



ST. TERESA'S COLLEGE (AUTONOMOUS) ERNAKULAM

CONSUMER CLUB

REPORT OF ACTIVITIES: 2019-20

Teacher In-charge

Ms. Ann Thomas Kiriyanathan

ACTIVITIES

A session on the discussion on various cases on the impact of consumerism

The Consumer Club organized a Consumer Education Programme on 29th August, 2019. The students of II DC BCOM (REG), under the guidance of Ms. Ann Thomas Kiriyanathan, organized an informative seminar on consumer rights and consumer protection.

Through an interactive presentation, the students delivered a summary of The Consumer Protection Act and the rights of the students as consumers. The impact of consumerism in the market, the problems faced by consumers and their importance in society were also thoroughly explained. The seminar also provided insights into the legal system that has set up a three tier quasi-judicial machinery to protect the interests of the consumers and provide a simple and speedy redressal of consumer disputes. Various case studies were also presented to encourage awareness. The lawsuits faced by the big corporates such as Lenovo, Volkswagen, PepsiCo and Emami were laid out for the students to understand. The participants of the seminar were urged to act diligently by carrying out the responsibilities of an aware consumer to enable themselves to claim their rights. The students found the session enlightening and thus were more empowered as consumers.

Indian consumer is a victim of exploitation in the form of standard goods and services, false guarantee, exorbitant prices and fraudulent tactics. Creation of consumer awareness is a big task in our vast country. Due to some impediments such as, illiteracy, indifferent attitude, ignorance of law, lengthy legal procedures etc, and the degree of consumer awareness is a very low in India. A session was conducted on different case studies illustrating the various consumer rights violations on 28th November, 2018. The case studies were presented by the students of II B.Com (Regular) in Room No.21. The purpose of the presentation was to make the students aware about various consumer rights violations in the society and the remedies available.

Indian consumer is a victim of exploitation in the form of standard goods and services, false guarantee, exorbitant prices and fraudulent tactics. Creation of consumer awareness is a big task in our vast country. Due to some impediments such as, illiteracy, indifferent attitude, ignorance of law, lengthy legal procedures etc, and the degree of consumer awareness is a very low in India. The session was included different case studies illustrating the various consumer rights violations. The purpose of the presentation was to make the students aware about various consumer rights violations in the society and the remedies available.

The session was instrumental in making the students know how consumer rights work in the practical scenario. As commerce students it is essential to not only know about our consumer

rights but also educate others about their rights and the action they can take when their consumer rights have been violated.



Debate on ‘Consumer Rights’

As a part of Consumer Club initiative, a debate on consumer rights was conducted by the Department of Commerce (Regular) on 18th December, 2019 on the topic ‘Consumer Protection Act’. The debate was organized with an objective of giving awareness to the students regarding the need and importance of Consumer Protection in market economy; the provisions of the Consumer Protection Act and other legislations having an impact on consumer protection, to enhance their knowledge and skill relating to services and products, to help the students understand the process of grievance redressal and filing of complaints and to build their capacity in the area to enable them to take the consumer movement forward.

Seminar on ‘The Need for Consumer Awareness’

The Department of Commerce (SF) in Association with Consumer Club conducted a seminar on Consumer Awareness and Consumer Protection Act. The session was handled by Adv. Lathiya Gopalan on 24th January 2020 at 9:30 a.m. The need for the consumer protection act and its different aspects were discussed in the class. Information about the different laws and regulation to protect consumers were discussed. Further, implementation and practical aspects of the consumer protection act was also explained.



Seminar on ‘Consumer Protection Act’

As a part of Consumer Club initiative, a seminar on consumer rights was conducted by the Department of Commerce (Regular) on 17th September, 2019 on the topic ‘Consumer Protection Act’. The seminar was organized with an objective of giving awareness to the students regarding the need and importance of Consumer Protection in market economy; the provisions of the Consumer Protection Act and other legislations having an impact on consumer protection, to enhance their knowledge and skill relating to services and products, to

help the students understand the process of grievance redressal and filing of complaints and to build their capacity in the area to enable them to take the consumer movement forward.

A play on ‘Consumer Education’

On 25th November, Consumer Club of our college in association with Department of Commerce had organized a play performed by the first year students depicting the unfortunate events in the life of a husband and wife due to lack of consumer knowledge. The play was handled in a humorous way where the students were successful in conveying the right message to the students.



Flash Mob on “Misleading Advertisements

Students of the Commerce Dept. (Regular) directed a flash mob on 23 rd January 2020. The students performed to a few popular advertising jingles. It concluded with a display of posters and placards flashing various messages regarding consumer rights. The flash mob was entertaining and it garnered the attention of the audience to impart consumer education and disseminate information to promote the cause. The motive of the programme was to raise awareness among the students in regards to consumer protection and consumer rights.



Consumer Club

In a ssoiation with Department of
Commerce(Regular)

St Teresa's College, Ernakulam

