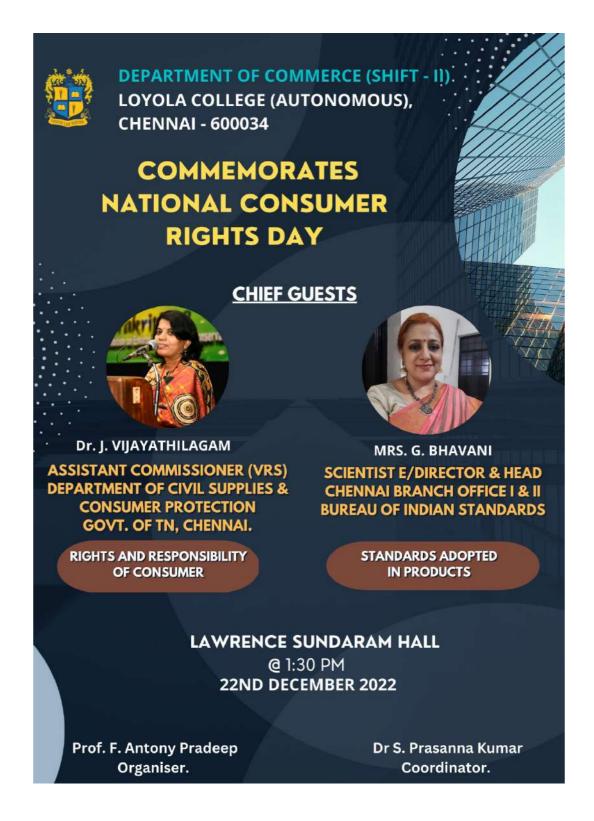


REPORT ON NATIONAL CONSUMER RIGHTS DAY 22ND DECEMBER, 2022

INVITATION





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PHOTOS TAKEN DURING THE EVENT



Prayer by Department Choir



Welcome Address by Mr Theaseus Anto Cooper, Joint Secretary, Commerce Forum
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Dr M. Sivakumar felicitating Chief Guest Dr J. Vijayathilagam.



Dr S. Prasanna Kumar felicitating Chief Guest Dr J. Vijayathilagam.





Dr J. Vijayathilagam addressing the students on Responsibilities of Consumer



Dr J. Vijayathilagam addressing the students on Responsibilities of Consumer





Students Interacting with Chief Guest Dr J. Vijayathilagam



Students Interacting with Chief Guest Dr J. Vijayathilagam





Prof. R. Amala Priya Felicitating Guest of Honour Mrs. G. Bhavani.



Mrs. G. Bhavani addressing the students on Standards adopted in Products





Mrs. G. Bhavani Addressing the Students on Standards in Products



Mrs. G. Bhavani giving real time experience on standards to students.





Mrs. G. Bhavani giving real time experience on standards to students.



Vote of Thanks by Prof. F. Antony Pradeep.



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ABOUT THE EVENT

Humans have evolved to depend on materials made by other people over a very long period of time. In the modern day, this can be translated into the consumerist bubbles that we are living under. Consumerism is probably the most embedded philosophy in our daily lives. So it is important that we as consumers understand how we can navigate through this consumerist environment we are under, especially concerning the goods and services we consume on a daily basis.

The Department of Commerce (Shift-II), Loyola College organized a workshop to on consumer protection for the first-year UG students of the department, on the account of the National Consumer Rights Day celebrated on the 24th of December. The workshop was held on the afternoon of the 22nd of December, in the Lawrence Sundaram Hall. The Chief Guest for the workshop was Dr. Vijaya Thilagam, Assistant Commissioner (VRS), Dept of Civil Supplies and Consumer Protection, Govt. of TN, Chennai & the guest of honor for the workshop was Mrs. Bhavani, Scientist E / Director and Head, Chennai branches 1 & 2 of the Bureau of Indian Standards.

The Chief Guest Dr. Vijayathilagam has been propagating consumer awareness while having three decades of experience in government service. In representing Tamil Nadu, she has participated in many national seminars and conferences and has also coordinated renewed publications, teachers' handbooks, reference books & brochures with the agenda to propagate consumer awareness, that have been published by the government of Tamil Nadu. The Chief Guest has also presented many international papers while also taking part in consumer awareness with respect to self-help groups for women. She has also worked with the Chennai Corporation in the Chennai Metropolitan area & surrounding regions and is currently a Guest Faculty in Anna administrative college, run by the government of Tamil Nadu.

The Chief Guest began her address by putting forth the thought that we as humans are consumers before our births and we as humans are consumers after our deaths also.



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Here, the speaker underlined how consumerism as a philosophy that impacts everyone. This brought forth a major need for the Consumer Protection Acts to be formulated by the governments, simply because we consume in every moment of our lives. The speaker regarded the idea that learning about consumerism is a life skill education. The speaker laid emphasis on the idea that we as consumers should never compromise on the quality and quantity of products and must raise complaints when we are made to pay above the MRP.

The speaker also introduced the history behind enacting the Consumer Act at global level, as it was initiated initially in the United States of America in the year 1963 under the presidency of President John F Kennedy, on the account of which World Consumer Day is celebrated every year on the 15th of March. The Indian Consumer Act was brought in the year 1986, on the account of which the National Consumer Day is celebrated on the 24th of December, which becomes furthermore important after the liberalization reforms which opened the economy of the country. The speaker explained about the six main rights given by this act, which were namely the right to safety, the right to choose, the right to information, the right to represent, the right to seek redressal and finally the right to consumer education.

The speaker also explained about the alternate dispute redressal mechanism, a quasi-judicial system under the Supreme Court of India. The speaker also explained the amendments that the new consumer protection act of 2019 brought about, which was namely incorporating the elements of global trade & e-commerce to further make the act more efficient. The speaker also explained about the sister act to the consumer protection act, that involves ISI standards. The speaker ended their talk with the quote "Knowledge is power when it is shared", further stating the importance and need for consumer education.



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The Guest of Honour for the event was Mrs. Bhavani, a scientist and the head director of the Chennai Branches one and two of the Bureau of Indian Standards (BIS). Mrs. Bhavani graduated from SRM Engineering college with civil engineering as her undergraduate discipline, while also getting her Gold Medal from Madras University. Mrs. Bhavani joined the BIS in the year 1999 and served in the areas of conformity assessment and hallmarking. Mrs. Bhavani is also an auditor in the field of lab quality management.

The Guest of Honour began their talk by giving an introduction into the brief history of the BIS which was earlier the Indian Standards Institution. The guest speaker also explained to the audience the process of how ISI standards are formulated and the process of how the BIS takes suggestions from experts in the technical field of the design of that product, to be able to give proper safety and quality regulations. The speaker then explained that there were 22000 ISI standards and the first standard of the ISI was for the National Flag of India. The speaker also explained that one of the core duties of the BIS was to do conformity assessments on the products. The speaker also explained the structure of the ISI mark, which contains three parts including the license number as well as the standard number. The speaker then shed light on the BIS act, which was incorporated in the year 1986 along with the consumer protection act.

The Guest of Honour also explained that the BIS has a compulsory registration scheme for electronic goods and the BIS standards also apply to foreign companies selling their products on a commercial basis in Indian territory. The speaker explained about the BIS app through which the validity of the license a manufacturer has can be found, along with the standards the product is subject to. Users in this app can conduct their search by typing the five-digit standard number as well as certain keywords that relate to the product. The speaker also mentioned that complaints can be raised via the app and the BIS will raid the manufacturer when such complaints are raised by members of the public. The speaker ended their presentation by explaining that members of the public, particularly students, can become members of the BIS through the Manak Mitra scheme launched by the Government of India.



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Key Takeaways of the Workshop:

- Brief history of the enactment of Consumer Rights globally and locally.
- Awareness of consumer rights to combat unethical consumerist practices by companies.
- Acquaintance on the process of raising complaints as well as the need for consumer education as a life skill.
- An introduction to ISI standards to students in a way that is relevant and easily accessible to them for being aware citizens and good Samaritans.
- Awareness of identifying the validity of all consumer products.
- Understanding on the different standards applicable to different products.

Prof. F. Antony Pradeep Organiser. Dr S. Prasanna Kumar Coordinator.

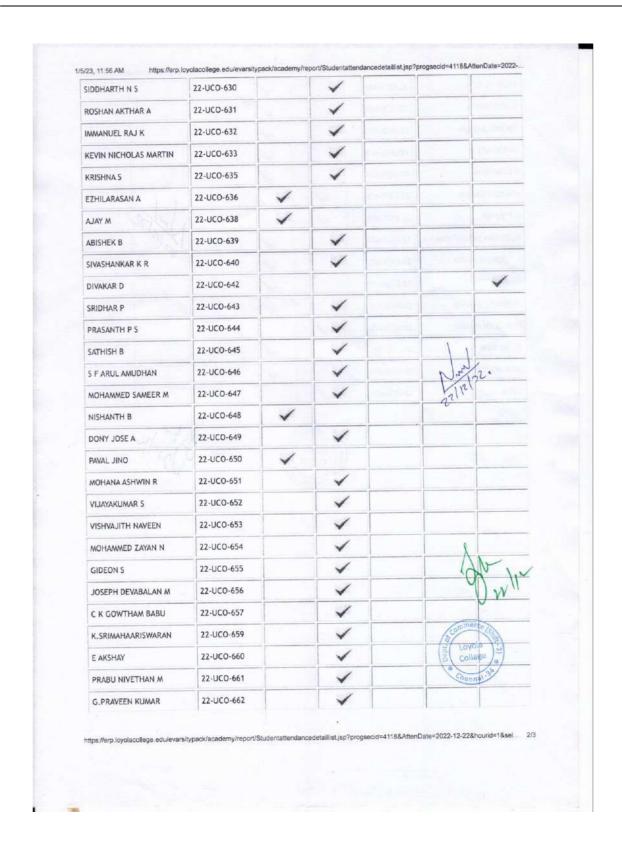


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ATTENDANCE













| Attendance Entered By: Princy J Department: COMMERCE | | | | | | |
|--|------------------------|-------------------|---------------------|--------------------|------------------------|--------------------|
| Student Name | Register No | Absent | Present | OD with Present | OD with Not Present | Medical Leave X |
| ANTONY TITUS LEO S | 22-UCO-401 | | / | | | |
| ANTONY KULANDAI JOEL M | 22-UCO-403 | | ~ | | | |
| ALAN JAMES | 22-UCO-404 | 7 | ~ | | | |
| SHYAMRAJ A M | 22-UCO-406 | | ~ | | | |
| YESHDEEP SINGH RATHORE | 22-UCO-407 | | ~ | | | |
| MOHAMMED HADIF H | 22-UCO-408 | | / | | | |
| CHRISTOPHER AMIRDHARAJ | 22-UCO-409 | | ~ | 1 | | |
| S. ANTONY NILESH KAROL | 22-UCO-410 | | / | | | |
| R. JAGADHEESWARAN | 22-UCO-411 | | / | | | |
| VENUGOPAL G | 22-UCO-412 | | ~ | | | |
| STANLY SELVARAJ M | 22-UCO-413 | - | ~ | | | Non-Mar |
| LOGESHWAR S | 22-UCO-415 | | / | | | |
| VASANTH M | 22-UCO-416 | | ~ | 4 4 5 | | |
| FRANCIS J | 22-UCO-417 | ~ | | | | A Laborat |
| F.R.MARIA THEODUS | 22-UCO-418 | ~ | | | Son | iJ |
| PRASANNA C | 22-UCO-419 | | 1 | | Value | 0 22 |
| JEFFREY PAUL B | 22-UCO-420 | | ~ | | 22/1 | |
| MUGUNDHAN R | 22-UCO-421 | | ~ | | | |
| LAWRANCE S | 22-UCO-422 | | ~ | | | |
| STEPHEN GEORGE P | 22-UCO-423 | | ~ | | 0 | |
| JOHNAZ KUTTIKAT | 22-UCO-424 | | / | | A | PIN |
| J SURYA | 22-UCO-425 | | ~ | | 00 | 27/1/2 |
| SURYA S P | 22-UCO-426 | | ~ | | V | |
| w.J.KEVIN HUBERT | 22-UCO-427 | | ~ | | ommerce | |
| S. LEO DANIYAL | 22-UCO-428 | | 1 | Oept, 2 | Loyola | |
| J ARON IGNESH | 22-UCO-429 | | ~ | (8 | 100 | |
| JEROSH STANLEY | 22-UCO-430 | | ~ | | Chennal 2 | |
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