



44th ISO COPOLCO PLENARY 2023
Bureau of Indian Standards
Consumer Engagement and Outreach Program
Friday, 26 May 2023
Vigyan Bhawan, New Delhi

What is ISO COPOLCO: ISO COPOLCO - the Committee on Consumer Policy of the International Organization for Standardization (ISO) - provides a forum for the exchange of information and experience on consumer participation in the international standardization work of ISO and, by liaison, the International Electrotechnical Commission (IEC). In addition to collaborative work with the IEC, COPOLCO has strong affiliations with Consumers International, the Organization for Economic Cooperation and Development (OECD), the International Organization for Legal Metrology (OIML) and some regional consumer organizations such as ANEC, the European consumer voice in standardization.

Founded in 1978, COPOLCO is the policy-making “think tank” on consumer matters of ISO. Its mission is to promote and facilitate consumer input into ISO policy and technical work, and to help consumers around the world benefit from standardization. COPOLCO acts as an early warning system for market trends and focuses views from users of goods and services. It injects emerging topics into standardization.

COPOLCO’s membership includes 129 ISO member countries with 80 Participating members and 49 Observing members, represented by delegates from the national standards bodies and consumer organizations of these countries. India participates in COPOLCO via Bureau of Indian Standards (BIS) as P-member.

India’s Participation in ISO: BIS, on behalf of India, is founding member of ISO. BIS is Participating Member of 489 Committees and Observing Member of 192 committees of ISO. BIS also holds Secretariats of 11 Technical Committees/Subcommittees of ISO.

The Plenary: The plenary of ISO COPOLCO is held every year in one of its member countries, generally in the month of May. ISO COPOLCO Plenary meeting is an important event for the hosting country as the country is put on the centre stage for consumers related issues. The experts from the member countries participate in discussions on various consumer related issues and share information about the measures taken by Member-countries to resolve consumer concerns and policies framed thereunder. Based on the discussions and inputs the Committee decides on framing relevant guidelines and international standards to provide other countries as reference point. This event is a great opportunity for the host country to showcase the outreach measures and policies to ensure protection of consumer interest. At the same time this also enables the host to flag the specific issues being faced by the consumers of the country. Bureau of Indian Standards is hosting 44th Plenary of ISO COPOLCO this year, during 23-26 May 2023.

Details of the Program: Taking advantage of the presence of International experts, BIS is organizing open sessions on 26 May 2023 for Indian stakeholders to enable them to interact with and learn from international experts. The day long programme will also include workshops wherein the Indian experts will join and discuss the consumer related issues. These sessions are expected to be attended by around 100 international experts working in the field of Consumer engagement, education and outreach. It is a great opportunity to interact with and gain from the experiences of international experts.

The programme will have the following four sessions/workshop:

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| ➤ 09:30- 11:30 | Inaugural session |
| ➤ 11:30-12:40 | Panel Discussion on “Consumer Protection and Legal Framework” |
| ➤ 14:00-16:00 | Presentations on Voluntary Initiatives in Consumer Research and outreach |
| ➤ 16:30-18:00 | Roundtable on Consumers and e-Commerce |

For the detailed program, please turn over.....

PROGRAMME SCHEDULE

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Inaugural Session (09:30- 11:00)		
09:30 – 09:40	Lighting of Lamp	
09:40 - 09:50	Welcome of dignitaries	
09:50 – 10:00	Welcome Address	Ms. Mamta Upadhyay Lal, IOFS Additional Director General, BIS
10:00 – 10:10	Special address	Ms. Sadie Dainton Chair, ISO COPOLCO
10:10 – 10:20	Technical address	Prof. B. Metri Director, Indian Institute of Management, Nagpur & Chairman, Management & Systems Division Council, BIS
10:20 – 10:35	Keynote address	Ms. Nidhi Khare, IAS Additional Secretary Consumer Affairs, Government of India
10:35 – 10:55	Inaugural address	Mr. Pramod Tiwari, IAS Director General, BIS
10:55 – 11:00	Vote of Thanks	Mr. Chandan Bahl Deputy Director General (IR, MSC & SCM), BIS
11:00-11:30	High Tea	
Session 1: Panel Discussion on Consumer Protection and Legal Frameworks (11:30-13:00)		
Moderator		Ms. Nidhi Khare, IAS Additional Secretary Consumer Affairs, Government of India
11:30-13:00		Ms. Julie Hunter Chair, BSI Consumer and Public Interest Network, UK
		Ms. Pushpa Girimaji Senior Journalist & Consumer Columnist
		Dr. Sushila Professor, National Law University, Delhi - Consumer Legal Expert
		Dr. Anant Sharma Chairman, Consumer Confederation of India
		Dr. Eunsook Moon Vice-Chair, ISO COPOLCO
13:00-14:00	Lunch & Networking Break	
Session 2: Presentations on Voluntary Initiatives in Consumer Research and Outreach (14:00-16:00)		
Moderator		Mr. R. Parthiban Assistant Vice President, TUV SUD South Asia Pvt. Ltd.
14:00-16:00		Mr. P. Rajesh Deputy Director General (ITS, PRT & TNM), BIS
		Mr. Amrat Singh Director, CUTS International
		Dr. M. S. Kamath Consumer Guidance Society of India
		Mr. H. Wadhwa Director, Comparative Testing, Consumer - VOICE
		Ms. Saral James Manager, Malaysian Association of Standards Users
		Ms. Pamela Tarif Global Engagement Director, European Citizen's Organization for Standardisation
16:00 – 16:30	Tea/Coffee Break	
Session 3 : Roundtable on Consumers & eCommerce (16:30-18:00)		
Moderator		Dr. Pankaj Jaiminy MD, Eurofins Analytical Services
16:30 – 18:00		Ms. Nikki Stopford Chair, BSI Consumer Forum
		Mr. Ravi Gandhi President & Public Policy & Regulatory Chief, Reliance Retail
		Mr. T. Koshy Managing Director & CEO, Open Network for Digital Commerce, Department of Promotion of Industry and Internal Trade
		Mr. Jens Henriksson Vice President, The European Consumer Voice in Standardization
18:00-18:20	Tea/Coffee Break	