



**Bombay Suburban Art and Craft Education Society's
SHEILA RAHEJA SCHOOL OF BUSINESS MANAGEMENT AND RESEARCH
ACTIVITY REPORT 2023-2024**

Part A) Information about Organizing Team

NAME OF THE ACTIVITY: MASTERCLASS SESSION ON CONSUMER PROTECTION ACT 1986			
ACTIVITY DATE	DEPARTMENT	COMMITTEE	COORDINATOR NAME
21 st March, 2024	MMS & BMS	IIC	Dr. Rasika Vaidya & Ms. Roshal Chinnu Vinu
DURATION	VENUE	PARTICIPANTS (Nos)	NATURE: Outdoor/Indoor
1 Hour	Seminar Hall	84 students	Indoor
FACULTY SUPPORT:	1. Ms. Darshana Murkibhavi	2. Dr. Girish Pawar	
	3.	4.	
	5.	6.	
STUDENT SUPPORT:	A. Mr. Sparsh Gupta	C. Mr. Rashmeet Singh	
	B. Mr. Aryan Modha	D. Mr. Abdul Saman	
	E.	F.	

Part B) Brief Information about the Activity

TOPIC OF THE ACTIVITY	A Session on Consumer Protection Act
OBJECTIVES	<ul style="list-style-type: none"> To create awareness among the students and staff members about the fundamental rights granted to consumers under the Consumer Protection Act, the right to safety, right to information, right to choose, right to be heard, and right to redressal.
METHODOLOGY	<ul style="list-style-type: none"> Offline lecture using PowerPoint Presentation and Discussions
OUTCOMES	<ul style="list-style-type: none"> Participants were able to understand 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.

Part C) Proofs & Documents Attached (Tick mark the proofs attached):

1. Directions by Authority	<input checked="" type="checkbox"/> 6. Activity Report	11. Account Settlement
2. Proposal Note	<input checked="" type="checkbox"/> 7. Brief Profile Guest	12. News Material
3. Approval Letter	<input checked="" type="checkbox"/> 8. Attendance Gender/Sem/Course	<input checked="" type="checkbox"/> 13. Feed Back Report
<input checked="" type="checkbox"/> 4. Notice & Schedule	9. Certificate	14. Any Other
<input checked="" type="checkbox"/> 5. Organising Committee	<input checked="" type="checkbox"/> 10. Geotag Photographs	



For Sheila Raheja School of Business
Management & Research

Director








**Bombay Suburban Art and Craft Education Society's
SHEILA RAHEJA SCHOOL OF BUSINESS MANAGEMENT AND RESEARCH**

Part D) Social Media:

Web Site Signature & Date		Twitter Signature & Date		Instagram Signature & Date		Facebook Signature & Date	
DOS	DOP	DOS	DOP	DOS	DOP	DOS	DOP
20 th March 2024	20 th March 2024	----- -	-----	20 th March 2024	20 th & 21 st March 2024	-----	---

Part E) IQAC Cell:

NAME & SIGNATURE OF COORDINATOR	NAME & SIGNATURE OF DIRECTOR	IQAC Documentation	IQAC COORDINATOR (SEAL & SIGNATURE)
Dr. Rasika Vaidya & Mrs. Roshal C Vinu  	Dr. Harish Kumar S. Purohit 	Total No of Pages 14 	 R.B. Sanghavi 18/4/2024





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

(Approved by AICTE, DTE, Affiliated to university of Mumbai & NAAC accredited)ISO 9001:2015 CERTIFIED




INSTITUTION'S
INNOVATION
COUNCIL
(Ministry of Education Initiative)



MASTER CLASS SESSION ON “CONSUMER PROTECTION ACT”



21ST MARCH 2024
11 AM ONWARDS
 4TH FLOOR SEMINAR HALL
SRBS CAMPUS



**Mrs. Sharmila
Ranade**

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



For Sheila Raheja School of Business
Management & Research







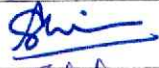
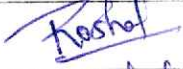

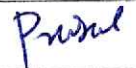

Director

Date: December 05, 2023

ATTENDANCE OF THE Q2 MEETING OF THE IIC, 2023-24

Venue: 4th Floor, Conference Room at Sheila Raheja School of Business Management & Research,
Kher Nagar, Bandra East, Mumbai.

Time: 2.30 PM

Sr.	Faculty Representation	Faculty Name appointed as IIC Members	Signature
1	President	Dr. Samadhan Khamkar	
2	Convenor	Mrs. Darshana Murkibhavi	
3	Innovation activity coordinator	Mr. Pradeep Singh	
4	Start-up activity coordinator	Mr. Pradeep Singh	
5	Internship coordinator	Mrs Darshana Murkibhavi	
6	IPR activity coordinator	Dr. Girish Pawar	
7	Social Media coordinator	Mrs. Apeksha Gaje	
8	NIRF coordinator	Mrs. Roshal Vinu	
9	ARIIA coordinator	Mrs. Roshal Vinu	
10	Member	Dr. Prasad Supekar	

**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.

- 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.

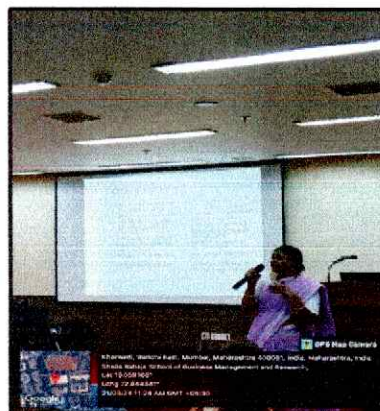
Learning Outcomes:

- 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





Bombay Suburban Art & Craft Education Society's
SHEILA RAHEJA SCHOOL OF BUSINESS MANAGEMENT AND RESEARCH
(Approved by AICTE, DTE, Affiliated to University of Mumbai and NAAC Accredited)



Dr. Rasika Vaidya

Faculty In Charge

Ms. Roshal Chinnu Vinu

Faculty In Charge

Dr. Harish Kumar S. Purohit

Director





Bombay Suburban Art & Craft Education Society's

SHEILA RAHEJA SCHOOL OF BUSINESS MANAGEMENT AND RESEARCH

(Approved by AICTE, DTE, Affiliated to University of Mumbai and NAAC Accredited)

Speaker's Profile

Name: Sharmila Ranade

Qualification:

B Com., LL.M, PG Diploma in Securities Laws.

Skills: Dispute Resolution, Negotiation, Conciliation and Mediation,

Present Occupation:



1. Member of the Consumer Grievance Redressal Forum of Adani Electricity Mumbai Ltd. (Quasi Judicial Forum)
2. Conciliator on the Maha RERA Conciliation Forum since 2018. (ADR)
3. Actively associated with MGP's Protection and Legal Wing. Coordinator- Complaint Guidance Centers. (Pro Bono)
4. Writing weekly column in Free Press Journal on Housing Societies Queries and representing MGP in various channels and presently in Jago Grahak Program on Doordarshan's Sahyadri Channel. (Media)
- 5 . POSH Consultant (Women@work)

Past Experience:

**Industry"*

21 years of service in Central Government and Capital Market in Depository, Mutual Funds, etc.(1988-2010)

Teaching
























Visiting Faculty for 7 years at the University of Mumbai's Alkesh Dinesh Modi Institute of Financial and Management Studies. (2013-2019)






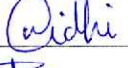

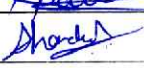
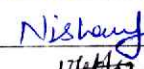
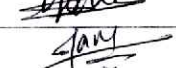
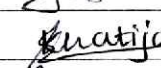
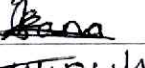
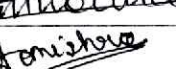
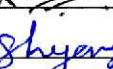
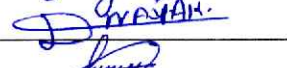
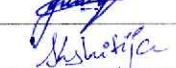
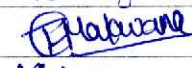
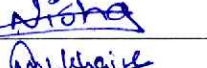
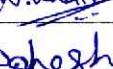
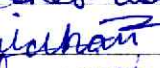
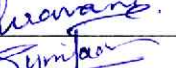






For Sheila Raheja School of Business
Management & Research


Director

ACADEMIC YEAR: 2023 – 2024
Master Class Session on Consumer Protection Act
Date: 21st March 2024
Venue: - Seminar Room

Sr. No.	Name of the Student	Signature
1	Maulik Bagul	
2	Gauri K. Khatke	
3	Darshikha Varnar	
4	Rohitha Ponice	Rohitha
5	Aditya Gupta	
6	Dakshin Kothari	
7	Z. Ca. Parthasar	
8	Prakash Pachi	
9	Aryan Khar	
10	Ky. UP Rathod	
11	Prathamesh Pige	
12	Suraj Nair	
13	Ashish Singh	
14	Kartik Rao	Kartik Rao
15	Aayush Jami	
16	PRAMJEET Singh	
17	Sahil Yadav	
18	Ankit Yadav	
19	Psham Koda	
20	Vivik. Rai	
21	Deepak Dalai	
22	Vishwas Dewivedi	
23	Soumya Tripathi	
24	Shruti Kulkarni	
25	Pragati Tiwari	

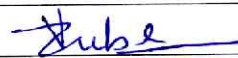
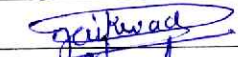


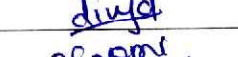

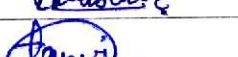
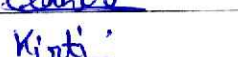

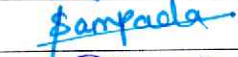



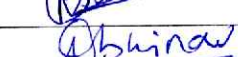

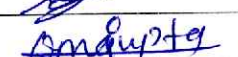
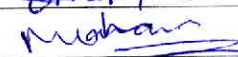
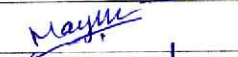

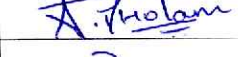
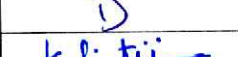



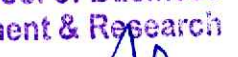
ACADEMIC YEAR: 2023 – 2024
Master Class Session on Consumer Protection Act
Date: 21st March 2024
Venue: - Seminar Room

Sr. No.	Name of the Student	Signature
26	Yasri Shandare	
27	Anyu Karatanekar	
28	Anyu Rao	
29	Nidhi Tambe	
30	Rohit Patunde	
31	RUSHI PAWAR	
32	Shardul Nage	
33	Nishant Janba	
34	Shravan Jethu	
35	Jani Boyalla	
36	Khatija Shaikh	
37	Saniya Rana	
38	Monika Chauhan	
39	Rohit Mishra	
40	Shyamji Gupta	
41	Aarav Nayak	
42	Sunny Gupta	
43	Khatija Kargutkar	
44	Tanisha Matwana	
45	Nisha Jha	
46	Mansi Khair	
47	Maheshwari. maha	
48	Naidhavi vijay vardekar	
49	Shravan Suresh Palkar	
50	Sumit Vasant Yadav	

For Sheila Raheja School of Business
Management & Research


Director

ACADEMIC YEAR: 2023 – 2024
Master Class Session on Consumer Protection Act
Date: 21st March 2024
Venue: - Seminar Room

Sr. No.	Name of the Student	Signature
51	Vidhi Dube.	
52	Dev Gaikwad	
53	Bhushan Dhawale	
54	Satish Thakare	
55	Divya Ananda Shivade	
56	Patel Bhoomi Haresh	
57	Himani A. Wasekar	
58	Tanvi Shah	
59	Kirti Andhalkar	
60	Purva Nagare	
61	Sampada Geete	
62	Simran Abnave	
63	Pradip Hadawale	
64	Shohan Kankar	
65	Sahil Rane	
66	Abhinav Sadanandan	
67	SMIT PANCHAL	
68	OM. GUPTA	
69	Mohan Ranga.	
70	Mayur. M. Mphare	
71	Krishna Walikar	
72	Ayush Dholam	
73	Dayton D'souza	
74	Kshitij Kamble	
75	Sharvani Jadhav	



For Sheila Raheja School of Business Management & Research












Director

ACADEMIC YEAR: 2023 – 2024

Master Class Session on Consumer Protection Act

Date: 21st March 2024

Venue: - Seminar Room

Sr. No.	Name of the Student	Signature
76	Kalyani Ugale	
77	Vedang Sawant	
78	Rudra Pathak	
79	Sanket Asya	
80	Rashmit Shetye	
81	Saman Khan	
82	Spansh gupta	
83	Rahul nair	
84	Aanbil deo	
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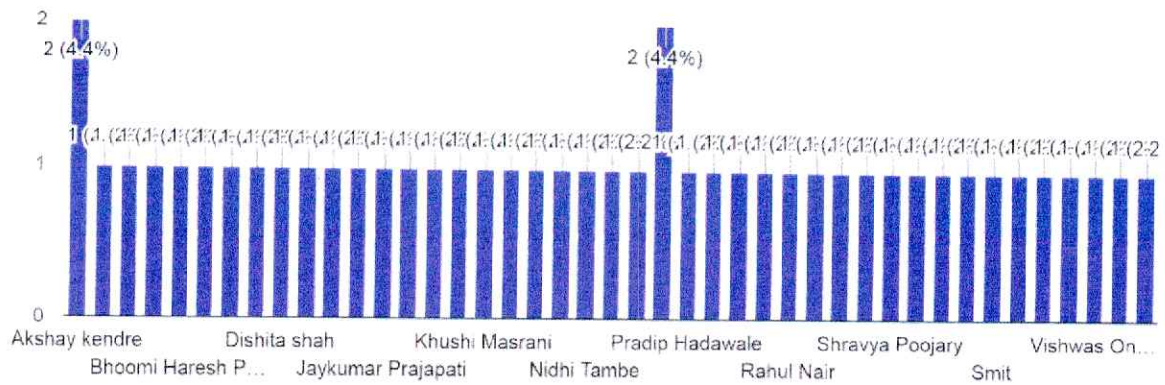

Director

Date:- 27 March, 2024

FEEDBACK FORM FOR MASTERCLASS SESSION ON CONSUMER PROTECTION ACT 1986.

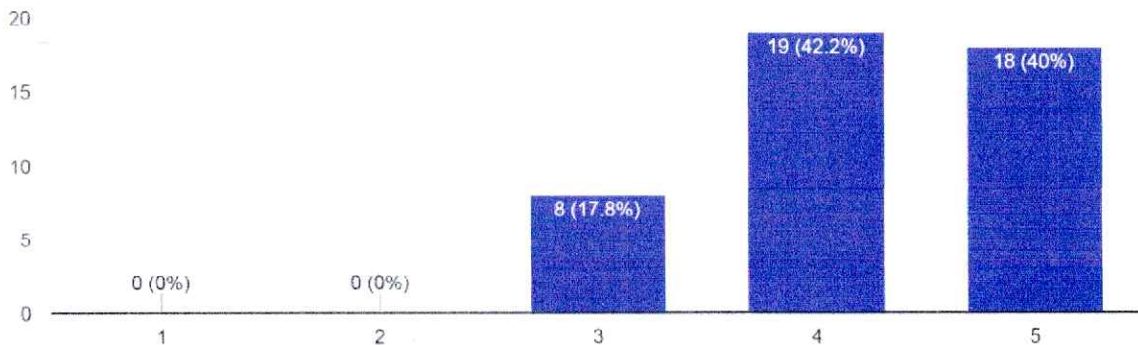
Name of the student

45 responses



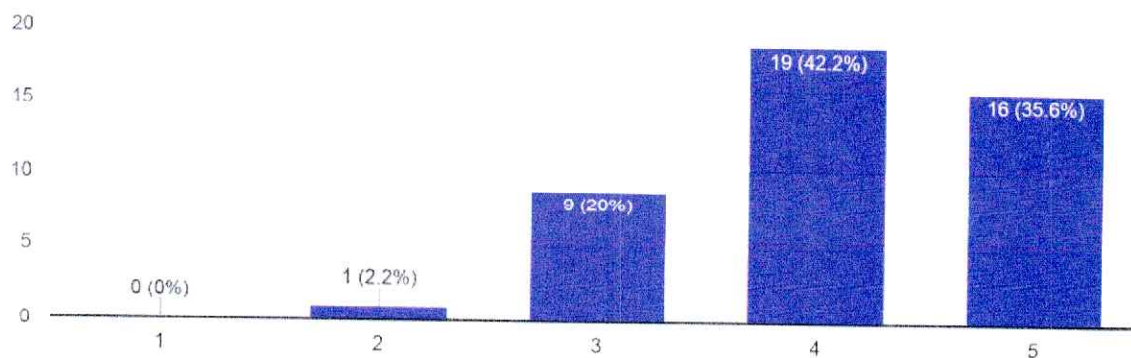
2. How would you rate the speaker on the basis of the subject matter explained? (1 being very poor & 5 being excellent)

45 responses



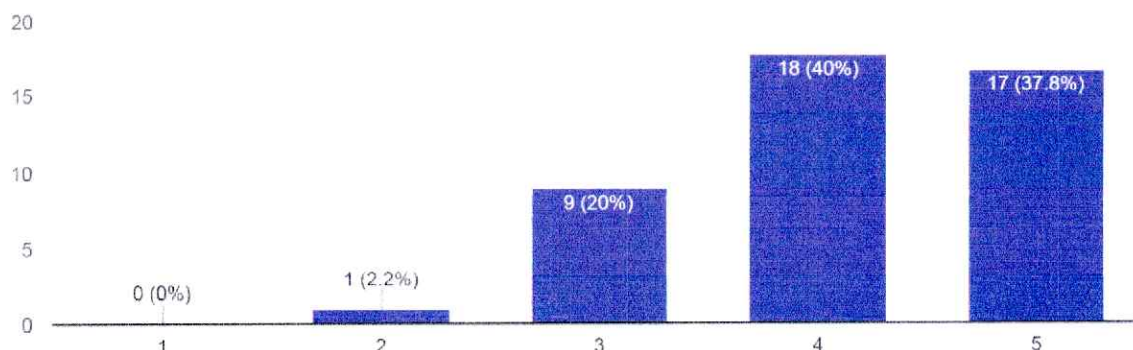
3. How would you rate the speaker on the basis of delivery of the session? (1 being very poor & 5 being excellent)

45 responses



4. How engaging was the MasterClass session on Consumer Protection Act held on 21st March '24 (1 being very poor & 5 being excellent)

45 responses



5. Valuable feedback if any 45 responses

1. No
2. A good session
3. Nope



4. Nothing
5. NA
6. -
7. No. Thank you.
8. .
9. Nice
10. -
11. No feedback
12. N/A
13. -
14. Nothing
15. It was good
16. Learned consumer rights.
17. -
18. It was very helpful session. We got to know that which are the consumer acts or where we can file a complaint about frauds which can be happen with anyone.
19. -
20. NA
21. Good session
22. It was a great session informing us about our rights
23. It was a good session.
24. No, As it was very interactive session and had a lot of information
25. Good
26. -
27. That was a good or valuable session for all of us.
28. -
29. Na
30. NA
31. Good session
32. NA
33. Good session
34. Good information provided nice session
35. -
36. She spoke well, that session was full or knowledge
37. -





Bombay Suburban Art & Craft Education Society's

SHEILA RAHEJA SCHOOL OF BUSINESS MANAGEMENT AND RESEARCH

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-
38. -
 39. Good information provided nice session
 40. NA
 41. Good session
 42. NA
 43. It was a great session informing us about our rights
 44. It was a good session
 45. Good session



For Sheila Raheja School of Business
Management & Research

A handwritten signature in blue ink, followed by the title 'Director'.

Director