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WORKSHOP ON “CONSUMER PROTECTION & CONSUMER WELFARE”

IIPA, J& K Regional Branch in collaboration with Centre for Consumer Studies, IIPA New Delhi and Food Civil Supplies & Consumer Affairs Department, J&K organized Two Day Workshop on “Consumer Protection & Consumer Welfare” at Leh (Ladakh) during October 3-4, 2018. This was the first time when the J&K Regional Branch organized a programme in Leh which was highly appreciated by the participants and expressed their desire that such workshops should be organized more often in Leh for the benefit of consumers.



L to R : Ruth Mary, Dr. Sapna Chadha, Dr. Ashwani Jotra, Dorjay Matup, Prof. Suresh Misra, Col. (Retd) Karan Singh

During the two days, the resource persons included Prof Suresh Misra, Chair-Professor & Coordinator, CCS, IIPA, New Delhi; Dr. Sapna Chadah, Assistant Professor, CCS, IIPA; Shri Nisar Ahmed Wani, Director FCS & CA, Kashmir; Shri Vishal Ray, Faculty J&KEDI; Shri Abdul Rashid, LDM, SBI, Leh; Shri Bashir Ahmed, Drug Controller, Leh. They delved upon various issues including consumer protection scenario in India, PDS- Expectations of Consumers, rights of the consumers in tourism sector, consumer education and awareness, role of banking ombudsman, drug safety and consumers, medical service and consumers.

Shri Dorjay Motup, Chief Executive Counsellor, LAHDC was the Chief Guest for the Valedictory Session. He

facilitated the dignitaries and presented mementos on successful completion of the two day workshop.



L to R : Prof. Suresh Mishra, Sh. C. Phunsog , Ms. Sargun Shukla

Ms. Sargun Shukla, IPS SSP, Leh said

- In the era of consumerism, the problems of consumers are multiplying and new challenges are thrown on him.
- It is imperative to create awareness among consumers about their rights and educating them about the various legal and policy measures.
- As the police department is involved in every aspect of citizen's life, they can play a critical role in protecting the rights of the consumers.



Dignitaries presenting memento during the workshop



Participants of the workshop with Prof Suresh Misra and Dr. Sapna Chaudhri

Prof. Suresh Misra, Chair-Professor & Coordinator, CCS, IIPA, New Delhi in his remarks said

- Globalization, liberalisation and new technological developments have given rise to consumerism.
- E-commerce despite its inherent advantage has made the consumers more vulnerable. They face problems of fake products, defective products, misleading offer and schemes as reflected in increasing complaints related to e-commerce at National Consumer Helpline.



Participants from various departments during training

- The new Consumer Protection Bill, 2018 is having many new provisions to deal with issues related to e-commerce.
- Recommended the establishment of State Level Consumer Helpline and introduction of consumer protection in school curriculum for empowering the youth.

Shri C. Phunsog IAS (Retd.), Former Chief Secretary, J&K in his presidential remarks said

- It is the duty of the traders and service providers to ensure customer satisfaction and safeguard the interest of the consumers.
- It is duty of the government to ensure protection of

consumers' rights through appropriate implementation of law and policy for benefit of consumers. The government has dual responsibility, to keep both consumers and traders happy.

- The government has to ensure 'Value for Money' for consumers and 'Money for Value' for traders.
- The consumers also have responsibilities beside their rights which they should fulfill. He emphasized if the officials have will they can bring many changes in existing framework for the betterment of the consumers.

Dr. Aahwani Joira, Sahyog India presented the welcome address while Ms. Ruth Merry, Asstt. Director, FCS&CA, Leh presented vote of thanks during the closing ceremony. Lt. Col. Karam Singh, Member, Executive Committee, IIPA also spoke during the occasion.

The workshop was attended by over 120 delegates from various departments including Department of FCS & CA, Police, Drugs & Food Control Organization, Legal Metrology, Education Department. This was the first workshop on consumer protection to be organized in Leh.

TRAINING PROGRAMME ON "ETHICS IN PUBLIC ADMINISTRATION"

IIPA, J&K Regional Branch organized a one day training program on "Ethics in Public Administration" on July 21, 2018. Dr. Ashok Bhan, IPS (Retd), Former DGP, J&K Police; Mr. D.C. Raina, Advocate General, J&K; Prof Reva Sharma, Director Trainings J&K IIPA & RD; Mr. Amit



In picture : Dr. Ashok Bhan , Er. J B S Jaber, Sh. D C Raina, Prof Reva Sharma, Dr. Anil Gupta

Sharma, KAS Director CAPD Jammu and Prof Keshav Sharma, Dean Academic Affairs, University of Jammu deliberated upon themes including citizen's centric governance, ethical issues for good governance, role of technology for ethical & moral dispensation in administration, and accountability in public administration'.

The key observations made by the speakers were

- Ethics forms the fundamental basis for citizen centric governance and all the actions of a public servant should be “citizen centric” and should reflect transparency.
- Dr. Ashok Bhan advocated that 'Nexus Model of governance' should be replaced by 'Citizen Centric Model' and rules must not become impediment in the delivery of services at government level.
- There is a strong need of 'preventive vigilance' rather than 'punitive vigilance'.
- Ethics in public administration is an interface between accountability and responsibility vis a vis personal life.
- Technological intervention all levels of governance should be promoted to tackle the culture of corruption.
- Mr. Amit Sharma said that future of governance lies in creating open systems where the human interactions are minimized with an objective to eliminate bias.
- Self accountability become the prerequisite for public accountability.
- Mr D C Raina emphasized that public servants should be aware of all the relevant laws and should be accountable for all his actions while delivery service.
- Prof Reva Sharma proposed the concept of inner governance and said that it is important to integrate oneself with self, others and environmental in promoting ethical governance.

Prof. Alka Sharma, Director (Seminars), IIPA introduced the subject; Dr. Anil Gupta, Joint Secretary presented the report; Ex. J B S Johar, Honorary Secretary, IIPA presented the formal vote of thanks while Dr Komal Nagar, Joint Director Seminars conducted the proceedings of the function.

A total of 140 participants from 22 departments of J&K government including Civil Administration, J&K Police, Rural Development Department, University of Jammu, Traffic Police, Sheep Husbandry, J&K SIDCO, SK Police Academy Udhampur, PWD, Consumer Affairs and Public Distribution, Stores Procurement, CID, Legal Metrology, Traffic Police, ICDS Jammu, CID, Agriculture Dept, CUJ, RTO, Food & Drugs Controller, JDA, J&K Bank, Health Dept., participated in the training programme.

LECTURE ON PEACE PROCESS IN J&K

IIPA, J&K Regional Branch organised a lecture on “Peace Process in Jammu and Kashmir” by former Director General of Police Dr Ashok Bhan on September 9, 2018. Shri Khurshheed Ahmed Ganai, Advisor to the Governor, was the Chief Guest.



L to R: Dr. Ashok Bhan, Shri Khurshheed A. Ganai, Ex. J B S Johar

The key highlights of the lecture were

- The role of electoral exercises including assembly poll of 1996, 2002, 2008 and 2014, periodic Lok Sabha elections and Panchayat elections of 2011 reduced the democratic deficit.
- The 2014 assembly elections was a landmark in the Peace Process for reasons including low levels of violence; free, fair and peaceful elections; a high voter turn-out; and marginalizing of separatists.
- The assembly elections results, according to him, were a mandate for democratization, fulfilling conflicting regional aspirations and all round development.
- Due to inability to harmonise conflicting regional aspirations and 'maximalist stands', the coalition Government failed to fulfill the mandate and eventually fell, giving a serious blow to the peace Process.
- He discussed important trends leading to the interruption of the Peace Process including relations with Pakistan, stand of separatists and alienation of youth.



Enthusiastic citizens attending the lecture

- He proposed that firm action against terrorists and separatists, all round development, addressing the youth and reaching out to various stake holders as essentials to put the peace process on rails again.

Khurshid Ahmad Gansai, IAS (Retd), Advisor to Hon'ble Governor Jammu & Kashmir in his remarks said

- credible and participative democratic process will strengthen peace process in J&K.
- emphasized on need of good governance and
- strengthening the bonds between people from all three regions of the state to ensure peace and brotherhood.

Prof. Alka Sharma, Director (Seminars) introduced the subject while Ex. J B S Johar, Honorary Secretary presented the formal vote of thanks. Dr. Anil Gupta, Joint Secretary, IIPA conducted the proceedings of the function.

LECTURE ON "ROADMAP FOR JAMMU SMART CITY"

IIPA, J&K Regional Branch organized a lecture on "Roadmap for Jammu Smart City" on July 7, 2018. Shri Sanjeev Verma, IAS, Divisional Commissioner Jammu was the Chief Guest. Sh. Ramesh Kumar, IAS, Deputy Commissioner Jammu was the key resource person. Dr. Ashok Bhan, IPS (Retd.) and Patron, IIPA presided over the function. Sh. Vinod Malhotra gave a background to Jammu as a Smart city.

The key highlights of the lecture were

- In order to fully realize the benefits of smart city there is a strong need to take care of unplanned growth.



L to R: Prof. Alka Sharma, Ex. J B S Johar, Sh. Sanjeev Verma, Dr. Ashok Bhan, Sh. Ramesh Kumar, Sh. Vinod Malhotra

- The role of citizen engagement in developing Jammu as the Heritage city is critical.
- To facilitate the execution of smart city projects, regular interactions with the relevant stakeholders is imperative.



Participants during the lecture

- Dr. Bhan proposed a development model for Jammu with a focus on retrofitting, Redevelopment, Greenfields and Panscity development. He emphasized on achieving success with inclusivity and sustainability.

Prof. Alka Sharma, Director Seminars presented a formal welcome address and conducted the proceedings and Honorary Secretary, IIPA Sh. J B S Johar presented the formal vote of thanks. The lecture was attended by IIPA members, officers of JMC, JDA, Town Planning Organization, PWD, PHE and other departments.

SEMINAR ON WORLD TOURISM DAY

IIPA, J&K Branch in collaboration with School of Hospitality and Tourism Management (SHTM), University of Jammu organized a seminar on "Jammu Tourism: Potential, Challenges & Way Forward" celebrating World Tourism Day on September 27.

Sh. Parvez Dewan, IAS (Retd.), Former Secretary, Ministry of Tourism, Government of India; Sh. S M Sahni, Convener, INTACH; Dr. C M Seth, Vice-Chairman, IIPA (J&K); Prof. Parikshat Singh Manhas, Director, SHTM and Mr. Vaibhav Sharma, Co-Founder, Travelers Dost &



L to R: Sh. Parvez Dewan, Dr. Anil Gupta, Prof. Parikshat Singh Manhas, Sh. S M Sahni, Sh. Vaibhav Sharma

Himalayas 360 spoke during the seminar. The key suggestions included

- Development of destinations should be strategically planned so that the authenticity and sustainability of the place is maintained.
- Rich tourism and cultural potential of all the districts of Jammu division should be documented and promoted independently.
- Need to promote "local tourism" wherein the people within the state explore and experience unseen places and
- Students to explore entrepreneurial opportunities in this tourism sector as it needs professional workforce.
- More emphasis on preservation and conservation of local art and craft.
- The state should announce the eco-tourism policy.



Participants and students participating in the seminar

- Encourage local community participation through well defined schemes of the government.
- Training and development of the tourism and hospitality stakeholders should be undertaken in collaboration with the University.
- Leverage digital platforms to create awareness of lesser known destinations of Jammu division.

Dr. Anil Gupta, Joint Secretary, IIPA (J&K) conducted the proceedings of the function.

SEMINAR ON DOUBLING FARMERS' INCOME BY 2022

IIPA, J&K Regional Branch organized a seminar on "An initiative by Hon'ble Prime Minister- Building a New India: Pledge to Double Farmers' Income by 2022" on June 30, 2018. Dr Pardeep K. Sharma, Vice Chancellor, SKUAST Jammu, who was the Chief Guest; Shri H K Razdan, Director Agriculture Jammu was the Guest of

Honour while Dr. Ashok Bhan, IPS (Retd), Former DGP and Patron of the branch presided over the function.

The major highlights of the discussion during the seminar were

- India being an agrarian economy the farming sector has to be strengthened through reforms.



L to R : Dr. Ashwani Jajra, Sh. H K Razdan, Er. J B S Jha, Dr. Ashok Bhan, Dr. C M Seth, Prof. Pradeep K Sharma

- "New Age Farmers" from Non agriculture background are turning towards agri-entrepreneurship which provides immense career opportunities for the youth of the state.
- Extensive marketing and integrated approach for agriculture development is desired.
- Creation of a Nodal agency to achieve optimum results in Agriculture and allied sector.
- Reforms on ground level in farm practices including proper use of irrigation and use of quality seeds which will help in doubling the income of farmers.
- Our country must prepare to meet the challenge of shrinking workforce, as World Bank predicts that the workforce in this sector will shrink from over 50% of the population to 25.7% of the population by 2050.

Dr C.M.Seth, IFS (Retd) Vice Chairman IIPA J&K Regional Branch welcomed the participants and introduced the theme. Dr Ashwani Jajra, Assistant Project Officer, Agriculture Department, deliberated on the role of Department of Agriculture in achieving the pledge to double the income of farmers by 2022. Rakesh Badyal, KAS, Additional Secretary, Department of Rural Development and Panchayati Raj, J&K spoke about the schemes implemented by Rural Development Department. He elaborated on MGNREGA, PMAWAS Yagna, Swachh Bharat Mission, and Ummed. Dr Dalip Kachroo, Registrar SKUAST Jammu presented a model for Integrated Farming System developed by the university. Chander Mohan, Deputy Director (Retd) Agriculture

Department focused on achieving goals of Gram Swarajya and make rural areas self reliant. Aman Kalaotra, AGM NABARD spoke about the interventions by NABARD and discussed how the incomes of the farmers could be increased. Lead bank Officer from SBI Bhupinder Singh while discussing the role of banks in agriculture development, assured the best possible support in agriculture development so as to achieve the mission by 2022.



Participants during the seminar

The participants, particularly the farmers, raised a number of issues with the panelists leading to a lively interaction. Er. V.N.Sharma presented the formal vote of thanks Seminar was organized under the guidance of Er J.B.S.Johar, Hony Secretary IIPA J&K Regional Branch. The programme was attended by progressive farmers from various districts of Jammu Division, Bankers, agricultural scientist from SKUAST, officers from Agriculture department and IIPA Members.

PANEL DISCUSSION ON "UNINTERRUPTED POWER SUPPLY TO JAMMU"

IIPA, J&K Regional Branch organized a panel discussion on the theme "Uninterrupted Power Supply to Jammu" on August 18, 2018. The panelists included Er Shivdev Singh Kotwal, SE PDD, Er Manihar Gupta, Supt Engineer (M&RE) PDD and Er Sanjeev Kumar, General Manager IRCON. Er D S Pawar, Former Member SERC was the moderator of the panel discussion. Er. L K Mengi introduced the topic.

The major highlights of the discussion during the seminar were

- The gap of demand and supply of electricity in the state of Jammu Kashmir and overloading in any supply



L to R : Er. L K Mengi, Er. S K Gupta, Er. D S Pawar, Er. Sanjeev Kumar, Er. Shivdev Singh Kotwal, Er. Manihar Gupta

chain results in electricity curtailment.

- Appropriate measures to educate customers about judicious use of electricity can help the department in the long run.
- PDD has taken various initiatives for augmentation of the infrastructure under various centrally sponsored schemes like augmentation, creation of new Grid Stations, Receiving Station and Strengthening of transmission lines beside creation new distribution sub Stations.
- Under RAPDRP various initiatives to improve infrastructure including adding distribution transformers have been taken to accommodate new connections and reduce power outages.
- Frequent interactions with the consumers is needed to improve the system, since most of the consumers are unaware of the activities of various agencies including IRCON and PDD being carried out for the improvement of system.

Sh K.B. Jandial, Dr C.M. Seth, Ramanand, Nissar Ahmed, R.P. Kakar Col, Karan Singh, Chander Parkash Sharma, RN Kaw and other prominent citizens of civil society pointed out deficiencies in execution of schemes for improvement of power supply are due to lack of co-ordination between PDD M&RE, Project Wings & IRCON. Dr Komal Nagar welcomed the guests and speakers were presented the medicinal plants saplings by Er J.B.S Johar and Dr C.M Seth. Er S.K Gupta presented formal vote of thanks.



Members of IIPA along with students celebrating Independence Day

INDEPENDENCE DAY CELEBRATIONS

IIPA, J&K Regional Branch celebrated the Independence Day in the IIPA Complex by hoisting the National Flag. The major attraction of the programme is the participation of the differently abled children of SAHYOG INDIA who jointly hoisted TIRANGA with IIPA members. The Flag hoisting ceremony followed by National Anthem, remembering the great sacrifices of martyrs.

ANNUAL INTER COLLEGE DEBATE AT SRINAGAR

IIPA, J&K Regional Branch in collaboration with Department of Students Welfare, University of Kashmir organized the annual debate competition on September 20, 2018, on the topic "Our Youth is not taking full Advantage of Online Information Systems". A total of 50 participants from various degree colleges and universities of Kashmir division and from various PG departments of Kashmir University participated. Prof. Talat Ahmad, Vice-

Chancellor, University of Kashmir, Prof Prof Mehraj-uddin Mir, Vice Chancellor, Central University of Kashmir spoke during the prize distribution function.

The debating team from Amar Singh College which included Asma Syed and Malik Moen Abas won the title for Amar Singh College where as Safiya Mehraj from the



In Picture : Sh. A M Watali and other dignitaries

department of Clinical Biochemistry KU won the first position and Mehak Mushtaq from Islaima College, Srinagar and Asma Syed from Amar Singh College secured the second and third positions respectively. The first consolation prize was bagged by Malik Moen Abas from Amar Singh College and the second consolation prize went to Taimum Qasir from the Department of Mathematics.

Prof Raies Ahmad Qadri, DSW, University of Kashmir spoke during the function. Shahid Ali Khan, organizing secretary conducted proceedings of the event. The function was organised under the guidance of Mr. A. M. Watali, Vice Chairman (K), IIPA J&K Regional Branch.



*In picture * Prof Mehraj-ud-din, Prof Talat Ahmad, Sh. A M Watali and others*



*In picture * Prof Mehraj-ud-din, Prof Talat Ahmad, Sh. A M Watali and participants*

PLANTATION DRIVE

IIPA, J&K Regional Branch participated in Van Mahotsav celebration organized by INTACH Jammu Chapter and Forest Department, Government of J&K on July 28, 2018. Dr. C M Seth, Vice-President led the team of IIPA during the celebrations.



Dr. C M Seth and Jatin during Plantation drive

AGM AT IIPA, NEW DELHI



In picture : Sh T Chatterjee, Dr. Ashok Bhan during AGM



Dr. Ashok Bhan sharing his views during AGM. Dr. C M Seth and Jatin from the branch attending AGM

Dr. Ashok Bhan, Patron and Dr. C M Seth, Vice-President, IIPA, J&K Regional Branch attended 64th Annual General Meeting and 62nd Annual Conference at Indian Institute of Public Administration, New Delhi during October 26- 27, 2018. The subject of this year's conference was "Role of Digital Technology in Governance".



Dr. C M Seth sharing his views

NOTICE

The 40th Annual General Meeting (AGM) of J&K Regional Branch of IIPA is scheduled for January 5, 2019 (Saturday) at 7 pm in the IIPA Complex, Jammu. All the members are requested to make it convenient to attend the AGM.

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