

RESEARCH PROJECT FOR DEGREE OF L.L.B
ONLINE CONSUMER SAFEGUARDS AND CONSUMER
PROTECTION LAWS IN PAKISTAN



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Declaration of Ethical Conduct in Research

We as students of Bahria University, hereby declare that firstly, we have abided by the research ethics while writing this research project.

Secondly, we have not committed any acts that may discredit or damage the credibility of our research. These include but are not limited to: falsification distortion of research findings or plagiarism.

Thirdly, we need to go through a plagiarism check before submitting this research project.

Date: April, 2018

Degree: L.L.B.

Department: Law

Supervisor Name: Dr. Nadia Khadam

Name & Signature of students:

ABSTRACT

The following research project is related to the importance of online consumer protection in Pakistan. Keeping in view the advancement of technology and increased trend in E-commerce, the amount of risks that a consumer in digital space is subjected to cannot be ignored. In the following research different consumer laws of Pakistan have been discussed and a cross border analysis has been laid down by comparing them with the international standards as adopted by States globally.

This is done with the aim of highlighting the current status of Pakistan in E-commerce with regards to online consumer protection and the lack of legislation in our country. It is further explained by giving an insight on the working of the Consumer Rights Commission of Pakistan taken first hand by visiting the commission. The absence of codified laws or any policy framework whatsoever is a violation of the very basic rights that a consumer expects to come naturally out of any business transaction.

ACKNOWLEDGMENT AND DEDICATION

First and foremost, praise and thanks to the ALLAH, the Almighty, for His showers of blessings throughout our research work to complete the research successfully.

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LIST OF ABBREVIATIONS

ASEAN	The Association of Southeast Asia Nations
ACA	Australian Consumers Association
B2C	Business to Consumers
B2B	Business to Business
BCPA	The Baluchistan Consumer Protection Act
C2C	Consumer to Consumer
CCP	Committee on Consumer Policy
CPA	Consumer Protection Act
CPC	Consumer Protection Council
CDA	Capital Development authority
CPL	Consumer Protection Law
EU	European Union
ETO	Electronic Transaction Ordinance
EITA	Electronic Information and Transaction Act
ECD	Economic Co-operation and Development
GDP	Gross Domestic Product
GRESTO	Government Regulation of the Republic Indonesia

IT	Information Technology
ITA	Information Technology Act
ITU	International Telecommunications Union
ICC	International Chamber of Commerce
ICPA	The Islamabad Consumer Protection Act
ICPEN	The International Consumer Protection and Enforcement Network
KCPA	The KPK Consumer Protection Act, 1997
OECD	Organization for Economic Cooperation and Development
PAN	Pan Asia Networking Programme
PCPA	The Punjab Consumer Protection Act
SCPA	Sindh Consumer Protection ACT
UN	United Nations
UNCITRAL	United Nations Commission on International Trade Law
UNCTAD	United Nations Conference on Trade and Development
UN/ECE	United Nations Economic Commission for Europe

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