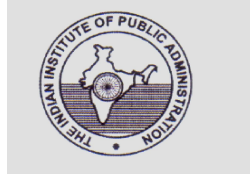


**WORKSHOP ON
CONSUMER PROTECTION AND CONSUMER WELFARE**

December 11-13, 2017



**Organized by
Andhra Pradesh Human Resource Development Institute
Government of Andhra Pradesh
Bapatla, Guntur Dist.**



**In collaboration with
Centre for Consumer studies
Indian Institute of Public Administration, New Delhi**

Sponsored by



**Department of Consumer Affairs
Ministry of Consumer Affairs, Food and Public Distribution
Government of India**

**CONSUMER PROTECTION AND CONSUMER WELFARE
11 – 13 December, 2017**

Workshop Schedule

Monday ::11.12.2017		
Time (Hrs)	Speaker	Topic
09:30 - 09:40	Sri D Chakrapani IAS (Retd.) Director General	Welcome Address
09:40 -10:00	Inaugural Address	Dr. A S Ramasastrri, Director, IDRBT
Coffee/Tea : 10:00 – 10:15		
10:15 -11:45	Financial Services, Banking and Consumers	Dr Ramasastrri, Director, IDRBT
11:45 -13:15	Consumer Protection and Welfare: An Overview	Prof. Suresh Misra, CCS/IIPA
Lunch: 13:15 – 14:15		
14:15 -15:45	Consumer Protection: Law and Policy	Dr. Sapna Chadah CCS/IIPA
Coffee/Tea : 15:45 – 16:00		
16:00 -17:30	Banking Services for Consumers	Sri D K Brahma Naidu

Tuesday ::12.12.2017

Time (Hrs)	Speaker	Topic
09:30 - 11:00	Misleading Advertisement and Consumers	Prof. Suresh Misra, CCS/IIPA
Coffee/Tea : 11:00 – 11:30		
11:30 -13:00	Medical Negligence and Consumer	Dr. SapnaChadah CCS/IIPA
Lunch: 13:00 – 14:00		
14:00 -15:30	Consumer Education and Awareness	Prof. Suresh Misra CCS/IIPA
Coffee/Tea : 15:30 – 16:00		
16:00 -17:30	Insurance and Consumer & Working of Consumer Redressal Agencies in Andhra Pradesh	Sri Hazarathrao Retd. Judge , District Consumer Forum, Guntur

Wednesday ::13.12.2017

Time (Hrs)	Speaker	Topic
09:30 - 11:00	E- commerce and Cyber Frauds	Sri Veerabhadra Rao Cyber Security Analyst(R&D),eSF Labs ltd Vijayawada,Gujarat,Hyderabad
Coffee/Tea : 11:00 – 11:30		
11:30 -13:00	Food Safety and Consumer	Sri S Ghouse Mohiddin Assistant Food Controller and Designated Officer, Guntur
Lunch: 13:00 – 14:00		
14:00 -15:30	Legal Metrology and Consumer	Sri M Venkat Rao Assistant Controller, Legal Metrology
Coffee/Tea : 15:30 – 16:00		
16:00 -17:00	Feedback and Evaluation	
17:00 -17:30	Valedictory Session	