

Registration Fee Details

Participants	Fee (Rs.)	
	Without Publication	With Publication
Academicians and Research Scholars	Rs.300	Rs.1000
Students	Rs.200	Rs.800
Industry	Rs.300	Rs.1200

Note: The Registration fee includes Registration Kit, Certificate, Lunch and Refreshments. Seminar Volume in the form of Editorial Book with leading publisher will be released on the day of Seminar. The Registration fee can be paid online through UPI Payments. Registration fee can be paid to Phone Pe/GPay

@ 9492645074, Ms. Lingala Anusha, Faculty Member

*Organising Committee***Chief Patron****Dr. Ch. Devender Reddy**

Secretary cum Correspondent, Vaagdevi Colleges

Patron**Dr. Ch. Vahini Devi**

Director-Academics, Vaagdevi Colleges

Advisors**Prof K Raji Reddy**

Director-MBA, Vaagdevi Degree & P.G. College

Dr. A. Sheshachalam

Principal & Chairman, Vaagdevi Degree & P.G. College

Dr P Harender Reddy

Vice-Principal, Vaagdevi Degree & P.G. College

Seminar Director**Dr. S Mahender Kumar**, HOD-MBA**Conveners****Dr. Suresh Chandra Ch.****Dr. Sugunakar Reddy P.****Coordinators****Mr. A Rajin Kumar, Mr. B. Kishore Kumar****Ms. T. Anusha, Dr. D. Prem Kumar****Dr. Ch. Prashanth Rao, Ms. Ch. Karuna****Dr. P. Ajith Kumar, Dr. B. Chandrakala Naik****Ms. S. Shambhavi****Venue : Auditorium**

MBA Block

Vaagdevi Degree & PG College

Hanamkonda, Warangal

Telangana State – 506001

Organized by**DEPARTMENT OF BUSINESS MANAGEMENT****VAAGDEVI DEGREE & P.G. COLLEGE**

Hanamkonda, Warangal - 506 001

One-Day National Seminar on**CONSUMER RIGHTS - ISSUES
AND CHALLENGES IN THE NEW ERA****22nd December, 2023****Organized by****DEPARTMENT OF BUSINESS MANAGEMENT****In Association with IQAC****VAAGDEVI****DEGREE & P.G. COLLEGE****(Affiliated to Kakatiya University)****Warangal, Telangana State**

ABOUT VAAGDEVI DEGREE & PG COLLEGE

Vaagdevi Degree and P.G. College is one of the Oldest and Prestigious Educational institutes in Telangana State, catering to the higher educational needs of this region. The College was established in 1993 by Viswambhara Educational Society and affiliated to Kakatiya University. The vision of the college is to be a premier centre for management education to groom talents of the region to match expectations of stakeholders in the contemporary global business environment. The College is managed by eminent educationists and social workers who are dedicated to the cause of imparting quality and value based education to the needy people of this region. Over the years, the College has earned a reputation of imparting high quality education with holistic approach of developing overall personality of students. The college received NAAC – A accreditation in January, 2023 by the National Assessment and Accreditation Council, Government of India and ISO 9001:2000 certification for the excellence in Quality Education.

ABOUT THE DEPARTMENT:

MBA Programme was started in the year 1997 and by now Twenty Five batches were passed out from this college. Ever since its inception, the Department is striving to provide professional and quality education to meet the expectations of industry and academics. The Department is aimed to achieve its mission to impart Quality management education through innovative pedagogy, development of soft skills, state of the art infrastructure, collaboration with stakeholders with focus on student centeredness, values and continuous knowledge upgradation in the serene campus environment. The College provides state of the art infrastructure including Spacious Class rooms, Modern teaching aids, well equipped Computer Lab, Digital Library, and Seminar Hall with digital access apart from qualified, dedicated student friendly faculty. The department has rich tradition of conducting Workshops, FDPs and Training Programs for various stakeholders. Senior Faculty of the Department will regularly involve in arranging the Seminars, Workshops, Training Programs, Student Management Meets(MANTRA – A State Level Management meet), and Competitions which create the Department electrifying with various programs. The Department is lead by experienced faculty members with Ph.D, NET and JRF qualification and possess over 100 publications.

ABOUT THE SEMINAR

21st Century is witnessing emergence of wide number of companies and services in the era of mushrooming competition between companies often leading to deceptive trade practices and the concern on Consumer Rights and Consumer Protection is often becoming a central issue. Development of technology, increased availability of choice, rising utilization of online transactions often creating challenges to consumers not to fall in trap by biased and unfair trade practices. The Consumer Protection Act, 2019 widened the scope of dealing with unfair trade practices especially E-Commerce, Product Liability and Unfair Contracts. To support the celebration of National Consumer Rights Day also referred as **National Consumer Day on 24th December** every year, the National Seminar provide facilitation and pledge to share and educate the consumer awareness and Consumer Rights. The Seminar endeavors to create a forum for comprehensive discussion on importance of Consumer Rights, Awareness towards emerging Business and Marketing practices, empowerment of consumers to tackle with various frauds and promote responsible consumption. The Seminar is an ideal avenue for Academicians, Industry, Professions and Students to network deliberate and share the knowledge, experiences, problems, outcomes and the collaboration is aimed to empower the consumers and bring the thoughts into a comprehensive form. The Seminar will be organized in Offline Mode.

Call for Papers

The Seminar will be organized on the following three broad themes.

Theme-I: Protection of Consumer Rights – Regulatory Framework

- ❖ Evolution of Consumer Protection Laws in India
- ❖ Consumer Rights in the Contemporary World
- ❖ Role of Sectoral Regulators- SEBI, TRAI, IRDA, RBI, FSSAI, CCI etc.
- ❖ Recent Amendments in Consumer Protection Act, 2019
- ❖ E-filing of Consumer Complaints and their Disposal
- ❖ Consumer Rights and Role of Consumer Forums towards Redressal Mechanism
- ❖ Role of Consumer Forums –District, State and National Level

Theme-II: Consumer Deception, Awareness and Empowerment

- ❖ Financial Frauds, Mobile Banking, E-Commerce Frauds
- ❖ Consumer Protection with respect to Goods and Services through Social Media Platforms
- ❖ Consumer Movements, Role of Consumer Organizations
- ❖ Online Frauds, Fraudulent Practices, Consumer Deception
- ❖ Awareness towards Pharmaceutical Products & Medical Services
- ❖ Consumer Helpline, Consumer Online & Empowerment Centre
- ❖ Deceptive and Fraudulent Advertisements

Theme-III: Emerging Issues of Consumer Rights

- ❖ Fake Reviews on E-Commerce Platforms
- ❖ Consumer Rights over Services
- ❖ Food Safety and Violations
- ❖ Chain Marketing Frauds
- ❖ Product Liability and Consumer Safety
- ❖ Emerging Trends and Future Challenges
- ❖ Online Betting and Games Platforms

Any other relevant topic relevant to broad theme of the Seminar is also encouraged for submission.

Author Guidelines

We invite original unpublished papers for the National Seminar. The abstract and full paper will undergo blind review before selection. All papers will be published in ISBN Edited Book which will be released on the day of Seminar and selected papers will be recommended for UGC CARE Publication.

Guidelines for abstract and full paper submission:

The author(s) are requested to submit the abstract not exceeding 150 words. The paper should be in MS Word, "Times New Roman" Font Style, 12 font size for text with 1.5 line spacing and APA style for references. The article/research paper should not be more than 4000 words in A4 size.

All Correspondence should be done through following E-mail ID:

consumerseminar2023@gmail.com

Contact: Dr Suresh Chandra Ch (9177096356) or
Dr P Sugunakar Reddy (9866252530)

Best Paper Award

"Best Paper" will be awarded in each Track based on Quality of the paper, Presentation and clarifications on paper during the Seminar. Best Paper Awardees will receive a Certificate of Appreciation, Memento and a cash prize of Rs.1000 distributed during the Valedictory session.

Important Dates:

Last date for submission of Abstract : 20-11-2023

Intimation of acceptance of Abstract : 22-11-2023

Last date for Submission of Full Paper : 09-12-2023

Note: Full paper submitted on or before 9th December, 2023 will only be considered for the publication and Best Paper Award.