



Gujarat National Law University

# Advanced Training Programme On Navigating E-Commerce and Consumer Protection Laws in India

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9th to 11th August, 2024

at the Gujarat National Law University, Gandhinagar

# ABOUT THE COURSE



The rise of e-commerce has revolutionized the market and redefined business paradigms and consumer shopping behaviour in India. Rapid technological advancement and increased penetration of the internet have fostered enormous growth in the e-commerce sector in the last decade. This transformation has an impact only on the urban areas, but it has made its way to the rural parts as well, thus changing the dynamics of the Indian market to a great degree. It is growing, and with this growth, the real necessity is felt for strong mechanisms of consumer protection that really safeguard consumer rights and his interests.

The Indian e-commerce market has special diversity in products and services, creating unique challenges and opportunities. E-commerce has brought the added convenience of online shopping, providing an opportunity for consumers to easily access a more varied assortment of products, which has thereby increased their demand. This, however, has created a lot of issues relating to consumer protection, like concerns about data privacy, misleading advertisements, fraud, and lack of effective redress system due to the rapid growth. Indian government has taken several legislative and regulatory measures, feeling the need for protection to consumers in the digital age.

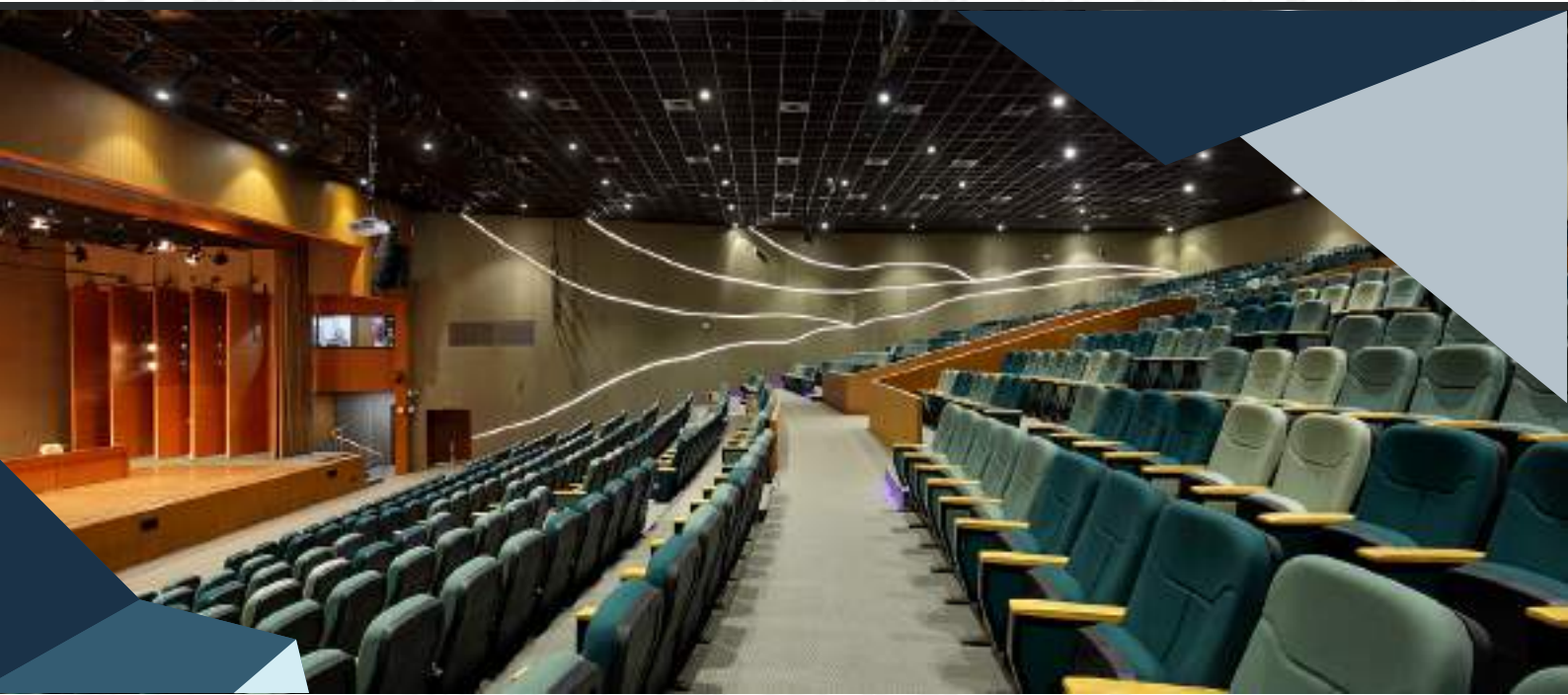
So, now in place, the Consumer Protection Act, 2019, indeed ensures that milestone in the journey. It has a very specific provision for e-commerce, thus marking a quantum change from the earlier 1986 act designed in and for the offline world of commerce. The new Act addresses ad claims, endorsements, online sale, and all contemporary issues that present the need for an updated form of consumer protection in the e-commerce environment.

Consumer rights in the digital era go further than just mere transacting. More and more, there is an investigation into things such as digital product liability, digital payment security, or service delivery. Most of the products and services offered online come with a dynamic nature, such as software, digital subscriptions, and other intangibles. This necessitates building a certain level of human reasoning into what actually could be termed a 'product' or 'service' before the law. Challenges in Enforcement However, despite sound legislation, there have been large-scale problems in effective enforcement and implementation of the consumer's rights, which could be ascribed to the large Indian market with a huge base of consumers making standardization and monitoring a very complex affair. Besides, the cross-border nature of e-commerce further complicates jurisdictional enforcement, for which international cooperation in addition to coordination is required.

The Course is meticulously crafted to provide participants with a deep understanding of the underlying principles, practices and regulations governing the consumer laws in India. Through lectures, case studies, discussions, and practical exercises, participants will gain insights into the legislative framework, procedural requirements, and recent developments in Consumer laws. The Certificate Course represents a valuable opportunity for students, research scholars, professionals, corporate executives, consultants, and legal practitioners seeking to deepen their expertise in the E-Commerce and consumer protection laws in India.



# COURSE OBJECTIVES



The course intends to provide the Participants:

- To Understand the Scope and coverage of the Consumer Protection Act, 2019, in comparison to the recent updated e-commerce vis-à-vis global standards.
- To Evaluate Consumer Rights and Protections: Assess the enforcement of consumer rights within the e-commerce sector, identifying common violations and examining the mechanisms in place for consumer protection.
- On data privacy and security: Laws of India on consumer protection and data privacy and their interplay with an eye on the Personal Data Protection Act, 2023 and its impact on e-commerce.
- To determine the effectiveness of existing consumer education programmes and suggest ways of strengthening consumer awareness and involvement of consumers in their rights and duties in e-commerce transactions



# COURSE OUTCOMES



Upon completion of this course, Participants would be able to:

- Understand the Indian legal framework with respect to e-commerce, more particularly, the Consumer Protection Act, 2019, and related rules and regulations.
- Apply Consumer Protection Laws to derive knowledge of several things from consumer protection laws and make it applicable in various situations in e-commerce so that it helps the organization to take up compliance and advisory roles effectively.
- Navigate Data Privacy: Explain and navigate the complexities of data protection in e-commerce transactions, through legal obligations and best practices followed for the data protection of consumers
- File online E-consumer grievances and cases on E-Daakhil platform.

Participants will receive a certificate on completion of this course.



# COURSE OUTLINE

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## **1. Introduction to Consumer Protection laws (4 Hours)**

- 1.1 Course Overview
- 1.2 Introduction to Consumer Protection Act, 2019
- 1.3 Important Definitions in CPA, 2019
- 1.4 Authorities under CPA, 2019
- 1.5 Consumer Protection (E-Commerce) Rules, 2020

## **2. Data Protection in E-Commerce transactions (4 Hours)**

- 2.1. DPDP Act and consumer protection
- 2.2. Regulatory bodies
- 2.3. Digital Marketing and consumer protection
- 2.4. International Regulations and Cross-border E-commerce

## **3. Judiciary and the consumer laws (3 Hours)**

- 3.1. Landmark judgements on consumer protection
- 3.2. Handling Disputes in E-commerce

## **4. Workshop: Consumer Complaints and Redressal Mechanisms (3 Hours)**

- 4.1. Hands on training in filing consumer grievances and E-filing of cases
- 4.2. Consumer Awareness
- 4.3. Emerging Trends and Technologies in E-commerce
- 4.4. Open forum for discussion
- 4.5 Evaluation (MCQ)-1 Hour

# COURSE INSTRUCTOR

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## MR. ABHILASH ARUN SAPRE

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Assistant Professor of Law,  
Gujarat National Law University,  
Gandhinagar

Abhilash Arun Sapre is an Assistant Professor at Gujarat National Law University, Gandhinagar. He did his LLM in Constitutional Law from National Law University, Odisha, highlighting his specialization in the field. Currently, he is deepening his research on tribal rights and displacement as a PhD Scholar at Gujarat National Law University, Gandhinagar. His professional journey in academia includes roles across various prestigious institutions. Before his current tenure at Gujarat National Law University, he served as an Assistant Professor at Symbiosis Law School, Hyderabad, and Alliance University, Bengaluru, among others. He teaches subjects such as Constitutional & Administrative Law, Labour Law, Human Rights, and Jurisprudence. In terms of research, He has made considerable contributions to legal scholarship, particularly in areas concerning the efficacy of India's evolving insolvency framework, child labour rights in the context of COVID-19, and various aspects of arbitration and investment treaties. He has published research papers in Scopus/Wos. Moreover, He's engagement in academic and professional forums, both as a presenter and organizer, enriches his profile. He has shared his insights at national and international conferences, advocating for progressive legal reforms and enhanced protection mechanisms in various legal spheres.



# ADDITIONAL DETAILS

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**Who May Attend?:** The Course is open to Students (Law Students, Students of Allied Streams), Research Scholars, Practitioners, and Professionals.

**Course Fee:**

- Students: 1000 INR
- Research Scholars: 1500 INR
- Professionals: 2000 INR

**Accommodation:** May be provided on payment of additional tariff as applicable- within the GNLU campus on first cum first serve basis (Subject to availability).

**Desired Intake:** 50 Participants (First cum first serve basis)

**Details of the Course:**

- Session Duration: 1 hours
- Dates: 9th-11th August, 2024
- Timings: 9.30 AM- 5 PM
- Mode: In-campus, offline
- Material: Reference readings will be provided
- Evaluation: Last day of the Course (MCQ)

[CLICK FOR GOOGLE  
MAP LINK](#)





# ADDITIONAL DETAILS

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## Registration Details:

Interested participants are required to apply through G-Form by clicking on the button below:

[CLICK HERE](#)

*Registration shall be confirmed after receipt of the registration form and course fee. Payment can be made on the page accessible by clicking on the button below:*

[PAYMENT LINK](#)

*Last date of registration and payment of fee: 30th July, 2024*

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