



**NEW HORIZON
COLLEGE - KASTURINAGAR**

Affiliated to Bangalore North University, Approved by Government of Karnataka
Included under section 2 (f) of the UGC Act, 1956



DEPARTMENT OF COMMERCE

ORGANIZES

WEBINAR ON CONSUMER PROTECTION ACT, 2019

for
III Year B.Com

On

22nd May 2021, @ 10.00 am



Resource person

*Mr. Vikram Varadhakumar
Legal Team, Titan Company Ltd.*

**For further information Contact :
Ms. Aruna Shet : 7019632206**



REPORT ON

WEBINAR ON CONSUMER PROTECTION ACT, 2019

Date: 22nd May 2021

Mode and Link: [Google Meet](#)

Link: <http://meet.google.com/ofd-ayvu-rdm>

Conducted By: Department of Commerce

Attended By: III Year B.Com

Time: 10.00am to 11.30am

Number of Participants: 100

OBJECTIVE:

To provide the required guidance to the students to enhance, learn and explore their knowledge on Consumer Protection Act, 2019.



Resource Person: Mr. Vikram Varadhakumar

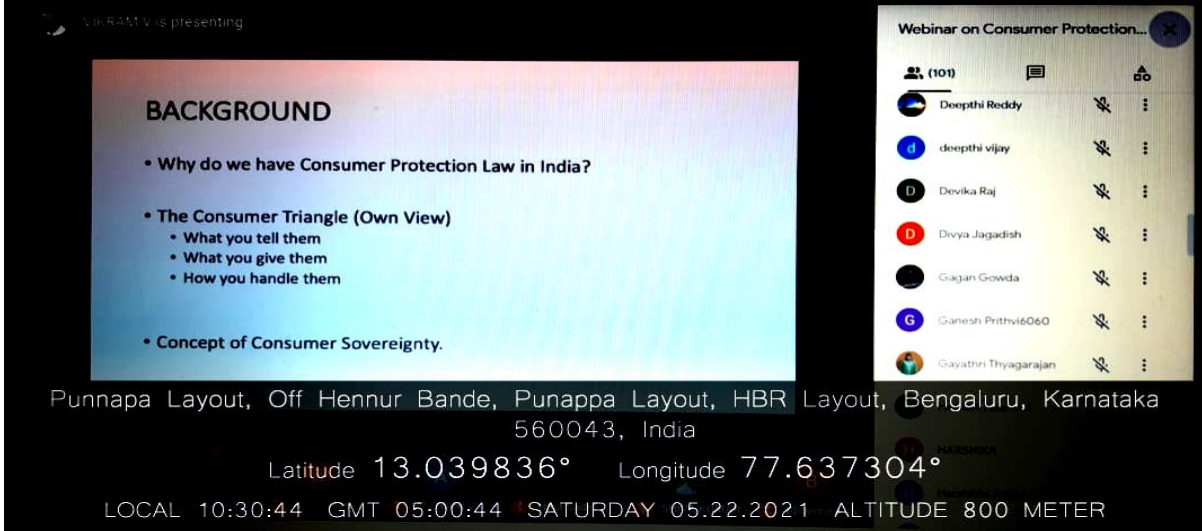
An insightful Session on “CONSUMER PROTECTION ACT, 2019” was held on 22nd May 2021 for the students of III Year B.Com. The Resource Person was **Mr. Vikram Varadhakumar, Legal Team, Titan Company Ltd.**

The session commenced with an introduction of the resource person by Ms. Maithri of III Year B.Com. The resource person highlighted the significance of the recent changes brought in to the act and he captured on the following areas of discussion:

- Background of Consumer Protection
- Object of Consumer Law in India
- Supporting Law
- Special Focus on Consumer Protection Act, 2019
- Case Study

BACKGROUND AND OBJECT OF CONSUMER LAW IN INDIA

The Resource Person highlighted on the need for Consumer Law in India. Consumer Protection laws are a form of government regulation which aim to protect the rights of consumers. The laws are designed to prevent businesses from engaging in fraudulent or specified unfair practices from gaining an advantage over competitors.



VIKRAM V is presenting

BACKGROUND

- Why do we have Consumer Protection Law in India?
- The Consumer Triangle (Own View)
 - What you tell them
 - What you give them
 - How you handle them
- Concept of Consumer Sovereignty.

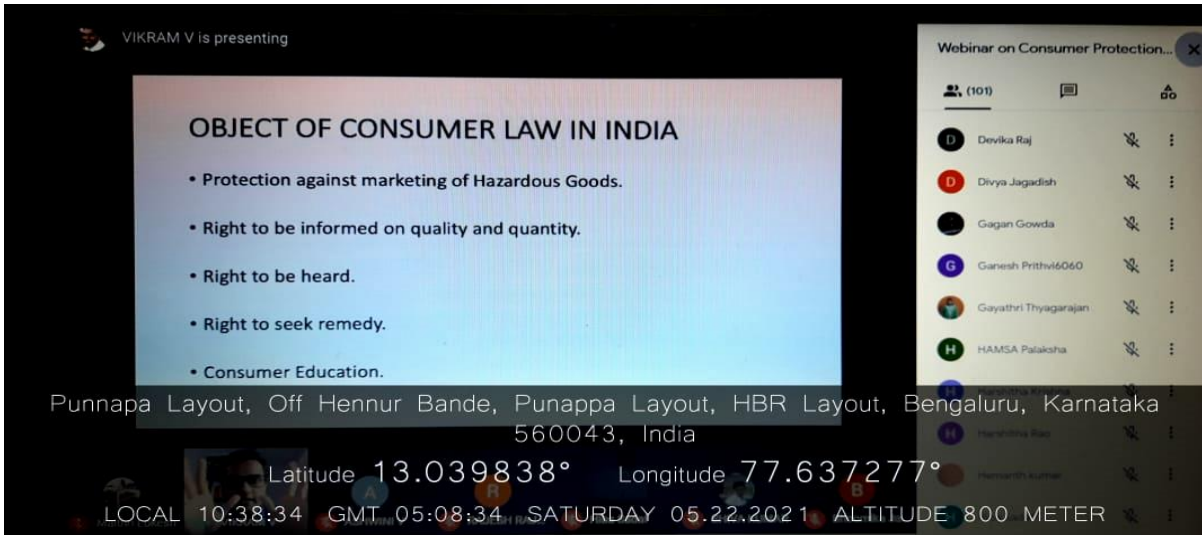
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Latitude 13.039836° Longitude 77.637304°
LOCAL 10:30:44 GMT 05:00:44 SATURDAY 05.22.2021 ALTITUDE 800 METER

Webinar on Consumer Protection... (101)

- Deepthi Reddy
- deepthi vijay
- Devika Raj
- Divya Jagadish
- Gagan Gowda
- Ganesh Prithvi6060
- Gayathri Thyagarajan

Resource Person giving a brief background of Consumer Protection Law in India

OBJECTIVES OF CONSUMER PORTECTION ACT



VIKRAM V is presenting

OBJECT OF CONSUMER LAW IN INDIA

- Protection against marketing of Hazardous Goods.
- Right to be informed on quality and quantity.
- Right to be heard.
- Right to seek remedy.
- Consumer Education.

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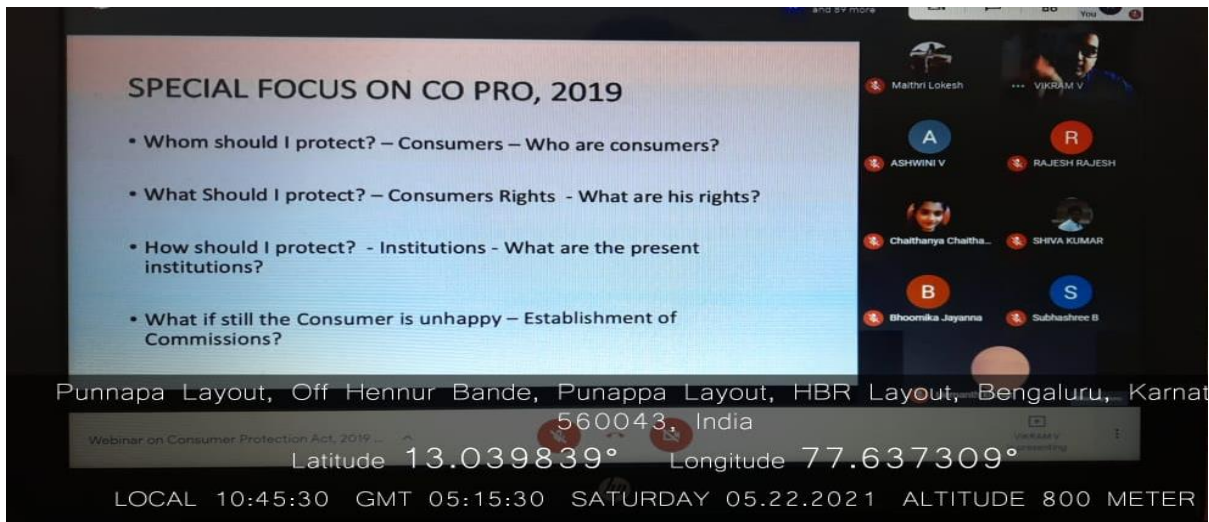
Webinar on Consumer Protection... (101)

- Devika Raj
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- Gagan Gowda
- Ganesh Prithvi6060
- Gayathri Thyagarajan
- HAMSA Palakaha

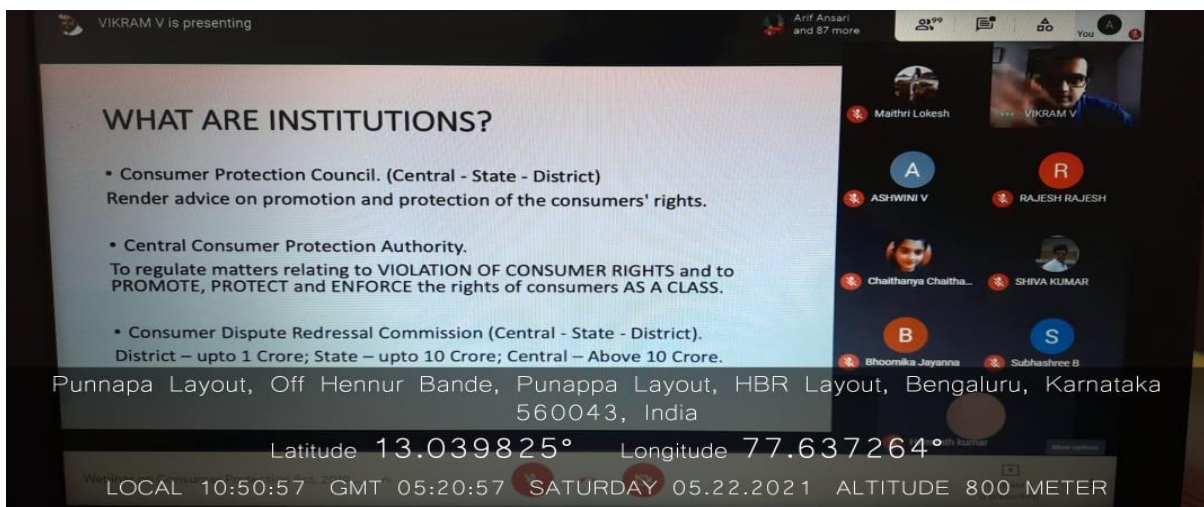
Objectives of Consumer Protection Act

The Resource person highlighted on various Rights of Consumer:

Right to: (i) be protected against marketing of goods and services which are hazardous to life and property; (ii) be informed of the quality, quantity, potency, purity, standard and price of goods or services; (iii) right to be heard (iv) right to seek remedy, (v) right to Consumer education.



Special focus on Consumer Protection Act, 2019



Three Tier Quasi Judicial Consumer Dispute Redressal Machinery

The session enabled students to capture enormous knowledge on the latest amendments in the Consumer Protection Act. The focus of session was Consumer Protection Act, 2019 with the establishment of Central Consumer Protection Authority (CCPA)

Central Consumer Protection Authority: The central government has set up a Central Consumer Protection Authority (CCPA) to promote, protect and enforce the rights of consumers. It will regulate matters related to violation of consumer rights, unfair trade practices, and misleading advertisements.

The new Act strengthened the legal and policy framework towards achieving the confirmed object of better protection of Consumer in India.

Consumer Disputes Redressal Commission: The set up of Consumer Disputes Redressal Commissions (CDRCs) at the district, state, and national levels.

Jurisdiction of CDRCs: The District CDRC will entertain complaints where value of goods and services does not exceed Rs one crore. The State CDRC will entertain complaints when the value is more than Rs one crore but does not exceed Rs 10 crore. Complaints with value of goods and services over Rs 10 crore will be entertained by the National CDRC.

Case Study

Few case studies were discussed by the Resource Person and one such case study was

“Indian Medical Association v. VP Shantha and others”,

Landmark Judgement

The court held that the services rendered by a medical professional fall within the ambit of ‘services’ under the section 2(1)(o) of the Consumer Protection Act, 1986.

The screenshot shows a Zoom meeting slide titled "Case Study". The slide content is as follows:

Case Study

PROFESSIONAL SERVICES FALL WITHIN THE SCOPE OF THE ACT

- Indian Medical Association v V.P. Shantha and others
- In deciding this case of deficiency of medical service, the court held that the services rendered by a medical professional fall within the ambit of 'services' under the section 2(1)(o) of the 1986 Act.
- It rejected the contention that a medical practitioner, being a

Location: Punnapa Layout, Off Hennur Bande, Punappa Layout, HBR Layout, Bengaluru, Karnataka 560043, India
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Case study “Indian Medical Association v. VP Shantha and others”,

The screenshot shows a Zoom meeting during a Q&A session. The meeting title is "Webinar on Consumer Protection...". The interface shows several participants: VIKRAM V, RAJESH RAJESH, Maithri Lokesh, SHIVA KUMAR, Divya Jagadish, and Chaitanya Chaitanya. A chat window is open on the right with the following messages:

Arbeen taj 10:49
No sr

Chaitra S 11:16
Sir totally how many rights does consumer have

Ruchi Manimaran 11:16
Instead of mask given with the iPhone if AirPods are given and that's not working can we complain about that?

Kethan R Moses 11:18
SR the question is Under the Consumer Protection Act the rights of a consumer do not include to be

rohini 11:18
Though the law has made so many rule still there most of the ads which give false statements

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Resource Person and Students during the question and answer session



Group Photo

The session witnessed an understanding of Consumer Protection Act, 2019 by covering the areas of the Rights of Consumer, CCPA and Consumer Dispute Redressal Commission.

The session had witnessed enthusiastic participation from students. Numerous queries were entertained during the session.

Conclusion: The students gained an insight on Consumer Protection Act, 2019.

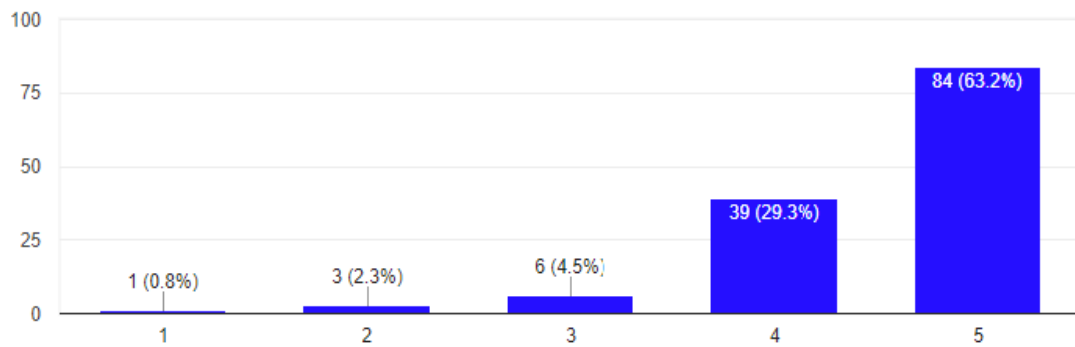
“WISDOM IS NOT A PRODUCT OF SCHOOLING BUT OF THE LIFELONG ATTEMPT TO ACQUIRE IT.”

—ALBERT EINSTEIN

FEEDBACK WITH GRAPH

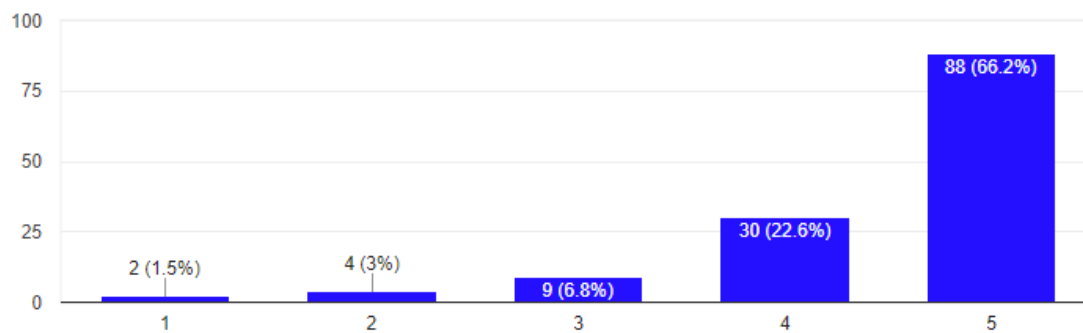
1. How well the session meet your expectation?

133 responses



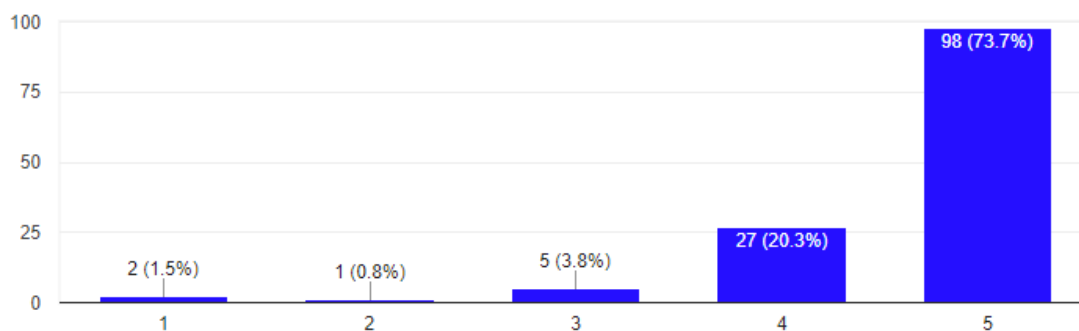
2. How would you rate the quality of webinar?

133 responses



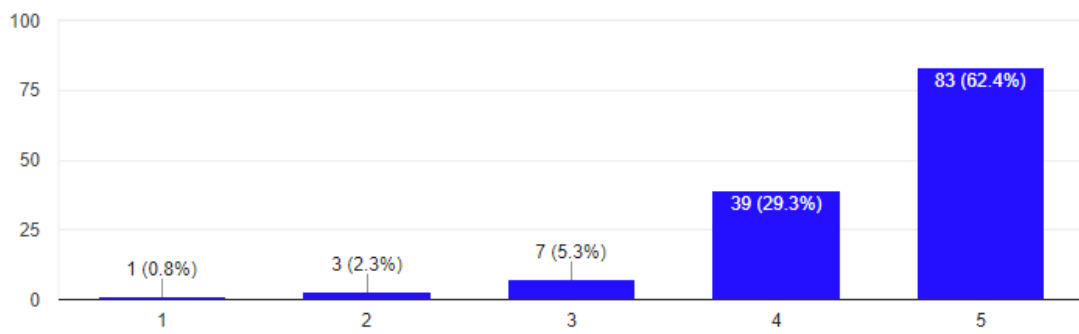
3. How do you rate the presentation of the speaker?

133 responses



4. How do you rate the time management?

133 responses



5. Suggestions (if any)

85 responses

Great

need more webinars like this.

It was good

We would like to hear more law right acts in the coming session