mediation as well private mediation. Settlement rate is 60% or more. The scheme is free and voluntary. Different countries have different model but guidelines for all is same. The need is that mediator should know the subject. There is European Code of conduct which is being followed. She also provided an overview of the MAC Project which is on PPP model between DCA, GIZ and FICCI.

Dr. P. Rama Rao, GC Member, CCC gave the vote of thanks at the end of the second subject session on **Mediation and its Global Context**

Justice J. D. Kapoor, Former Judge, High Court and Former President, State Commission, Delhi

He said that the consumer fora came into existence after the enactment of Consumer Protection Act, 1986. But every law perishes as the faith in justice delivery system is not made and then arises a need to for an alternative method. This is what is being done by Department of Consumer Affairs as there is delay and pendency in consumer fora. The persons heading the law should have protected the interest of the consumer fora at any cost. The fora are required to protect the interest of consumers at whatever cost it may be. The law provides each and every aspect of consumer protection has to be provided for by the trader and service providers. Consumer has to be compensated and given redressal within few months. When the courts failed the people moved towards the consumer fora for quick and inexpensive justice. Now, the people are looking for alternatives as the consumer fora have failed them. The consumer new interest is developing in mediation and conciliation for justice. This is nothing but abdicating its responsibility to other. Mediation is very technical and there are various kind. In India the story has just started. He explained judicial mediation, court order mediation, statutory mediation, private mediation. This is age old system ingrained in Panchayhati Raj System in India. The idea is to bring people to an amicable solution.

Sh. Kishan Parmar, GC Member, CCC

He gave the vote of thanks at the end of third subject session on **Mediation – a need of the day**.

Dr. S. R. Khanna, GC Member, CCC

He said first it is the responsibility of the company to resolve consumers problems. The problem is that quality management system are not being followed by companies in actual. Wherever there is complaint against a company that means its quality management has broken down. There are ISO standards for complaint handling which have been adopted by BIS – ISO 10001, ISO 10002, ISO 10003. How companies can manage the complaints outside the company is provided in ISO 10003. There is need to explain the Company's management that these standards are for the welfare of Company. This would also enhance consumer loyalty. However, commitment from top management is required to implement these standards.

In India 3 level approaches is required – 1st level of seller/service provider, 2nd level of regulatory authority and the last level is the court. There is need to change the law and ISO standards should be made compulsory.

Mr. S. C. Sharma, Director, CCC

Mediation is inbuilt in our old civilization. Mediation is the need of the hour and looking at the pendency there is need to look for alternative. CORE Centre is also resolving disputes through mediation. There is need for better implementation of mediation process. The message of taking up mediation before litigation should be spread among all. He expressed hope that by mediation, we will get better results for redressal of Consumer Grievances.

Prof. S. R. Khanna presented resolution of the Seminar in the valedictory session as given below:-

1. Whereas there are lakhs of court cases pending in different courts including the consumer courts and whereas settlement through consumer courts is expensive there is also appeal after appeal and whereas mediation for

settlement of consumer disputes redressal is more speedy and less expensive and simple & mutual. And whereas Consumers all over the country from rural and urban area shall be benefited if a National Mediation Center is established, this National Seminar on Consumer Mediation proposes that Government of India and all stake holders to support in establishing and maintaining a National Consumer Mediation Centre for resolution of consumer disputes.

2. The economic growth is increasing the scale and size of consumer disputes. The Government needs to ensure that companies really give and services address grievances of their Consumers in the first instance. They should not be allowed to escape their responsibility in addressing each consumer grievance by pushing consumer to go consumer courts in absence of any meaningful response for the co. concerned. The Government should ensure that each company selling Consumer goods, and services should set up complaint handling system as per IS 10000. This can be made mandatory under law.

3. In case the company is not able to settle the disputes at its level there should be a Mediation article between the company and the consumer courts. We appreciate the work done by banks and insurance ombudsman as an avenue of compulsory mediation. We welcome the recommendation for setting up such ombudsman for Civil Aviation and Real Estate sector under laws prepared to be enacted for these sectors. We call upon Government to set up such ombudsman for other sectors like medical services, white goods / consumer develops railing etc.

4. We also call upon different industries to take initiative for subjecting consumer disputes through Mediation in accordance with ISO 10003. Each company should arrange that it will commit itself subject to mediation if the consumer has been dissatisfied with the response to a consumer complaint. Only if a consumer is not satisfied with outcome of Mediation should have to go for adjudication under consumer protection act 1986. We also call upon Government to initiate to establish, consumer mediation centres at the district level in all states.

Vote of Thanks

Sh. S. C. Sharma, Director, Core Centre/CCC conveyed vote of thanks to all presents.

The seminar ended with National Anthem

ANNEXURE-1.

PARTICIPANTS AT THE NATIONAL SEMINAR ON CONSUMER MEDIATION HELD ON 24TH MARCH 2012

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ANNEXURE-2

FEED BACKS

S. No.	Name of the participants	Name of the organization	Feedback	
			Topics for future	Suggestion
1.	Dr. N.C. Jain	JD-25B PITAM PURA DELHI-110034	1. RTI. for day to day 2. RTI .Mediation Centres.	Penalty clause for the delay from the Govt. side (say Consumer forum) etc. should be strictly applied .Most of the cases Govt. official does not reply the letters even after 1/2/3 reminders.
2.	Mrs. Anju Bajaj	1296 M/E Bahadurgarh 124507.Haryana E.C Member (Consumer forum Delhi)	Yes these kind of awareness prof. should be done at district and stay forum also the need of the hour is that one needs to go for training in send subject. 2.(Awarenessfor the bills)to go PVR's on across the ...at many times you...get the bills neither one ask for .It should be mandatory and also one is ...for the ...will the toy.	The cases as referred, should be encouraged or the mediation, it will speed up the solutions, and have healthy environment .Maybe in the rural areas to be organized maybe with the help of the Panchayats medicine awareness is also must.
3	Mr.VijaykumarUpadhyay	Honda Motorcycle & scooter India Pvt.LTD.plot no 1&2 Sector-3 ,IMTManesorGurgoan - 122050,Haryana India .	Yes How to organize the Mediation Centre near to our Locality or Society. 2.total floor to Organize Mediation	V. Good to be continued till the benefits to al the Consumers.

4	Mr. N.P. Manaktala	I 301, Son vihar R.K puram New Delhi 110022	Yes include cases connected with Mobile phones ,and taxi Scooter services at Railway station and for going to Airport	Hold future programme on similar linesat the same place preferably constitutionclub.
5.	Mr. Girish shah .Asst. Manager (Complaints redressal)	Consumer education & research centre "SurakshaSankool" thatAhmadabad -380054	Insurance Mediclaims misleading Advertisement .	Expending such Quality Seminars on different subjectsregularly .
6.	Col. G.R.S .Thakur	68 Sidhartha Enclave New Delhi -110014	Competitions law & policy.	Too much traffic of members into and out of hall during the seasonsmaybeControlled,by politely asking the leaving /entering persons. He may like to wait,if he knows that he will be questioned.
7.	Sh. M. V. Mathew	NOCER-India		Consumer complaints are settling through mediation the time effort money will be less and the consumer will get their complaints settled earlier. As per our experience we have settle more than 4000 complaints within 4years. But it is not interesting to some Advocates and some Bureaucrats since they have financial loss. It is a good idea and it should be supported by and funded by the Govt. of INDIA. Through CONSUMER WELFARE FUND. We can have a discussion on this and CCC can take project with its member organizations in all states.
9.	Sh. Amrit Lal Saha	Chairman, CCC	CCC should be strengthened as a Federation by extending membership to all genuine VCOs and by establishing networks of all VCOs, NGOs, and all stake holders.	CCC should empower itself to work more effectively for redressal of consumer disputes/grievances by Consumer Mediation.
10.	Sh. M. K. Reddy	Consumer Awareness Research Center		Let me congratulate you on the occasion of conducting a successful work shop on CONSUMER MEDIATION at NEW DELHI, on 24-03-2012 at Constitutional Club. You have organized wonderfully. I wish, Under your dynamic leadership in future CCC will achieve many more goals. Thanks for your excellent arrangements and hospitality on the occasion of CONSUMER MEDIATION

				WORKSHOP held at DELHI. The credit will go to entire your team. With the team work we will achieve many more goals in future

Thank you for sharing this with us. You captured the feeling of the seminar very well in the photos. I hope it would not be too much of a trouble if we request for a short (maybe 2-3 paragraph) write up of the seminar, so we may highlight this in our bulletin/newsletter.

I went to your website at <http://www.cccindia.net/>, and found the photos of the seminar as well. That's great.

We are very happy that it was a well organised seminar and even more so, had a very good turnout of participants. Kudos to you and your team for making this happen!

MICHELLE TAN

Member Services & Programmes Officer

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The global voice for consumers: <http://www.consumersinternational.org/>

First of all my apologies for not being able to take part in ... programme. I got the feedback from Dr. Sapna that it was very well organised and meaningful discussions took place. Congratulations to you

Prof. Suresh Misra

IIPA, New Delhi

[Quoted text hidden]

It was an interesting interaction during Floor Discussion in the First Session and ... Keynote Address was quite illuminating insofar as the government position on "Mediation" in consumer disputes is concerned.

In fact I could not understand the thinking behind the seminar - whether it was one of creating awareness about the importance of Mediation among

CCC members or was intended to discuss the articulation of the Mediation Process in Consumer Protection vis-a-vis Media Centres.

The participants did not appear to make a difference between arbitration and mediation. Arbitration has a legislative sanction while mediation has a societal approval where lawyers are not wanted. Heading of a Mediation Centre by a participating lawyer is a deliberate attempt to them in the business of consumer protection which has been opposed tooth and nail, at least by organisations like Binty, to keep them out of the bounds of consumer protection.

We need understand that knowledge of law and practicing of law are two different applications, and in Mediation we cannot have practicing lawyer (that black coat wearers). While in a way locating of Mediation Centres in premises of District Forums (where black coats dominate) could be welcome for ease of approach, but it could be a disguise for slowly and slowly allowing infiltration of advocates in mediation process. Therefore, let us not think of locating Mediation Centres in District Forum campus.

The Mr. M. Krishna Reddy, V-C CCC, raised a very pertinent point when he said that the Mediation Centres must not be headed by either from Business Community or from VCO sector for an unbiased adjudication of disputes at the Mediation Centres - for an inherent vested interest. I add to this one more concern, and that is, such an appointee must be free from political affiliations. Therefore, we must think of having a committee of prominent persons (three) for selection to the position of a Director/Additional Director of Mediation Centre.

Dr. SapnaChadha from IIPA suggested in her presentation that Mediation medium may be funded by the Business community. This is not acceptable, at least to me. The reason is simple; Here we are talking about settlement of disputes arising out of a business transactions and the parties are sellers and buyers. If the mediation is funded by the Business, it will mean buying of the favourable settlement.

States' Consumer Protection Councils:talked about the absence of Consumer Protection Councils in the States. As I told ... in the seminar, I have myself in Delhi gave in writing a number of times about setting up the Councils right from the CM to the Minister CAffairs to the Secretary C-Affairs. I am also on record having written a number of letters to the SecyMoCA, but in vain. Mr. Haroon Yusuf, Minister of CA in Delhi Government had assured me of setting up the Council by 28th February, 2011, but it turned out to be a false promise.

Today, I feel, the only avenue open is for the MoCA to file a case in the Supreme Court for establishing the State CPC. We in Binty may take the

initiative, but we do not have the funds to meet with the expenses in SC. My request to (the Additional Secretary) to please take the initiative of filing the case against the States for not complying with the provisions of CPA and create a precedence for the future bureaucrats in the Ministry to be active protectors of consumer interests.

G C Mathur
Convenor-Trustee Treasurer, Binty
(A Voluntary Consumer Organisation)
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ApakaInvitaion mil gayatha, mane tatkalki rail tickitbhilelithi....
magarmeribhanjike husband expairhoye the is liye me delhinahiapaya

Hearty sorry for this inconvenience....
PrakashBosamia
Bhavnagar. Gujarat

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Those who have not sent their feed back may kindly send the same for record.

ANNEXURE-3



PROGRAMME

National Seminar

On

CONSUMER MEDIATION: A better Option

Organised by: Consumer Coordination Council (CCC)
Supported by: Department of Consumer Affairs, Govt of India

24th March, 2012

*Venue: Deputy Chairman Hall 2nd Floor,
CONSTITUTION CLUB OF INDIA, RAFI MARG, NEW DELHI - 110001*

9:00 A.M. Registration and networking

10:00 A.M. Inaugural Session

One Minute silence for Peace, Solidarity & National Integration

Welcome and Introductory Speech by Sh. Amrit Lal Saha, Chairman, CCC (8 min)

Inauguration by lighting lamp & speech by Smt Ramaben Mavani, Former Chairperson, CCC. (10 min)

Key-note address by Shri Pankaj Agrawala IAS, Addl. Secretary, Ministry of Consumer Affairs, Food & Public Distribution, Department of Consumer Affairs, Government of India. (20 min). spoke in the Next session.

Address by Dr. Sapna Chadah, Assistant Professor, IIPA (20 min)

Address by Shri Patrick von Braunmuehl, Senior Advisor GIZ, Germany (10 min)

Address by Sh. M. Krishna Reddy, Vice Chairman, CCC (7 min)

Vote of thanks by Sh Abhishek Srivastava, Chairman, Org Committee (5 min)

11:15 A.M. Tea Break and networking

1st Session

11:30 A.M. Mediation as an Alternative Disputes Resolution

Chairperson: Ms. Jayashree Gupta, IAS, Ex. Joint Secretary, Ministry of Consumer Affairs, Government of India

Co-Chairperson:- Sh. Arun Kumar Misra, GC Member, CCC

Key-Note Address (20 min)

Address by the Chairperson (8 min)

Address by Brig. J. S. Phoolka, Adviser, CAC, Chandigarh (8 min)

Address by Sh. Arpit Batra, Additional Director, Mediation Centre Delhi (8 min)

Address by Ms. Sheetal Kapoor, Assistant Professor, Kamla Nehru College, Delhi University (8 Min)

Address by D Sengupta, AddlDirector , Indian Council of Arbitration
FICCI, (8 min).

FLOOR DISCUSSION

Vote of thanks by Co- Chairperson (5 min)

1:00 A.M.

Lunch and networking

2.00 P.M. 2nd Session

Mediation and its Global Context

Chairperson:-AlokAgarwal, Consumer Forum Delhi, Advisor, IMS
College of Law, NOIDA

Co-Chairperson Dr. P. Rama Rao, GC Member, CCC

Address by Chairperson (10 Min)

Address by MsSwathyPerla, Consumer Association of India, Chennai
(2 0 min)

Address by Dr. PoonamPande, Project Associate, GIZ (Germany),
(8 min)

Vote of thanks by Co- Chairperson (5 min)

3:00 P.M. 3rd Session Mediation – a need of the day

Chairperson :- Justice Sh. J.D. Kapoor, Former President, Delhi State
Commission.

Co-Chairperson: - Sh. KishanParmar, GC Member, CCC

Address by Chairperson (20 min)

Address by Dr. S. R. Khanna, GC Member , CCC (10 min)

Address by Shri S.C. Sharma, Director, CCC/Core Centre (7 min)

Vote of thanks by Co- Chairperson (5 min)

4:00 P.M.

Tea Break and networking

Valedictory Session

4:15 P.M. Chairman:- Sh. R. K. Kaplash, Immediate Past Chairman, CCC

Co- Chairperson:-Mrs. Ramaben R. Mavani, Past Chairperson,
CCC

In the Dais all GC Members, CCC & Org Committee members

Summing -up by Dr. SapnaChadah, Assistant Professor, IIPA

Resolution by Prof. S. R. Khanna, GC Member, CCC

Vote of thanks by Sh S C Sharma, Director, CCC

---National Anthem---

Master of Ceremony Ms. Amrita Sehgal, Sr Vice Chairman,
With Brig J S Phoolka, Adviser, CAC, Chandigarh

Inauguration of National Seminar followed by 1st Subject Session and
valedictory Session3 photo graphs follows:





