

World Consumer Rights Day

'State and Market:
Balancing
Consumer Rights
in a Digital Age'

Programme



15th March, 2018

Marriott Hotel,
Islamabad

National Conference

on

“State and Market: Balancing Consumer Rights in a Digital Age”

Thursday, March 15th, 2018

Marriott Hotel, Islamabad

Program

09:00 to 09:30 **Arrival of Guests**

09:30 to 09:35 **Welcome Note**
Mr. Abrar Hafeez
Secretary General
Consumer Rights Commission of Pakistan (CRCP)

09:35 to 10:30 **Session One: Bringing Consumer into the State and Market Equation**

09:35 to 09:50 **Setting the Context**
Mr. Munir Ahmad
Project Coordinator
Consumer Rights Commission of Pakistan (CRCP)

09:50 to 09:55 **State of Consumer Rights in Pakistan: A Documentary**

09:55 to 10:10 **Remarks by the Chair**
Mr. Miftah Ismail (To Be Confirmed)
Advisor to PM on Finance, Revenue and Economic Affairs

10:10 to 10:30 **Tea Break**

10:30 to 11:45 **Session Two: Consumer Safety and Quality of Life**

10:30 to 10:50 **Water Supply: Issues and Challenges in Public and Private Sector**
Ms. Rabia Shabbir
Research Fellow
Consumer Rights Commission of Pakistan (CRCP)

10:50 to 11:10 **Food Quality: Effective Management of Standards & Enforcement**
Mr. Noor Ul Amin Mengal (To Be Confirmed)
Director General, Punjab Food Authority (PFA)

11:10 to 11:30 **Automobile Policy and Practices**
Dr. Safdar Sohail
Member (Governance, Innovation and Reforms), Planning
Commission

11:30 to 11:45 **Remarks by the Chair**
MNA Malik Shakir Bashir Awan (To Be Confirmed)
Chairperson of the Parliamentary Committee on National Food
Security & Research

11:50 to 01:00 **Session Three: Legal Framework: Right to information (RTI) &
Consumer Protection**

11:50 to 12:05 **Setting the Context**
Mr. Ahmad Ali
Research Fellow, Institute of Social and Policy Sciences (I-SAPS)

12:05 to 12:20 **Laws & Practices in Consumer Protection**
Hafiz Aziz Ur Rehman
Assistant Professor
International Islamic University Islamabad

12:20 to 12:40 **Laws and Practices in RTI**
Mr. Azmat Hanif Orakzai
Chief Information Commissioner, Khyber Pakhtunkhwa

12:40 to 01:00 **Remarks by the Chair**
MNA Chaudhary Muhammad Ashraf, (To Be Confirmed)
Chairperson of the Parliamentary Committee on Law and Justice

01:00 to 02:00 **Lunch Break**

02:00 to 03:05 **Session Four: Education and Financial Services: Addressing
Consumer Concerns**

02:00 to 02:20 **Setting the Context**
Mr. Ehtisham Adil
Research Fellow, Institute of Social and Policy Sciences (I-SAPS)

02:20 to 02:35 **Public and Private Sector Education: Issues and Challenges**
Dr. Faisal Bari
Director and Senior Research Fellow
Institute of Development and Economic Alternatives (IDEAS)

02:35 to 02:50 **Banking Services: Consumer Concerns and Way Forward**
Mr. Muhammad Akmal
Director, Consumer Protection Department, State Bank of Pakistan

02:50 to 3:05 **Remarks by the Chair**
MNA Mr. Qaiser Ahmed Shaikh (To Be Confirmed)
Chairperson of the Parliamentary Committee on Finance, Revenue and
Economic Affairs

03:10 to 04:00 Session Five: Energy Supply: Hearing Voices of Consumers

03:10 to 3:25 Setting the Context
Mr. Munir Ahmad
Project Coordinator
Consumer Rights Commission of Pakistan (CRCP)

03:25 to 03:45 Energy Sector: Grievances and Way Forward
Ms. Ameenah Sohail
Energy Sector Expert

03:45 to 04:00 Remarks by the Chair
MNA Chaudhary Bilal Ahmed Virk (To Be Confirmed)
Chairperson of the Parliamentary Committee on Energy

04:00 to 04:20 Tea Break

04:25 to 05:00 Session Six: Concluding Plenary: Safeguarding Consumer Rights

04:25 to 04:40 Safeguarding Consumer Rights: Next Steps
Mr. Munir Ahmad
Project Coordinator
Consumer Rights Commission of Pakistan (CRCP)

04:40 to 05:00 Protecting Consumer Rights: Accomplishments & Roadmap for the Future
Ms. Maryam Aurangzeb (To Be Confirmed)
Minister of State for Information and Broadcasting

05:00 to 05:05 Vote of Thanks
Mr. Abrar Hafeez
Secretary General
Consumer Rights Commission of Pakistan (CRCP)