



BOMBAY SUBURBAN ART & CRAFT EDUCATION SOCIETY'S
**SHEILA RAHEJA SCHOOL OF BUSINESS
 MANAGEMENT AND RESEARCH**

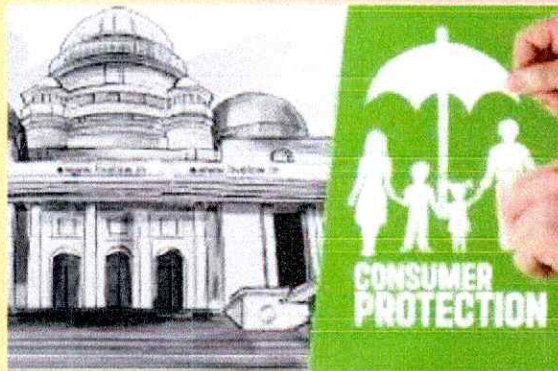
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INSTITUTION'S
 INNOVATION
 COUNCIL
(Ministry of Education Initiative)



**MASTER CLASS SESSION ON
 "CONSUMER PROTECTION ACT"**



**Mrs. Sharmila
 Ranade**

Member - Consumer Grievance
 Redressal Forum of Adani
 Electricity Mumbai Ltd.

21ST MARCH 2024

11 AM ONWARDS



**4TH FLOOR SEMINAR HALL
 SRBS CAMPUS**



For Sheila Raheja School of Business
 Management & Research



Director

March 24, 2024



Activity Report 2023-24

Institutions Innovation Council

Title of the event: Master Class Session on the Consumer Protection Act 1986

Brief Description:

Date : 21st March, 2024
No. of students participated : 84 students
Mode of Conduct : Offline Session
Guest Speaker of the Session : Mrs. Sharmila Ranade, Member of Consumer Grievance Redressal Forum of Adani Electricity Mumbai Ltd

The Institution Innovation Council (IIC) of Sheila Raheja School of Business Management Research organized a session on Consumer Protection Act.

The session was organized to provide an in-depth understanding of consumer rights, responsibilities, and legal recourse under the framework of consumer protection legislation. The session aimed to empower participants with knowledge and strategies to advocate for their rights as consumers and navigate the complexities of consumer disputes.

The speaker presented examples of consumer rights violations, illustrating key concepts and legal principles. Interactive discussions allowed participants to analyze the cases, identify relevant issues, and explore potential solutions.

Objectives:

- To educate the participants about the fundamental rights granted to consumers under the Consumer Protection Act, such as the right to safety, right to information, right to choose, right to be heard, and right to redressal.
- To aware the participants regarding their responsibilities as a consumer we have towards ourselves, to other consumers, and society at large, including being informed, vigilant, and assertive in their dealings.
- To provide an overview of the legal framework established by the Consumer Protection Act, including its provisions for addressing grievances, seeking compensation, and enforcing consumer rights.

Page 1 of 3

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- To understand the participants how to recognize common unfair trade practices such as misleading advertisements, deceptive packaging, false claims, and unfair contracts.
- To equip participants with knowledge and resources to assert their rights effectively, including how to file complaints, seek compensation, and access alternative dispute resolution mechanisms.

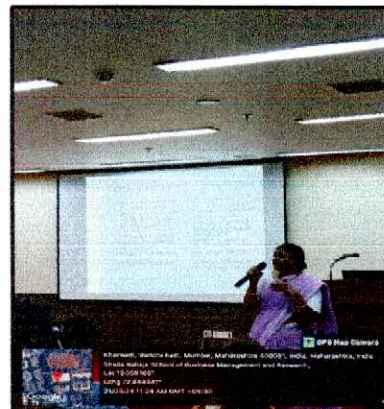
Learning Outcomes:

- Participants were able to identify and articulate the various rights granted to consumers under the Consumer Protection Act, including the right to safety, right to information, right to choose, right to be heard, and right to redressal.
- Participants were able to recognize common unfair trade practices prohibited by the Consumer Protection Act, such as false advertising, deceptive packaging, and unfair contract terms.
- Participants gained an understanding of the legal remedies available to consumers in case of violations of their rights, including the process of filing complaints, seeking compensation, and accessing alternative dispute resolution mechanisms.

The master class session on the Consumer Protection Act was a valuable forum for fostering awareness, advocacy, and empowerment among consumers and stakeholders. Participants emerged with a good deeper understanding of their rights and responsibilities, as well as the legal mechanisms available for seeking redressal in case of consumer grievances. The session served as a catalyst for collaboration and action towards ensuring fair and transparent business practices and upholding consumer welfare in society.

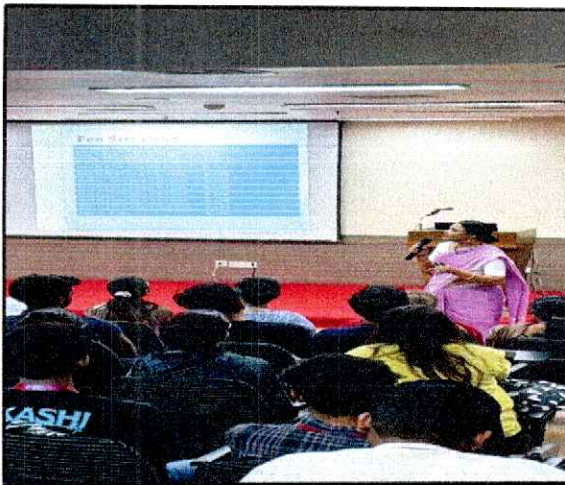
In conclusion, the master class session was instrumental in promoting a culture of consumer empowerment and accountability, contributing to a more equitable and responsive marketplace for all stakeholders.

Glimpses of the Event



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Dr. Rasika Vaidya

Faculty In Charge



Ms. Roshal Chinnu Vinu

Faculty In Charge



Dr. Harish Kumar S. Purohit

Director

