

# 3-day Workshop for Consumer Court Judges

## 11<sup>th</sup> to 13<sup>th</sup> June, 2019

### Objectives:

- 1) To enhance the understanding of Consumer Laws and Procedures in Consumer Courts.
- 2) To orient the new D&SJs with basic concepts of Consumer Laws and their application.

<b>DAY ONE</b>			
<b>Tuesday, 11<sup>th</sup> June, 2019</b>			
Time	Topics	Resource Person	
08:30 – 09:00 a.m.	Registration of the Participants		
09:00 – 09:30 a.m.	<ul style="list-style-type: none"> <li>• Welcome by Director General PJA</li> <li>• Address by Hon'ble Chief Justice, Lahore High Court, Lahore.</li> </ul>		
09:30 – 10:00 a.m.	Pre-Course Baseline Questionnaire/ Introductions		
10:00 – 11:00 a.m.	An overview of Consumer Laws and the role of Consumer Courts <ul style="list-style-type: none"> <li>• The Punjab Consumer Protection Act, 2005</li> <li>• Punjab Consumer Protection Rules, 2009</li> </ul>	<i>Mr. Munir Ahmad, Executive Coordinator, Consumer Rights Commission of Pakistan</i>	
11:00 – 11:30 a.m.	<b>Tea break</b>		
11:30 – 12:30 p.m.	Understanding the Concepts <ul style="list-style-type: none"> <li>• Consumer, Manufacturer, Product and Services</li> <li>• Liability arising from defective product and services</li> <li>• The Powers of the Authority</li> <li>• The Consumer Protection Council</li> </ul>	<i>Mr. Munir Ahmad, Executive Coordinator, Consumer Rights Commission of Pakistan</i>	
12:30 – 01:30 p.m.	<b>Lunch / Prayer</b>		
01:30 – 03:00 p.m.	Consumer Courts <ul style="list-style-type: none"> <li>• Jurisdiction- Consumer Court vis a vis Civil and. Banking Courts</li> <li>• Notice by Consumer</li> <li>• Limitation</li> <li>• Pre Trial Settlement</li> <li>• Procedure on receipt of complaint</li> <li>• Technical Report</li> </ul>	<i>Hon'ble Mr. Justice Jawad Hassan, Judge Lahore High Court, Lahore.</i>	
<b>DAY TWO</b>			
<b>Wednesday, 12<sup>th</sup> June, 2019</b>			
Time	Topics	Facilitators	
09:00 – 01:15 p.m.	<ul style="list-style-type: none"> <li>• Issues and Challenges in implementation of Consumer Laws</li> <li>• Procedural Issues in Consumer Courts: Experiential Sharing</li> </ul> <p style="text-align: center;"><b>Syndicate Group Discussions</b></p>	<i>Malik Muhammad Iqbal Alitta Director, Directorate of Provincial Consumer Protection Council</i>	
	<b>Group - I</b>		<ul style="list-style-type: none"> <li>• Role of the Authority and Consumer Council in Settlement of Dispute</li> </ul>
	<b>Group - II</b>		<ul style="list-style-type: none"> <li>• Issues and Challenges in early disposal of claims</li> </ul>
	<b>Group - III</b>		<ul style="list-style-type: none"> <li>• Orders of Consumer Courts and their Execution.</li> </ul>
11:30 – 12:00 noon	<b>Tea break</b>		
01:15 – 02:15 p.m.	<b>Lunch / Prayer</b>		
02:15 – 03:30 p.m.	Formulation of Recommendations and Presentations		
<b>DAY THREE</b>			
<b>Thursday, 13<sup>th</sup> June, 2019</b>			
Time	Topics	Resource Person	
09:00 – 10:15 a.m.	Consumer Protection International perspective <ul style="list-style-type: none"> <li>• UN Guidelines for Consumer Protection, 1985</li> </ul>	<i>Ms. Angbeen Atif Mirza, Assistant Professor LUMS</i>	
10:15 – 11:30 a.m.	Ethical conduct for manufacturer, distributors of goods and services	<i>Mr. Asim Mullick</i>	
11:30 – 12:00 noon	<b>Tea break</b>		
12:00 – 12:30 p.m.	Feedback – Wrap up		
12:30 – 01:00 p.m.	Concluding Ceremony		
01:00 – 02:00 p.m.	<b>Lunch / Prayer</b>		