



K. S. R. M. COLLEGE OF ENGINEERING

(UGC-AUTONOMOUS)

Kadapa, Andhra Pradesh, India – 516 005

Approved by AICTE, New Delhi & Affiliated to JNTUA, Ananthapuramu.

An ISO 14001:2004 & 9001:2015 Certified Institution



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Date: 12.03.2022

Through Proper Channel

From:

Dr. S. Nageswara Rao,

Assoc. Professor,

Dept. of CSE,

KSRMCE (A),

Kadapa – 5

To:

The Principal,

KSRMCE (A),

Kadapa – 5

Sub: Permission to Conduct Lecture – Reg.

Respected Sir,

We, the Staff of Computer Science and Engineering Department are planning to give a lecture on **“Consumer Rights”** on **15th March, 2022** to create an awareness in the student community. In this regard we request your acceptance to conduct above said lecture.

Thanking You Sir.

Yours Sincerely,

S. Nageswara Rao
(Dr. S. Nageswara Rao)

*Forwarded to the
principal sir,
Ready*

*Permitted
U.S.S. mm/4*



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Date: 12.03.2022

Department of Computer Science and Engineering

CIRCULAR

It is informed to all the students that the Department of Computer Science and Engineering is going to conduct a lecture on “Consumer Rights” on **15th March, 2022**. In this connection we request the students to register their names with the department clerk.

Dr. V. LOKESWARA REDDY

M.Tech., Ph.D.,

Professor & HOD CSE

K.S.R.M. College of Engineering (Autonomous),
KADAPA - 516 005.

Copy to all Heads of the Departments, with a request to circulate among their students
Copy submitted to Dr. Kandula Chandra Obul Reddy Garu, Managing Director, Kandula Group of Institutions for favor of information
Copy to Principals Table
Copy to all students Notice Boards
Copy to all Hostels Notice Boards



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Activity Report

Name of the Activity	: Lecture on Consumer Rights
Type of Activity	: Constitutional Obligations
Date and Time of Activity	: 15.03.2022 @ 04.00 pm
Details of Participants	: Faculty: 00 Students: 30
Coordinator / Resource Person	: Dr. S. Nageswara Rao, Assoc. Professor
Organizing Dept./Support System	: Department of Computer Science and Engineering

Description

Consumer protection is the rights given to a consumer for having clarity of information regarding the product that they buy. They have the right to have full information about the quality, quantity, price, standard and purity of the product. It is to be mentioned, however, that consumer rights are solely for the consumers who buy a product for their direct use and not for reselling it.

Consumer protection is considered to be falling under the arena of “private law.” It is a way of preventing consumers as well as the state from financial scams, financial frauds and bankrupt businesses. Countries like Australia, Brazil, United States of America and the United Kingdom, have consumer protection laws in the nation-state level. They also have specific state organizations to help their consumers.

Constitutional Laws: As many as 47 constitutions in the present day include some consumer rights to be enforced in their constitution.

Consumer Protection in India:

In India, the most important consumer rights fall under The Consumer Protection Act of 1986. According to this law, not only the individual consumers but a company, a group of consumers, an undivided Hindu family, all have the power to exercise their rights. The consumer rights mentioned in the law are-

- The right to be protected from harmful and hazardous goods and services.
- The right to be informed in details about the quality as well as the performance of a good.
- The right to freedom of choice of goods and services.
- The right to be heard in all the decision-making processes which are related to the interests of the consumers.
- The right to seek redressal on the infringement of consumer rights.
- The right to the completion of consumer education.

Keeping the condition of the consumers in mind, The Government of India and its Ministry of Consumer Affairs, opened a nodal organization called the Department of Consumer Affairs to protect the consumers from frauds and unfair treatment. If there is an infringement of these rights, then a proper claim for redressal can be made in a consumer court.

The circumstances under which a complaint can be made in a consumer court:

- If the goods or services purchased by the person has one or more defects.
- If a trader or a service provider resort to unfair means of business.
- If a trader or a service provider charges a price above what has been agreed upon under law.
- Goods or services that cause a certain safety hazard to the users or the consumers.





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Right to Consumer Education:

It is the right of every citizen to have an education regarding consumer protection. The education makes sure that the consumer has all the knowledge and information required regarding their rights and claims. Consumer forum is a quasi-judicial mechanism at the district, state and national level. It is a three-tier mechanism consisting of the District Consumer Disputes Redressal Forum, the State Consumer Disputes Redressal Forum and the National Consumer Disputes Redressal Forum. It is till now one of the most successful judicial tribunals introduced by the Government.

Photos

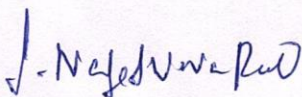
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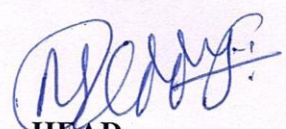


K.S.R.M Administration Building, KSRM Hostel Rd, Andhra Pradesh 516003, India

Latitude 14.477735° Longitude 78.766034°

LOCAL 16:13:12 GMT 10:43:12 TUESDAY 15.03.2022 ALTITUDE 49 METER


Coordinator


HEAD
Dr. V. LOKESWARA REDDY
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Name of the Event: Lecture on Consumer Rights

Venue: MB, Web Technology Lab.

Date: 15.03.2022

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