

BIS Mumbai hosts Industry–Consumer Dialogue to mark World Consumer Rights Day 2026

BIS event underscores Role of Law, Ethics and Standards in Consumer Protection

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The Bureau of Indian Standards (BIS) organized an Industry–Consumer Connect Programme to mark *World Consumer Rights Day 2026* in Mumbai today. Scientist-E & Head, Mumbai Branch Office (BIS), Shri Pinaki Gupta delivered the welcome address, setting the tone for the occasion by emphasizing the importance of consumer awareness and standardization. The inaugural address was delivered by Deputy Director General (Western Region), BIS, Shri V. Gopinath who highlighted the critical role of standards in safeguarding consumer interests and ensuring quality and safety across products and services.



The programme featured distinguished Guests of Honour, Shri Swapnil S. Kothari, President, Council for Fair Business Practices, and Prof. (Dr.) Amol Deo Chavhan, Dean of Academics and Director, IQAC, Maharashtra National Law University, Mumbai. Shri Swapnil S. Kothari focused on the importance of ethical business conduct and self-regulation in today's competitive market landscape. He emphasized that while regulatory frameworks and standards laid down by institutions like BIS are critical, true consumer protection begins with the intent of businesses to operate fairly.



Prof. (Dr.) Amol Deo Chavhan brought in a legal and academic perspective on consumer rights. His address elaborated on the evolution of consumer protection laws in India and the increasing relevance of legal awareness among consumers. He discussed how legislations, including the consumer protection framework, empower individuals to seek redressal and ensure accountability.



The technical sessions covered key topics relevant to industry and consumers alike. Scientist-C, BIS, Shri Anurag delivered a presentation on "BIS Certification Enabling Ease of Doing Business," emphasizing how certification frameworks support quality assurance and market access. This was followed by sessions on "Recent Developments in Hallmarking" by Scientist-D, BIS, Shri Ashish Wakle and "Future of Standardization" by Scientist-D, BIS, Shri Shivam Agarwal.

The programme concluded with a vote of thanks by Scientist-E & Head, Western Regional Laboratory, BIS, Dr. Anil Kapri. The event witnessed active participation from stakeholders including industry representatives, academia, and consumer organizations, reinforcing the shared commitment towards consumer empowerment and quality consciousness.

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