



DON BOSCO INSTITUTE OF TECHNOLOGY

Report On “Consumer Protection Act” Session conducted on 9th Dec 2020

Session Name: Consumer Protection Act

Speaker Name: Ms. Sharmila Ranade

Date: 9th Dec 2020

Time: 11:30 a.m.- 12:30 a.m.

Zoom Link: Prasanna Nambiar is inviting you to a scheduled Zoom meeting. Topic: Consumer Guidance Time: Dec 9, 2020 11:00 AM Pacific Time (US and Canada) Join Zoom Meeting <https://zoom.us/j/9376585839?pwd=MmsxdDdqQlp0RDwRXhwkdiNjBoZz09> Meeting ID: 937 658 5839 Passcode: 5J9b04

Tartget Audience: B.E. students and Faculties

Participant Count: 63 on Zoom

Summary of Session:

Technical Committee of Don Bosco Institute of Technology organized a session on “Consumer Protection Act” on 9th Decemeber 2020. This session was initiated by our Principal Dr. Prasanna Nambiar for the final year students that are enrolled in “Development Engineering” subject. This event was co-ordinated by Ms. Priya Kaul. The Speaker for the event was Ms. Sharmila Ranade. Ms. Sharmila represents the consumers on Electricity and MahaRERA Dispute Resolution Forum. She is also a coordinator with Consumer Guidance Cell and Mumbai Grahak Panchayat. The discussion focussed on points like- Rights and Obligations of Consumers, Misleading Advertisements, E-Commerce purchase issues, and E-Filling.

The session started with Dr. Prasanna Nambiar giving a small introduction to the event and welcoming the speaker. Speaker, students and guests were formally introduced by Ms. Priya Kaul. The session started with the objective and highlights of Consumer Protection Act. Rights and Obligations of a Consumer were explained in detailed by the speaker. The process of filing a complaint and dispute resolution was explained with the help of Three Tier Dispute Resolution Commissions system in place. One of the interesting discussion points was Misleading Advertisements. It was very enlightening to know that every common man holds the right to file a complaint against such advertisements.

E-Commerce transactions was one of the topics that drew lot of queries from the audience. Queries ranged from- wrong product, misleading information on the sites, fake transaction portals, filing complaint, and the process to chech the authenticity of these websites.

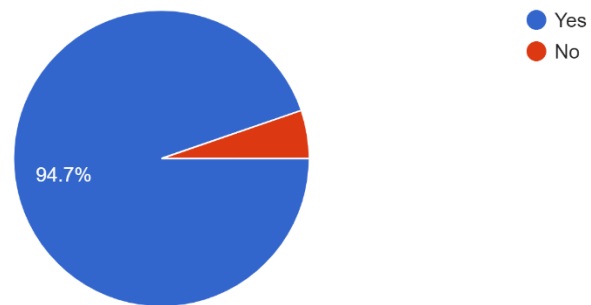
The meeting ended with a Vote of Thanks by Ms. Swati (Technical Secretary). Mr. Taaha (Technical Secretary) was responsible for handling the technical issues. This session helped in creating an awareness regarding the process of complaint filing and what all rights we as consumers have and how to exercise them at the right time when required.

Feedback:

Below given charts represent the feedback given by the participants:

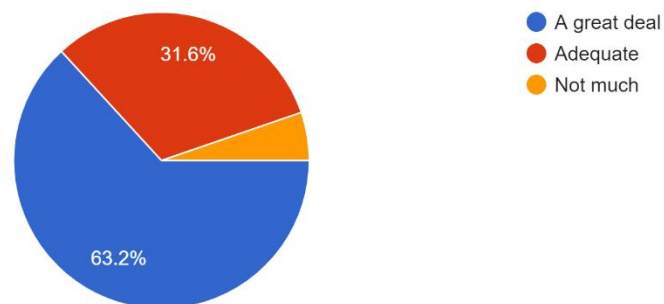
Did you find the session helpful?

19 responses



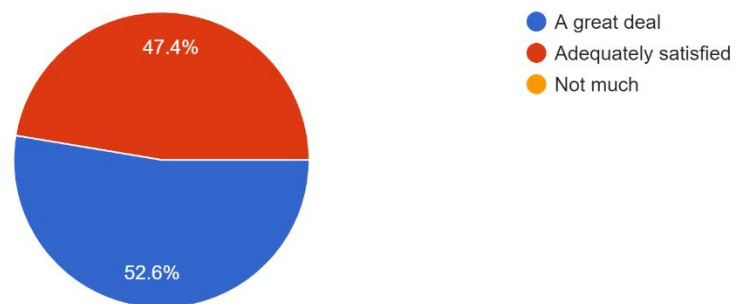
How much knowledge did you gain from this session?

19 responses



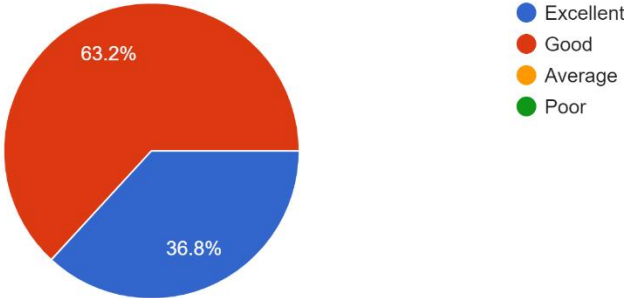
Were you satisfied with the answers/solutions given by Speaker for the questions asked ?

19 responses

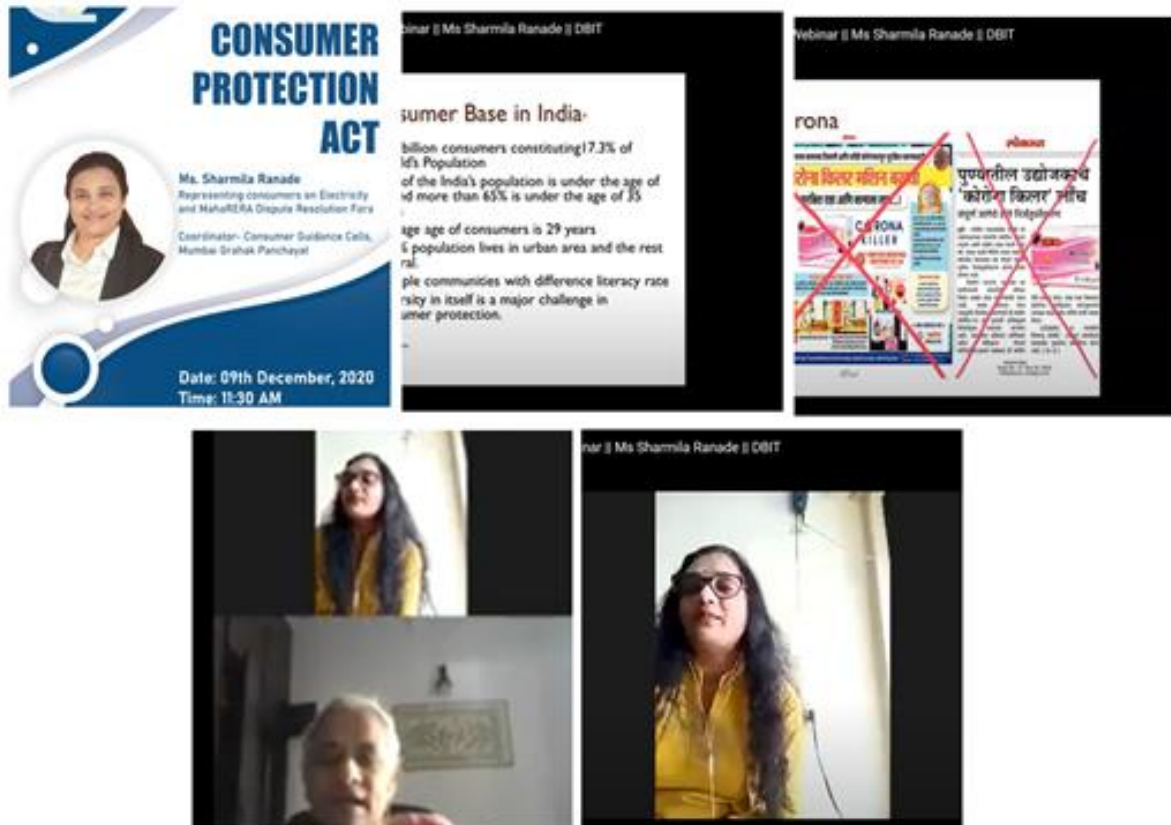


What overall rating would you give to the speaker?

19 responses



Pictures/ Collage:



Report Prepared By:

Ms. Priya Kaul

(Technical Committee Convenor)