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EDITORIAL

It is with immense pleasure that I present this fourth issue of the *International Journal on Consumer Law and Practice, 2016*. The journal is truly a one-of-its-kind endeavour of the Chair on the Consumer Law and Practice at the National Law School of India University, Bangalore, established by the Ministry of Consumer Affairs, Food and Public Distribution, Department of Consumer Affairs, Government of India, New Delhi.

The relevance of Consumer Laws received a further boost, internationally, when very recently the United Nations General Assembly (22 December 2015, Res. 70/186) adopted the United Nations Guidelines on Consumer Protection (UNGCP) originally adopted in 1985 and then expanded in 1999). The UNGCP 2015 show an improved departure from the 1999 guidelines, in terms of extending their application to state-owned enterprises (Guideline 2), introducing four new “legitimate needs” into Guideline 5 and inserting completely new and contemporary sections on the Principles for Good Business Practices (11), National Policies for Consumer Protection (14-15), Electronic Commerce (63-65) and Financial Services (66-68). Further, the section on Dispute Resolution now includes references to debt and bankruptcy; the section on International Cooperation has been significantly bettered by inserting guidelines (82-90) dealing with enforcement cooperation mechanisms at the cross-border level and a new section on International Institutional Machinery has been inserted.

Further, the EU Resolution on Online Dispute Resolution for Consumer Disputes (21 May 2013), coupled with the UNGCP 2015, provide a strong beacon of light to the Online Consumer Mediation Centre set up at NLSIU last year. This journal too is a crucial step towards meeting the goal of enlightening students, academicians, practitioners, legal professionals, etc. about growing trends in this area, with an international perspective in mind. We feel truly honoured to be receiving excellent articles year on year

from authors across the globe, covering very diverse and intriguing facets of the field of Consumer Law and Practice.

I would like to thank Mr. Mahesh S. Betasur, Assistant Professor (Ad-Hoc) and Ms. Bhuvanyaa Vijay, Student Editor, NLSIU who have contributed to the making of this issue and whose work increased the quality of articles even more..

Prof. (Dr.) Ashok R. Patil
Chief Editor