

WEBINAR

On

SIGNIFICANCE OF ONLINE SHOPPING DURING COVID-19 PANDEMIC: A SOCIO- LEGAL FRAMEWORK

**[Faculty of Law, Jamia Millia Islamia, New Delhi
July 27, 2020 @ 3:00PM]**

Concept Note

Over more than a decade now, the Internet has virtually made our world smaller. The touch of a few keystrokes enables people to communicate, engage in commerce, and interact with others around the world. Put simply, technology has fundamentally changed the way the businesses were handled by society including consumers. This global presence of internet has enabled businesses to reach new markets and millions of new potential customers. With the result, during this period, electronic commerce commonly known as e-commerce has emerged as the fastest growing sector across the globe. While being able to access to global markets, online commerce or e-commerce has enabled businesses to bypass the traditional intermediaries in domestic jurisdictions. Besides, owing to its lower transaction costs, online commerce has caused a steady increase in the number of sellers and suppliers in the market, thus increasing diversity and competition in the market. Therefore, online commerce has been rightly categorized as the new face of entrepreneurship which encompasses existing companies, organizations, small businesses, and individual online traders.

Online shopping has played a crucial role during Covid-19. E-commerce companies has seen a jump and are running out of stock in some categories as people are reluctant to go to shop as a fear of getting sick. Panic buying becomes a trend and people are switching to e-commerce for everyday commodities sales of companies like Big Basket and Gofer's have gone up and will continue to be that way. Grocery stores are receiving orders on a very large scale, the manpower is not sufficient to deliver than on time and they are selling right now as per consumer demand. Also retailing shifting towards selling essential gross since attitude of buyers is changing now small provisional stores have started delivering products. Therefore, consumers shift to online spending to

avoid exposure to disease vectors. According to Global Data, a London based data analytics firm, Indian's e-commerce market is set to grow at touch INR 7 million by 2020 with a compound annual growth rate (CAGR) at 19.6% between 2019 and 2023. E-commerce is set to steep increase of 25.9% by the end of 2020 during Covid-19.

However, there is the other side of the story as well that is online shoppers sometime receives wrong products, damaging products in transit, delay in delivery of product or sometimes customer failed to receive the product. Moreover, online shopping fraud is another issue of concern. There is the revolution in the modes of business which has thrown newer challenges to the consumer, like, invasion of privacy, insecure payment methods, jurisdictional issues, weak feedback system, deferred delivery etc. Also, Internet users are, invariably, required to give their personal information, which, they otherwise regard as private. The personal information may range from an individual's financial details to sexual preferences to medical history to shopping patterns to address details and to family details. Again, online shopping is equally susceptible to the insecurity in payment methods. This is so because almost each of these mechanisms demands an involvement of a third party to serve as an intermediary to the transaction. Yet another concern with respect to online shopping is the complexity of contractual terms the e-commerce companies employ in the agreements.

Keeping in view above problems with respect to online shoppers over internet and inadequate legal and regulatory framework in India. The Faculty of Law, Jamia Millia Islamia intends to organize webinar on *Significance of Online Shopping Covid-19 Pandemic: A Socio-Legal Framework*.

Speakers

- 1. Hon'ble Justice Augustin Goerge Masih**
Judge
Punjab and Haryana High Court, Chandigarh
- 2. Dr. Pavan Guggal**
Advocate, Supreme Court of India
Internationally Renowned Expert and Authority on Cyber Law
- 3. Karnika Seth**
Internationally Renowned Cyber Law and Intellectual Property Expert
Founder of lexcyberia.com
- 4. Ms. Unanza Gulzar [Moderator]**
Ph.D. Scholar
Faculty of Law, JMI

Prof. (Dr.) Najma Akhtar
Vice-Chancellor
Jamia Millia Islamia
Patron-in-Chief

Prof. (Dr.) Eqbal Hussain
Dean
Faculty of Law, JMI
Patron

Prof. (Dr.) Nuzhat Parveen Khan
Faculty of Law, JMI
Convener [Webinar]