

Outcome Report

Roundtable on Right to Repair (RTR): An Agenda for Consumer Welfare, Climate Action, and Employment



A Clarion Call Towards the Implementation of Repairability Index

in collaboration with



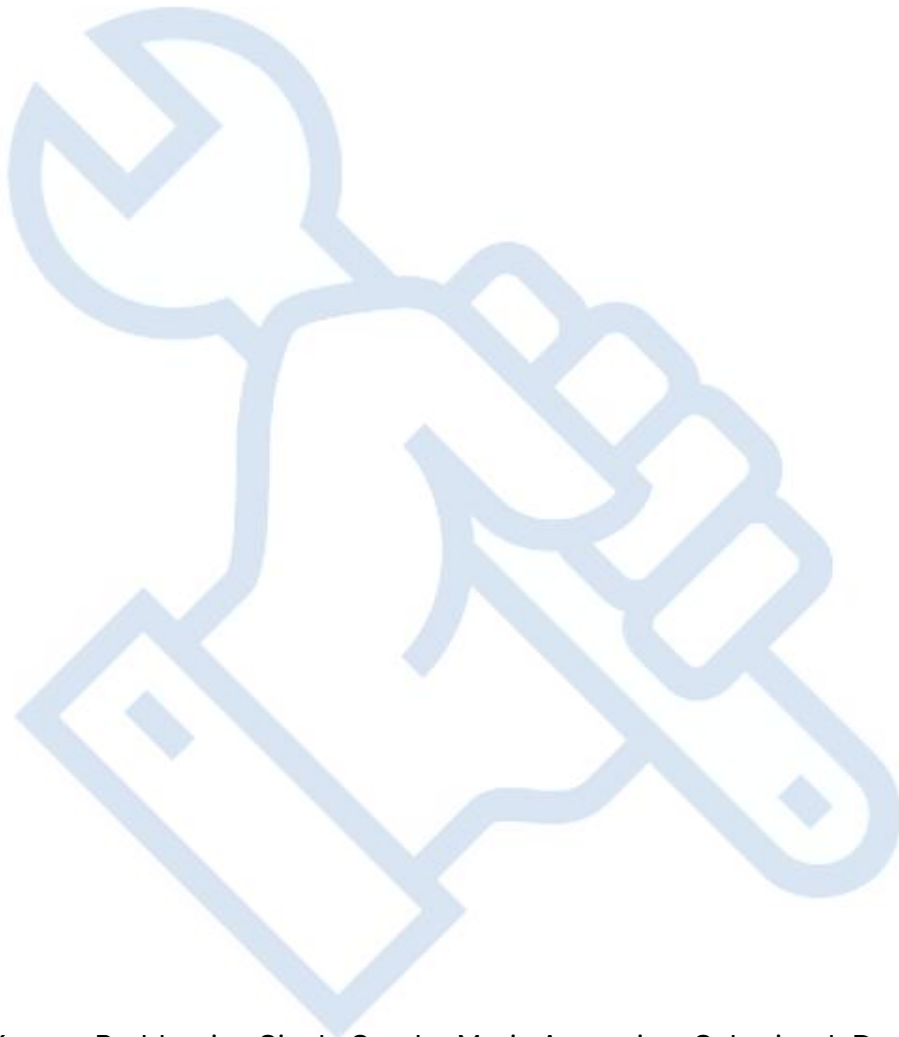
Relevant Quote

The expression ‘Caveat emptor’ has travelled across different subject matters. It has hopped from one legal jurisdiction to another, including in India. But after 1986, the old principle seems to be fading away in questions relating to consumer welfare in India. Instead, “seller beware” and “producer beware” have become the rules of the game. In this age of greater transparency, consumers have the right to demand fair disclosure from the sellers and producers. Trust reposed in brand names will be intact as long as quality, safety and high standards of service are assured.



Late Shri Bibek Debroy

Former Chairman, Prime Minister’s Economic Advisory Council (EAC-PM)
and Former Member, NITI Aayog

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About the Report

This report presents the discussions and outcomes of the Roundtable on “Right to Repair: An Agenda for Consumer Welfare, Climate Action, and Employment” held in New Delhi on 23rd June 2026. Organised by the New Indian Consumer Initiative (NICI) - an Indicc initiative, in partnership with the Centre for Energy & People (CEEP), Friedrich Ebert Stiftung (FES), and the Federation of Indian Micro and Small & Medium Enterprises (FISME), the roundtable brought together experts from consumer organisations, academia, environmental sustainability, labour, law, and public policy.

The roundtable was conducted as part of series of activities undertaken by New Indian Consumer Initiative- an Indicc Initiative on Repair Economy. These activities include Indicc’s participation and intervention on Right to Repair workshop organised by Department of Consumer Affairs, Government of India, Research, Surveys and Quizzes on repair economy, in particular Right to repair. It may be pertinent to highlight that broadly these activities have entailed an outreach to 43000 people thus far.

Collectively, experts appreciated the efforts taken by Department of Consumer Affairs (DoCA), Government of India towards the preparation of **Repairability Index** and urge the government for its early release. In sum, the discussants highlighted that the proposed Repairability Index will act as a catalyst for strengthening the repair ecosystem, with far-reaching benefits for consumer welfare, environmental sustainability, and employment creation.

Structure of the report

The report is structured as follows:

- **Consumer voices:** The report opens with the key **perspectives** highlighted by noted experts before highlighting key insights from the pan-India consumer survey. The **survey** findings were further validated by deliberations in roundtable discussion.
- **Roundtable Deliberations:** This section presents the perspectives of participants organised around three interconnected themes, namely **consumer welfare, environmental sustainability, and employment**, while also highlighting wider opportunities Repairability Index will offer towards enhanced competitiveness and skill development.
- **Annexures:** The report is supplemented by annexures entailing detailed findings of the pan-India consumer survey, a consumer webinar, and a nationwide Right to Repair quiz.

**PERSPECTIVES
BY
NOTED EXPERTS**

PERSPECTIVES

“

India's approach towards Right to Repair is well designed with Repairability Index as the first step. It offers a glide path to a legal mandate on Right to Repair. In the interim, ecosystem readiness is a priority.



Mr. Abhishek Kumar

Convenor

New Indian Consumer Initiative (NICI)

Founding Partner

Indicc Associates

PERSPECTIVES

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Repair services are important not only for consumers but also for livelihood because of the significant employment opportunities they generate. Apart from that, for MSMEs, the ability to repair and maintain equipment has a direct impact on their competitiveness.

Therefore, Right to Repair deserves much greater attention than it has received so far.



Mr. Anil Bhardwaj

Secretary General

**Federation of Indian Micro and Small
& Medium Enterprises (FISME)**

PERSPECTIVES

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There must be an early release of the Repairability Index, which can, in turn, spur a voluntary action by manufacturers.



Prof. Bejon Kumar Misra

Founder

Consumer Online Foundation

PERSPECTIVES

“

Sustainability of the digital device is crucial for present economic growth of the country. The ‘end-of-use’ and ‘end-of-life’ of digital products have more than 7 years of usable life. In a country like India, where small businesses, startups, and various bulk consumers could not afford technology, the right to repair is not only a choice but it is a necessity.



Dr. Sandip Chatterjee

Senior Advisor for India

**Sustainable Electronics Recycling
International (SERI), USA**

Ex. Sr. Director & Scientist-G

**Ministry of Electronics and
Information Technology (MeitY)**

PERSPECTIVES

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Third-party repair has received little attention despite a functioning ecosystem already in place. This limits consumers' access to repair.

There are also ways of protecting intellectual property along with repairability of devices.



Mr. Harish Wadhwa

President
EPIC Foundation

PERSPECTIVES

“

Today, we are increasingly being told that replacement is easier than repair. This creates a situation in which people are denied not only the Right to Repair, but in some cases even the ability to continue using products that are still functional. This accentuates environmental problem.



Dr. Latika Nath

Noted Environmentalist and Sustainability Expert

PERSPECTIVES

“

We come not only from a tradition of repair but also a duty to repair. Right to Repair index is an urgent necessity given its consumer centricity, environmental benefits and its tremendous potential for job creation.



Mr. Rahul Singh

Actor, Writer and Environmentalist

PERSPECTIVES

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India's cultural inclination toward repair and the service orientation of its MSME sector are structural assets in the pursuit of repair as a right.



Ms. Manisha Kapoor

CEO & Secretary General
Advertisement Standards Council
of India (ASCI)

PERSPECTIVES

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Awareness-building of Right to Repair at the grassroot level is a major priority. Consumer outreach and awareness campaigns on Right to Repair in regional languages is a must. For Right to Repair to come into full effect it should eventually have a legal mandate.



Dr. Sushila

Project Director, Chair on Consumer Law
National Law University, Delhi

PERSPECTIVES

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Once consumers begin actively demanding repair options, OEMs and markets will inevitably respond. Planned obsolescence will face greater resistance. Repair should also be preferred over recycling to increase the durability and affordability of mobile devices.



Ms. Archana Tripathi

Chief Executive Officer
Saahas

PERSPECTIVES

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Along with it being a consumer rights issue, Right to Repair must be tied-up with the broader circular economy framework, Extended Producer Responsibility (EPR), Skill Training, and Recognition of Prior Learning (RPL)



Ms. Chitra Mukherjee

Independent consultant

**Circular Economy, Waste
Management and Climate Resilience**

PERSPECTIVES

“

India has a substantial repair economy. In the Global South, Right to Repair touches all three pillars of sustainability: environmental, social, and economic. Therefore, it has the potential not merely to create something new but to expand and strengthen an ecosystem that is already thriving in India.



Dr. Shyama V. Ramani

Professor
School of Public Policy, IIT Delhi

PERSPECTIVES

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Right to Repair will ensure Environmental and Climate Justice, Inter-generational justice and Decent work and Livelihoods. Circular economy is an integral part of climate justice.



Ms. Mandvi Kulshrestha

Senior Programme Adviser
Friedrich Ebert Stiftung (FES) India

PERSPECTIVES

“

India's Electronics Repair Services Outsourcing (ERSO) initiative has the potential to make India the repair capital of the world in electronic devices



Ms. Spriha Pandey

Sr. Manager – Public Policy
CHASE ADVISORS

PERSPECTIVES

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The Repair economy has a huge potential to reduce import dependence of critical minerals. This would, in turn, reduce emissions and extraction, thus contributing to Green Economy.



Dr. Nidhi Srivastava

Head of Research and Strategy
**DRAVYA, the Centre for Materials
and Sustainable Development, IIHS**

PERSPECTIVES

“

Right to Repair is also central to green jobs and just transition. It presents an opportunity to address inequality and unlike manufacturing, it provides an opportunity to build geographically distributed forms of economic development.



Dr. Suravee Nayak

Research Lead
Justjobs Network

PERSPECTIVES

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Serious efforts should be made to attract young people for skill uptake in device repair through training programmes at schools and colleges



Mr. Uttam Kumar Tamboli

Project Officer
Centre for Environment Education
(CEE), Delhi

PERSPECTIVES

“

Data privacy aspects must accompany Right to Repair in its implementation.



Ms. Shweta Venkatesan

Fellow
ESYA Centre

Consumer Voices from Pan-India Survey

At the outset, the New Indian Consumer Initiative (NICI) presented the findings from a consumer survey conducted by NICI to frame the discussions and provide an evidence-based context for the Roundtable. Drawing responses from participants across **21 states**, the survey offered valuable insights into **consumer experiences, attitudes and perceptions related to the Right to Repair in mobile phones and electronic devices**. The key findings are presented below. *(For the detailed survey findings, please refer to **Annexure 1**.)*

- The respondent profile was predominantly young, with 57.1% in the 18–25 age group and 20.4% in the 25–30 age group, reflecting the demographic that also records the highest smartphone usage in India
- Around 45% of respondents reported a monthly family income below Rs. 50,000, with approximately half of this group earning less than Rs. 25,000. The findings suggest that **affordability plays a significant role in ownership and repair**
- The survey indicated a **strong preference for repair**. More than half (54%) of respondents chose to repair their devices rather than replace them, while only 3% opted directly for replacement
- Mobile phones and laptops emerged as the most repaired products
- Independent repair shops were the preferred repair channel for most respondents, largely due to **lower costs and greater convenience**, including faster service and easier accessibility
- Concerns regarding non-genuine parts, warranty implications, and data security persist. **High repair costs and difficulties in obtaining spare parts** were identified as major barriers to repair
- 40% respondents experienced refusal from authorised service centres, including some who were denied repair services even during the warranty period
- Most respondents expressed **strong support** for measures that would make repair easier and more accessible
- Greater transparency regarding repair costs before purchase, improved availability of spare parts, faster repair services, and manufacturer support for repairs throughout a product's reasonable lifespan were identified as important priorities
- Overall, the survey demonstrates **considerable consumer demand** for policies that can strengthen repairability and expand access to affordable repair options

Key Issues discussed in the Roundtable

In the above backdrop, the roundtable discussion focused on the following points. A summary of the discussion is as follows:

Theme 1: Empowering Consumers

Discussion of consumer centricity focused on the three familiar pillars of consumer welfare, namely choice, affordability, and quality.

1.1 Choice and Information

- In the context of the roundtable theme, the discussion opened with opinion expressed by Late **Shri Bibek Debroy, Former Chairman, Prime Minister's Economic Advisory Council (EAC-PM)**,

In verbatim, he said...the expression 'Caveat emptor' has travelled across different subject matters. It has hopped from one legal jurisdiction to another, including in India. But after 1986, the old principle seems to be fading away in questions relating to consumer welfare in India. Instead, "seller beware" and "producer beware" have become the rules of the game. In this age of greater transparency, consumers have the right to demand fair disclosure from the sellers and producers. Trust reposed in brand names will be intact as long as quality, safety and high standards of service are assured.
(<https://www.governancenow.com/views/columns/caveat-emptor-it-is-up-to-you>)

In the above context, participants observed that consumers currently cannot make purchasing decisions based on reparability. Buyers are rarely told at the point of purchase how repairable a product is, or whether they may later be refused service, and these realities tend to surface only after the sale. Therefore, the Reparability Index, which helps consumers make better purchasing decisions based on reparability, is a right step in the right direction

1.2 Affordability

- Affordability of devices is a key concern in a price-sensitive market like India. As per Marcellus Investment Managers research, the Indian middle class is in a severe debt trap driven by many factors, including easy consumer credit. India's non-housing household debt now surpasses that of the US and China. This debt isn't being used to build assets, it is primarily funding consumption (vacations, electronics etc) and basic survival. Easy consumer credit has led to "sticker prices" being replaced by "EMIs" on the high street, tricking consumers into purchasing goods that outpace their actual financial capacity. For a significant portion of indebted households, nearly 40% of their annual income is swallowed up by loan repayments (<https://www.youtube.com/watch?v=OWqSzmH7Q88>)

In this backdrop, the durability of electronic devices guaranteed by repair becomes very crucial. In other words, the ability to repair rather than replace a device reduces the financial burden on a household directly. This is also validated by the NICI survey, which shows that for lower-income consumers in particular, price sensitivity is a significant driver for repair.

1.3 Quality

- The discussion brought forth that substantive reparability is determined by the product design. This is central to assuring quality. Therefore, by focusing on structural accessibility and component replaceability, manufacturers can directly improve long-term device reliability and alter consumers' perception of overall product value. In this context, design for repair can be viewed not only through the lens of a Repairability Index but also as an opportunity to introduce design innovations in devices.

Theme 2: Unlocking Jobs at Scale

A recurring theme of the discussion was that the Right to Repair is as much a livelihood issue as a consumer one, and that the livelihood that it can sustain needs to be adequately accounted for.

2.1 Economic Value of Repair

- The discussion highlighted that repair already forms a meaningful part of the economy. As per a NITI Aayog report, services account for roughly 55% of India's Gross Value Added, of which repair-related services are a notable contributor (https://niti.gov.in/sites/default/files/2025-10/Indias_Services_Sector_Insights_from_GVA_Trends_State_level_Dynamics.pdf). Further, as per a May 2023 press release Ministry of Electronics & IT (Meity) India's Electronics Repair Services Outsourcing (ERSO) is likely to fetch India a up to \$20 billion in revenue and generate millions of jobs (<https://www.pib.gov.in/PressReleasePage.aspx?PRID=1928643®=48&lang=2>). In this context, it was highlighted that third-party repair has received little attention despite a functioning ecosystem already in place

2.2 Repair for Sustainable Development

- Participants also highlighted that the Right to Repair has so far remained somewhat disconnected from wider conversations on just transition and sustainable development. It was highlighted that different from manufacturing, which tends to concentrate geographically, the repair economy can be far more decentralised, making it an employment opportunity through dispersed development. At present, restrictive manufacturing practices were identified as the principal obstacle. This is because OEMs tend to withhold spare parts, manuals, diagnostic tools, and repair information, and therefore it becomes difficult for smaller enterprises to set up repair operations or to manufacture compatible components

Theme 3: Advancing Environmental Sustainability

The discussion highlighted that the Right to Repair began as an environmental movement in several other countries, and therefore, in India too, the environmental dimension needs to be adequately understood.

3.1 Repair for Environmental Sustainability

- In this context, it is pertinent to highlight that the 'Lifestyle for Environment' movement announced by the Hon'ble Prime Minister in 2021 seeks to nudge individual choices and behaviour towards sustainability.

In line with this approach, the MoEFCC recast the Eco mark scheme in 2023 so that consumers are able to make choices among products and thereby opt for those products that are eco-friendly in their design, process, etc. Amongst other things, the idea behind Eco mark is also to motivate manufacturers to shift towards environmentally friendly production, ensure accurate labelling and prevent misleading information about products. Reparability index complements this sentiment and hence is in alignment with mission LiFE.

3.1 Repair and Circular Economy

- Participants also highlighted environmental logic through the resource cycle - modern devices depend on critical minerals extracted through mining, so every additional year a product stays in service lowers the demand for fresh extraction and the emissions that accompany mining and manufacturing. Research suggests, extending a phone's lifespan by just one year cuts its lifetime carbon emissions by one-third (<https://www.eib.org/en/stories/finland-refurbishing-smartphone-critical-raw-materials>)
- Against this backdrop, participants saw life-extension through repair as a tangible mitigation lever and felt the evidence linking repair to environmental benefit deserves far more prominence in policy than it currently receives. Further, it was highlighted that the repair economy will also contribute to critical mineral security. Therefore, it should be seen as a necessity along with recycling.
- Several participants proposed linking reparability to Extended Producer Responsibility obligations, reasoning that a more repairable product means less e-waste entering the stream and therefore a lighter end-of-life burden on producers, which would create an incentive to design for repair.

Theme 4: Enabling Innovation and Competitiveness through Right to Repair

4.1 Service Competitiveness

Participants saw a distinct enterprise development opportunity through repair ecosystem. Electronics Repair and Services Outsourcing (ERSO) - a prominent initiative launched by the Indian government (MeitY), holds the promise to make India a global repair hub for electronics while creating \$20 billion in revenue and generating millions of jobs. Essentially, it will entail a market for device repair in India wherein devices are brought into the country, repaired in a short turnaround time and shipped back.

(<https://www.pib.gov.in/PressReleasePage.aspx?PRID=1928643®=48&lang=2>)

4.2 Design and Product Development Opportunity – Imagining Intellectual Property Differently

The discussion also highlighted how reparability and intellectual property can be congruous and consistent instead of being antithetical to each other. This would require a repair-compatible design ethic instead of planned obsolescence. Implementing a comprehensive Right to Repair framework for electronics in India would require guarantees to access spare parts, repair manuals, diagnostic tools, and software necessary for independent repairs instead of depending on OEM's service centres alone through warranty limitations or proprietary locks. It is important to bear in mind that the greatest value creation lies in design, IP, software and brand. Chinese companies like Xiaomi, Oppo and Vivo moved up the value chain through such measures. Therefore, indigenous product development and the right to repair go hand in hand and will also boost Make in India.

4.3 Data Privacy and Reparability

Participants acknowledged concerns regarding data privacy and reparability but highlighted that the assumption that consumer data is safer with an authorised repair shop compared to an independent one is unreasonable. This is important because progressive developments such as “repair mode/maintenance mode in electronic devices” already exist which aim to ease concerns regarding data privacy (<https://www.cashify.in/what-is-repair-mode-on-android-devices-and-how-does-it-work>).

4.4 Skilling boost through reparability

Another opportunity highlighted was to professionalise the workforce, bringing informal repairers into the mainstream through skilling and certification, including by recognising the skills they already hold. Existing public infrastructure can also be leveraged, such as district-level Rural Self-Employment Training Institutes (RSETIs) built over decades to promote local entrepreneurship mobile repair, amongst things.

Linking such certification to EPR obligations, several suggested, could formalise the activity further by connecting recognised repairers to authorised Producer Responsibility Organisations (PROs).

4.5 Repair as a culture and tradition

Participants highlighted India's strong cultural tradition of repair, where mending rather than discarding remains part of everyday practice, and thus the right to repair, or building a repair ecosystem, is in sync with existing consumer preference. Further, India's small and micro enterprises are structural assets to scale up the repair economy. (<https://timesofindia.indiatimes.com/technology/tech-news/why-india-needs-a-strong-right-to-repair-ecosystem-now-more-than-ever/articleshow/130842163.cms>). Participants also noted that the independent repair sector often combines ingenuity and speed in ways authorised channels cannot easily match.

4.6 India's Approach

Participants concluded that India's approach to right to repair is well designed with Reparability Index as a first step. This will offer a necessary glide path to a legal mandate on Right to Repair.

As an initial phase, participants suggested that OEMs should be required to provide longer software support, make repair manuals available, and ensure access to original spare parts for at least seven years from the launch of a product in the Indian market. It was further suggested that OEMs meeting these requirements could be recognised with a maximum repairability index score, creating a strong incentive for manufacturers to compete on repairability.

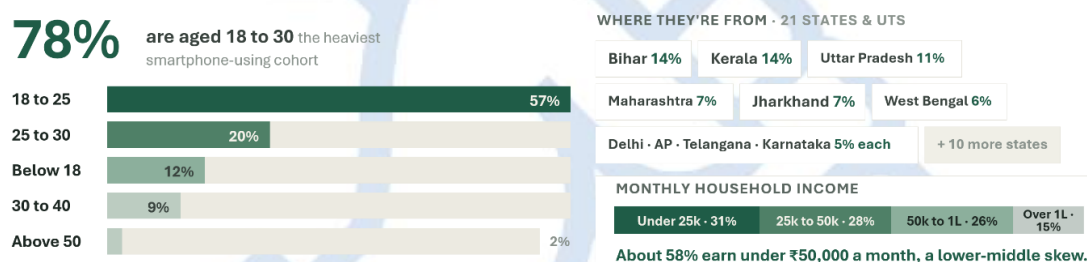


Along with the roundtable discussion, NICI has organised a series of events that were aimed at understanding consumer behaviour in the repair economy, as well as to raise consumer awareness regarding the Right to Repair.

Annexure I: Consumer Insights: Findings from Consumer Survey by NICI

To better understand consumer repair behaviour in India, NICI conducted a survey of 100 consumers from 21 Indian states. The respondent profile was predominantly young, with 57.1% in the 18–25 age group and 20.4% in the 25–30 age group, reflecting the demographic that also records the highest smartphone usage in India. Around 45% of respondents reported a monthly family income below Rs. 50,000, with approximately half of this group earning less than Rs. 25,000. The findings suggest that affordability plays a significant role in repair decisions, with saving money emerging as a key motivation for choosing repair over replacement, particularly among lower-income households.

AGE, GEOGRAPHY & INCOME



WHAT MAKES YOU REPAIR INSTEAD OF REPLACE?

WHAT MAKES YOU REPAIR INSTEAD OF REPLACE?

RANKED THE NUMBER-ONE REASON TO REPAIR



Money, not sustainability, is what moves people to repair.

WHEN A DEVICE DEVELOPED A FAULT, WHAT DID YOU DO?

Repair is already the default

OF THOSE WHO HAD A DEVICE FAULT



64% took it somewhere to repair

30% repaired it themselves

6% replaced without trying

When something breaks, almost everyone tries to fix it first.

WHY THE FEW REPLACED

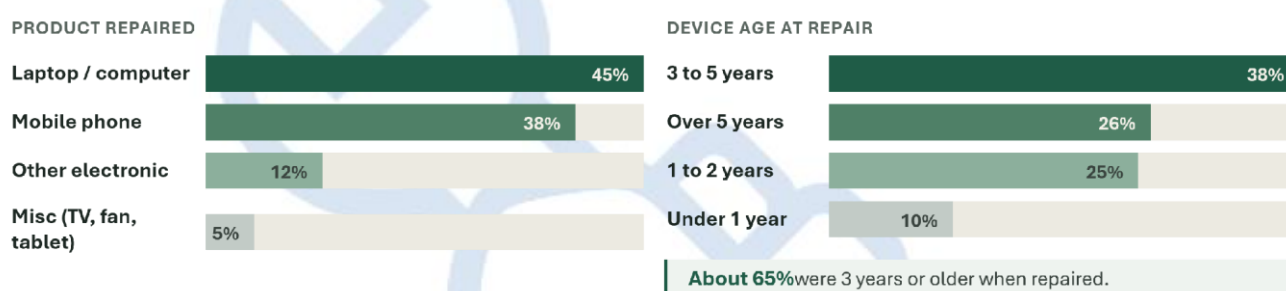
In order of how often it was named:

- 1 Repair looked too expensive
- 2 Couldn't find a trusted option
- 3 Parts unavailable or unrepairable
- 4 Warranty or data worry
- 5 Wanted to upgrade anyway

The survey indicates a strong preference for repair. More than half (54%) of respondents chose to repair their devices rather than replace them, while only a small proportion opted directly for replacement. Mobile phones and laptops emerged as the most commonly repaired products. Independent repair shops were the preferred repair channel for most respondents, largely due to lower costs and greater convenience, including faster service and easier accessibility. Although concerns regarding non-genuine parts, warranty implications, and data security persist, a substantial share of respondents reported being comfortable using independent repair providers.

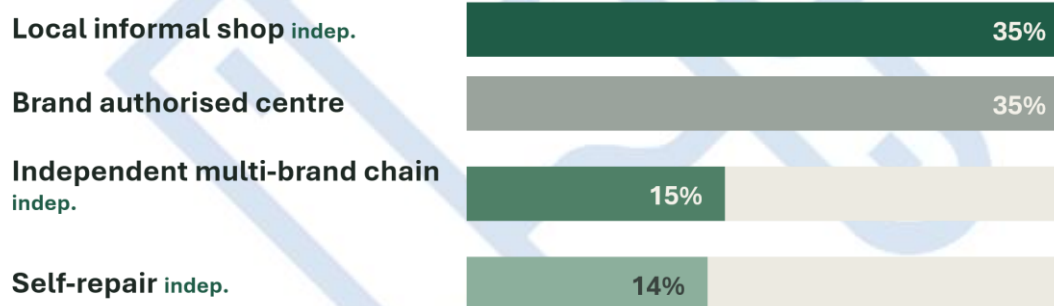
High repair costs and difficulties in obtaining spare parts were identified as major barriers to repair.

WHICH PRODUCT, AND HOW OLD, WHEN IT NEEDED REPAIR?

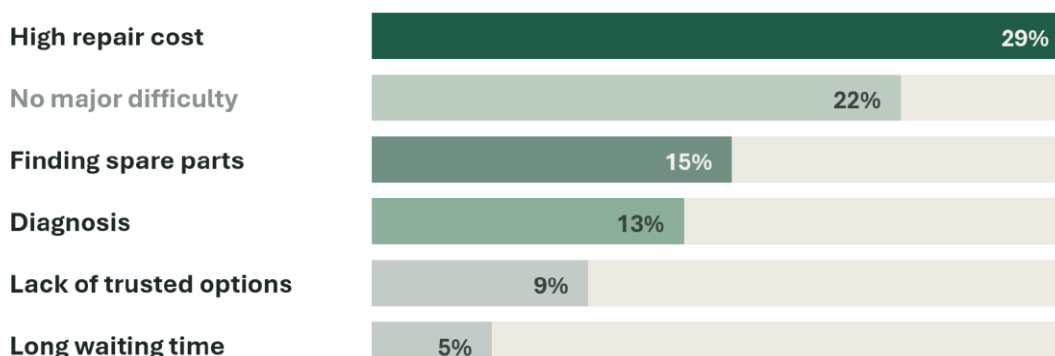


WHERE DID YOU TAKE IT FOR REPAIR?

REPAIR ROUTE TAKEN



GREATEST DIFFICULTY FACED



The findings also highlight challenges within the existing repair ecosystem. While nearly half of respondents reported never being refused service by an authorised repair centre, around 40% had experienced refusal, including some who were denied repair services even during the warranty period. Many of those who faced refusal subsequently obtained successful repairs from independent repair shops and reported a better overall experience. Looking ahead, respondents expressed strong support for measures that would make repair easier and more accessible. Greater transparency regarding repair costs before purchase, improved availability of spare parts, faster repair services, and manufacturer support for repairs throughout a product's reasonable lifespan were identified as important priorities. Overall, the survey demonstrates considerable consumer demand for policies that strengthen repairability and expand access to affordable repair options.

46%

were refused service by a brand-authorised centre among those who had used an authorised centre, **often while still in warranty**

THEN THEY WENT INDEPENDENT

94%

 got it repaired

Repaired, and a <i>better</i> experience	51%
Repaired, but quality concerns	31%
Repaired, about the same	11%
Couldn't repair it there either	6%

WHAT WOULD MAKE YOU REPAIR MORE?

Knowing repair cost before you buy	67%
Easy access to spare parts	40%
Faster service timelines	39%
More trusted local options	38%
Longer availability of support	36%
Public repairability information	36%
Keep warranty after independent repair	26%

HOW LONG SHOULD SUPPORT LAST?

As long as used	33%
3 to 5 years	32%
1 to 2 years	18%
5 to 7 years	8%
7+ years	8%

About 33% want support for as long as the device is usable.

SUPPORT FOR SPECIFIC MEASURES • SOMEWHAT OR STRONGLY

Make repair manuals & diagnostic tools public	65%
Security updates for the device's physical lifespan	58%
Price caps on essential spare parts	55%
37% oppose, the most divisive item	
Prevent warranty-voiding for independent repair	46%

IF MEASURES RAISED PRICES

Depends - 54%	Yes - 30%	No - 17%
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Only **1 in 3** gave an unconditional yes; over half said it depends how much.

THE READ

Support for transparency is broad. Appetite for price controls, and for paying more, is not.

Annexure II: Stakeholder Participation and Engagement

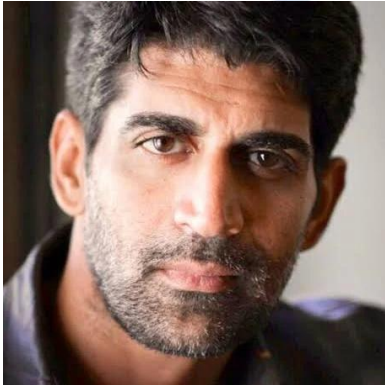
1.		Mr. Abhishek Kumar Abhishek Kumar is Founding Partner of Indicc Associates, a non-partisan public policy firm focused on sub-national action for national development, and convenor of IOrange, the New Indian Consumer Initiative, the Citizen 21 Initiative and the Indicc Initiative on Technology for Human Development. He previously served as Director at CUTS International and has held roles at Ernst & Young, Royal Bank of Scotland Foundation, Digital Empowerment Foundation and CNN-IBN, where he worked as a senior news editor. He has also undertaken assignments with Members of Parliament and the United Nations, and served as Technical Adviser to the Chief Minister's Advisory Council in Rajasthan. He has edited three books, co-authored numerous policy chapters and produced 50 documentaries on development issues. His work spanning consumer policy, climate finance, livelihoods and environmental governance connect directly to the roundtable's themes of consumer welfare, employment and climate action.
2.		Mr. Anil Bhardwaj Anil Bhardwaj is Secretary General of the Federation of Indian Micro and Small & Medium Enterprises (FISME), New Delhi, and Chairman of the Advisory Board of the Intra-Commonwealth SME Association, London. A trade and private sector development professional with master's degrees in Economics and International Trade, he specialises in industrial and trade policy, the regulatory environment for SMEs and market access in multilateral and regional trade negotiations. He has advised on MSME development projects for the World Bank, ADB, UNCTAD, UNIDO, UNDP, ITC Geneva, the EU, DFID and GIZ, among others. A two-term Governing Board

		member of the Entrepreneurship Development Institute of India, Ahmedabad, he also serves on the Uttar Pradesh Economic Advisory Group. His expertise on MSME policy and industrial regulation is directly relevant to the roundtable's focus on employment and the role of small enterprises in repair ecosystems.
3.		Ms. Archana Tripathi Archana Tripathi is Chief Executive Officer of Saahas, a Bengaluru-based waste management organisation, a position she has held since 2021. A telecom engineer by training, she transitioned from the corporate sector to the development sector, drawing on her background in systems design to shape Saahas's strategic direction. Her experience across both sectors informs her approach to building efficient, high-impact operations aimed at systemic change in waste management. Her work at Saahas on waste reduction, resource recovery and sustainable consumption connects directly to the roundtable's themes of climate action, circular economy and the material conditions underpinning the Right to Repair.
4.		Prof. Bejon Kumar Misra Prof. Bejon Kumar Misra is an international consumer policy expert, editor and publisher of <i>The Aware Consumer</i>, an English-language monthly magazine registered with the Registrar of Newspapers for India and published from Delhi. He holds a degree in Business Management from Banaras Hindu University and was conferred the Distinguished Alumni Award by the Institute of Management, BHU in 2012. His contributions to consumer awareness and public health have been recognised by the World Health Organisation South-East Asia Regional Office, NABARD and the Confederation of All India Traders. A regular commentator on consumer affairs across television and print media, his decades of advocacy for citizen-consumer rights connects directly to the roundtable's focus on consumer welfare and the Right to Repair.

5.		Ms. Chitra Mukherjee Chitra Mukherjee is an independent consultant specializing in circular economy, waste management, and climate resilience. With over 20 years of experience in environmental policy, resource efficiency, and environmental justice, her work has evolved from supporting handicraft artisans in achieving economic independence to shaping policies on solid waste, plastics, e-waste, air pollution, and climate change. Throughout her career, she has remained committed to advancing environmental sustainability while improving livelihoods for marginalized communities through inclusive approaches. Ms. Mukherjee has collaborated with leading policy institutions such as NITI Aayog and the Ministry of Environment, Forest and Climate Change (MoEFCC), Govt. of India, and partnered with international organizations including National Geographic, UNEP, and WHO to advance circular economy initiatives, sustainable business practices, and green job creation. Ms. Mukherjee also served on the Solid Waste Management Panel constituted by the Lieutenant Governor of Delhi, under the direction of the Supreme Court of India, to develop a comprehensive waste management policy for Delhi.
6.		Ms. Debosmita Bhattacharya Debosmita Bhattacharya is Senior Vice President at ToBe Online Solutions, where she leads the design of actionable intelligence dashboards for regulatory and agency compliance reporting, and a volunteer researcher with the Consumer Online Foundation, where she examines the use of artificial intelligence in advancing consumer interests in India. She brings over fifteen years of experience in media and digital business, having built and scaled digital ventures, content ecosystems and strategic partnerships at Dainik Jagran, ABP Network and HT Media. Her work at the intersection of AI, regulatory compliance and

		consumer rights connects directly to the roundtable's focus on technology-enabled consumer welfare and the digital dimensions of the Right to Repair.
7.		Mr. Harish Wadhwa Harish Wadhwa is a business leader currently associated with EPIC Foundation, where he focuses on strengthening Indian brands and intellectual property through startup consulting and government advisory. His career spans FMCG, telecom, financial services, EdTech and technology sectors, with leadership roles at Airtel, Allianz India and the HCL Group. At Allianz India, he contributed to building one of the group's most profitable businesses globally; at HCL, he led strategic initiatives across multiple companies and represented the group on the board of LTH Milcom. His work with policymakers, state governments and industry stakeholders on innovation and market development connects to the roundtable's themes of consumer welfare, employment and the industry conditions shaping the Right to Repair in India.
8.		Dr. Latika Nath Dr. Latika Nath is a conservation ecologist and founder of Latika Nath, a consultancy working with NGOs, government agencies and private sector organisations on wildlife conservation, rural livelihoods and sustainable tourism. With over 35 years of experience in biodiversity conservation, wildlife research and human-wildlife conflict resolution, she serves as Ambassador for Leica, a Nikon Expert and Ambassador for the Responsible Tourism Society of India. She is also Founder and Director of Bebida Hospitality Pvt. Ltd., which introduced Copenhagen Sparkling Tea to India. Her work developing solutions that balance ecological sustainability with community livelihoods connects to the roundtable's themes of climate action, sustainable consumption and the environmental dimensions of repair and resource stewardship

9.		Ms. Mandvi Kulshrestha Mandvi Kulshrestha is Senior Programme Adviser for the Socio-economic Transformation workline at Friedrich-Ebert-Stiftung (FES) India, where she leads initiatives on the Future of Work and Social-Ecological Transformation. An urbanist and development professional, she works across climate change, urbanisation, energy transition, digital transformation and gender equality. She previously served as Programme Manager for Gender and Social Justice and as Communications Manager at FES India. She holds a Master's in Planning with a specialisation in Urban Planning from the School of Planning and Architecture, New Delhi. Her work on sustainable value chains, just energy transition and the future of work connects directly to the roundtable's themes of climate action, employment and the social dimensions of the Right to Repair.
10.		Ms. Manisha Kapoor Manisha Kapoor is CEO and Secretary General of the Advertising Standards Council of India (ASCI) and one of four Vice-Presidents on the executive committee of the International Council of Ad Self-Regulation (ICAS). A management graduate of the Jamnalal Bajaj Institute of Management Studies, she brings over 25 years of experience in brand and business strategy across consumer goods, BFSI, media and automotive sectors. She was previously associated with ASCI from 2015 as a member of its Consumer Complaints Council before assuming her current role. Her work on advertising self-regulation, consumer-facing standards and industry accountability connects to the roundtable's focus on consumer welfare and the transparency and disclosure dimensions of the Right to Repair.

11.		Dr. Nidhi Srivastava Nidhi Srivastava is a legal and policy researcher with over two decades of experience spanning environment, natural resources, energy, climate change and technology regulation. Her doctoral research at the Energy Studies Programme, Jawaharlal Nehru University examined the governance of critical minerals for energy transition. Her work on mineral governance has been undertaken for the Ministry of Mines, the erstwhile Planning Commission, the Prime Minister's Office, the Inter-State Council Secretariat, the United Nations and other multilateral agencies. Her expertise in resource governance, energy transition and technology regulation connects directly to the roundtable's themes of climate action, sustainable consumption and the material dimensions of reparability and product lifecycle policy.
12.		Mr. Rahul Singh Rahul Singh is an actor, writer and co-founder of Filmism, a content and storytelling enterprise focused on issue-based cinema with local relevance and global reach. He co-founded Filmism with former Film Certification Appellate Tribunal member Vartika Singh, and the organisation works with Oscar, Grammy and Emmy awardees alongside prominent content creators in India and abroad. Filmism's work centres on developing cinema that places creators' and consumers' interests at the heart of public discourse. His engagement with issue-driven storytelling and consumer-centred narrative connects to the roundtable's focus on building broader public awareness and cultural conversations around consumer welfare and the Right to Repair.

13.		Dr. Sandip Chatterjee Dr. Sandip Chatterjee is Senior Advisor for India at Sustainable Electronics Recycling International (SERI), USA, and Adjunct Professor at IIT Mandi. A technology policy expert and techno-administrator with over 35 years of experience in research commercialisation, digital governance and sustainable technology, he previously served as Senior Director and Group Coordinator at the Ministry of Electronics and Information Technology (MeitY), Government of India. At MeitY, he shaped India's policy frameworks on circular economy, additive manufacturing, data governance and digital personal data protection, and led the development of the Digital Personal Data Protection Act and amendments to the IT Act. A recipient of the President's Award in 2013, he holds over 60 publications and 10 patents. His expertise in e-waste, circular economy and electronics regulation connects directly to the roundtable's themes of repair, resource efficiency and climate action.
14.		Ms. Shruti Dalal Shruti Dalal is Outreach and Education Specialist for India at SERI (Sustainable Electronics Recycling International), bringing over a decade of experience in waste management, sustainability and ESG frameworks. Her background spans urban infrastructure development and ground-level implementation of waste management projects. Prior to joining SERI, she worked as a senior sustainability consultant on multiple e-waste management projects and collaborated with government bodies on long-term projects from conceptualisation through to commissioning and budget preparation. Her expertise in e-waste, sustainable electronics and extended producer responsibility frameworks connects directly to the roundtable's focus on climate action, repair ecosystems and the circular economy dimensions of the Right to Repair.

15.		Ms. Shweta Venkatesan Shweta Venkatesan is a fellow at Esya Centre. She is a lawyer with a deep interest in the regulation of emerging technologies. Prior to joining the Esya Centre she worked at Koan Advisory Group, where she provided leading technology companies with policy advisory across areas such as data protection, competition, and platform regulation. She holds an LL.M. in IT and Data Law from the London School of Economics and Political Science and a B.A. LL.B (Hons.) degree from National Law University Delhi.
16.		Dr. Shyama V. Ramani Prof. Shyama V. Ramani is a researcher, educator and social entrepreneur whose work spans technology, innovation and public policy in the context of societal challenges including waste management, sustainability and the circular economy. A transdisciplinary scholar with over three decades of experience, she has held positions at UNU-MERIT, Brunel University, INRAE, the Indian Statistical Institute and St. Stephen's College. She has published over 50 peer-reviewed journal articles and edited three books, and has led ten major research projects funded by European, French, Dutch and Indian agencies. She co-founded TecKnowMetrix and established the charity Friend in Need India Trust and the social enterprise SITE4Sustainability. Her work on circular economy, waste and sustainability speaks directly to the roundtable's themes of repair, resource efficiency and climate action.
17.		Ms. Spriha Pandey Spriha Pandey is a policy and government relations professional currently with Chase Advisors, where she supports clients on environmental regulation and Extended Producer Responsibility frameworks. Her work spans industry-government engagement, policy strategy and sustainability advocacy. Previously, she held policy and regulatory roles at Reliance, Nasscom and Vivo, supporting senior

		leadership on government engagement and regulatory strategy. Her focused experience on EPR frameworks and environmental regulation connects directly to the roundtable's themes of producer accountability, product lifecycle governance and the regulatory conditions necessary for advancing the Right to Repair in India.
18.		Dr. Suravee Nayak Dr. Suravee Nayak is an interdisciplinary researcher trained in economics, specialising in the political economy of energy, labour and development through mixed-method approaches. Over the past seven years, her work has focused on the political economy of coal mining in India, examining mining-induced dispossession and displacement, labour dynamics and the socio-economic and ecological transitions in coal-dependent regions. Her research engages with extractive industries, nature-society relations and the structural conditions shaping energy transitions. Her sustained work on just and sustainable energy transitions, labour vulnerability and the socio-economic consequences of industrial change connects directly to the roundtable's themes of climate action, employment and equitable transition frameworks.
19.		Dr. Sushila Dr. Sushila is Research Director at the Centre for Study of Consumer Law & Policy and Project Director of the Chair on Consumer Law at National Law University, Delhi. A legal scholar with over 15 years of teaching experience, she specialises in consumer protection law, criminal law, business law and gender justice across leading central and state universities including the University of Delhi. Prior to joining NLU Delhi in 2009, she served as Assistant Professor of Law at the University of Delhi. She was a member of the Law Drafting Committee constituted by the Government of India for framing rules under the Consumer Protection Act, 2019. Her ongoing Chair on Consumer Law, supported by the Ministry of Consumer Affairs, positions her as a

		direct authority on the regulatory and rights-based dimensions of the Right to Repair.
20.		Mr. Uttam Kumar Tamboli Uttam is a sustainability and waste management professional with experience in circular economy, development sector programs, stakeholder engagement, and project documentation across government-linked, nonprofit, and academic ecosystems. he is currently working as Project Officer – Partnerships at CEE, I support partnership development, stakeholder coordination, sustainability program documentation, and institutional communication across diverse environmental initiatives.

Annexure III: Media Coverage and Photo Gallery



Right to Repair

Initiative Gains Momentum at National Expert Roundtable

THE DEMAND FOR a Right to Repair (RTR) framework in India got a firm boost at a high-level roundtable held in New Delhi on 23 June, 2026, where experts from consumer, environmental, labour and industry sectors called for the early rollout of India's proposed Repairability Index and a phased implementation of the RTR legislation.

Organised by the New Indian Consumer Initiative (NICI), an Indicc initiative, in collaboration with the Centre for Energy, Environment & People (CEEP), Federation of Indian Micro and Small & Medium Enterprises (FISME) and Friedrich-Ebert-Stiftung (FES), the roundtable highlighted the economic, environmental and consumer benefits of strengthening India's repair ecosystem.

The Department of Consumer Affairs, Government of India, has been working on a 'Repairability Index' to allow consumers to make better purchasing decisions based on the extent of reparability. The focus currently is on mobiles and electronics, and will eventually expand to consumer durables, agricultural equipment and automobiles. Towards this endeavour, the roundtable speakers urged to expedite ecosystem preparation to ensure meaningful ownership rights for India's one billion mobile phone users.

In the opening address, Anil Bhardwaj, Secretary General, FISME, stressed on the vitality of small and micro enterprises in the repair ecosystem. Mandvi Kulshreshtha, senior programme advisor, FES delivered the welcome address highlighting the importance of decent jobs through the right to repair.

Participants accentuated that a robust repair framework can extend product life even as it improves affordability. They advocated longer software support, stronger e-waste governance, protection of intellectual



Prof. BEJON KUMAR MISRA,
Founder, Consumer Online
Foundation, called for early
release of the index, which can,
in turn, spur a voluntary action
by manufacturers.

property as well as data privacy during repairs. Valuable suggestions for upgrading existing repair networks as an immediate priority and linking them with skill development initiatives while also making efforts to attract young talent to the sector surfaced during the discussions.

Some experts noted that India's long-standing culture of repair provides a strong foundation for

becoming a global repair hub through initiatives such as Electronics Repair Services Outsourcing (ERSO). It was also emphasised that an amendment to the Consumer Protection Act would eventually be necessary to fully realise the Right to Repair.

The discussion covered how extended life of devices can help curtail the environmental concerns emanating from the extraction of minerals that form part of electronic goods. The experts also drew attention to how the current overemphasis on recycling has sidelined a serious conversation about repair's potential to reduce import dependence on critical minerals. A call was made for Right to Repair to be an agenda for green jobs and just transition.

Concluding the discussion, moderator Abhishek Kumar, Convenor of NICI and Founder of Indicc, described the proposed roadmap as a phased approach - beginning with the Repairability Index, followed by ecosystem development and culminating in a comprehensive Right to Repair legislation.▶

For more information, contact Prabhanjan Singh, Senior Policy Analyst, Indicc Associates, at prabhanjan@indicc.in or 8226973343.



Annexure IV: About the Organisers

New Indian Consumer Initiative - An Indicc initiative

NICI is a platform to foster interaction on the many challenges and opportunities of consumers in the New Economy. It is also a platform for community-led capacity building, for consumers to understand and lead the public interest. NICI curates discussions on topics of common interest to people across different sectors. It aims at elevating general awareness levels of citizens as consumers, seeking their views and eliciting their responses for informed policy design. It is an initiative by [Indicc Associates](#) - a non-partisan public interest firm focused on advancing public interest towards a better society, economy, and environment.

Friedrich Ebert Stiftung, FES India

Widely acknowledged by the German and Indian governments for being an important actor in the promotion of dialogue (people-to-people contacts), FES has been active in India since the late 1970s and established its official country office in 1983 in New Delhi. FES supports platforms for discourses, offering nuanced socio-economic analyses, facilitating meaningful debates on national, regional, and global levels. At the India office, the key areas of work include transformative discourse that examines current mega-trends in India such as energy transition, sustainable urbanisation, and digital economy. FES views these trends through the lens of climate justice and the future of work, seeking sustainable solutions for a greener tomorrow and has extensively worked with partners on circular economy and right to repair.

Centre for Energy, Environment & People (CEEP)

CEEP is focussed on equity, growth, and the sustainability of society through the lens of energy, environment and people. The organisation works to make governance processes more accessible and transparent for a wide spectrum of stakeholders, shedding light on their drivers and consequences. By doing so, CEEP empowers citizens, communities, workers, and institutions to engage meaningfully in shaping energy systems that prioritise equity, inclusivity, and environmental stewardship.

Federation of Indian Micro and Small & Medium Enterprises (FISME)

FISME is India's largest federation of MSME associations, recognised by the Government of India as the progressive face of Indian MSMEs. Established in 1995 and rooted in the National Alliance of Young Entrepreneurs founded in 1967, FISME represents around 740 geographical and sectoral associations across districts and states. It focuses primarily on market access, trade policy advocacy, and ease-of-doing-business reforms, working in close coordination with the Ministry of MSME and multilateral bodies.





