BASELIOS POULOSE II CATHOLICOSE COLLEGE, PIRAVOM

IIC ID - IC202426127

Activity Title – Consumer Protection Act & Consumer Rights

Date – 14-7-2026, 10.00 a.m

Venue – Seminar Hall, BPC College, Piravom

Mode – Offline

Organized by - Institution's Innovation Council (IIC), Baselios Poulose II Catholicose College, Piravom

Objective of the Programme

- To educate participants on legal rights, consumer exploitation safeguards, and new provisions under the Consumer Protection Act.

Session Flow

- Welcome Address by the Programme Convener.
- Introduction of the Resource Person.
- Talk by **Ms. Jeethy Sukumaran**.
- Interactive Question & Answer Session.
- Vote of Thanks.

Resource Person Details

- **Name**: Ms. Jeethy Sukumaran
- **Designation:** Head, Department of Commerce & NIRF Coordinator
- **Organization:** Baselios Poulose II Catholicose College (BPC College), Piravom

Summary of the Activity

The Institution's Innovation Council (IIC) of Baselios Poulose II Catholicose College organized an inspiring Talk titled **"Consumer Protection Act and Consumer Rights"** on **14 July** from **10.00 a.m. to 11.00 a.m.** The session was delivered by **Ms. Jeethy Sukumaran**, Head, Department of Commerce & NIRF Coordinator, Baselios Poulose II Catholicose College (BPC College), Piravom.

The primary focus of the talk was to bridge the gap between academic knowledge and civic awareness by educating the academic community on contemporary marketplace ethics, legal safeguards, and citizen empowerment. The core segments addressed during the session included the following.

Foundational Frameworks: The speaker initiated the presentation by breaking down the historical evolution of consumer protection laws, drawing a comparative analysis between traditional frameworks and modern legal statutes.

Decoding Consumer Rights: Attendees were systematically educated on the core pillars of consumer safety, which include the right to be protected against hazardous goods, the right to be fully informed about product quality/pricing, the right to choose from competitive markets, and the right to seek effective redressal against unfair trade practices.

The Digital Evolution: A significant portion of the discourse was dedicated to the challenges of the modern marketplace, specifically focusing on e-commerce, digital transactions, misleading online advertisements, and data privacy concerns. The speaker provided critical insights into how the legal framework holds digital platforms accountable.

Grievance Redressal Mechanisms: The session concluded with a highly practical roadmap on how a citizen can approach consumer forums. The speaker outlined step-by-step procedures for filing complaints, calculating jurisdictional claims, and approaching the appropriate district, state, or national commissions without the mandatory financial burden of hiring external legal counsel. The session concluded with an engaging interactive forum where participants actively clarified doubts regarding online transaction frauds, product warranties, and the liabilities of digital service providers.

Outcomes Achieved

The programme successfully achieved the following outcomes.

- Skills Gained: Participants developed skills in identifying market malpractices.
- Institutional Impact: Enhanced consumer awareness among students, fostering a compliant ecosystem for potential student-led startups and entrepreneurial ventures.

- ## Feedback Summary
    - *"The session was incredibly eye-opening regarding how easily online consumers can track and file disputes."*
    - *"Ms. Jeethy explained complex legal frameworks in very simple, practical language that anyone can understand."*

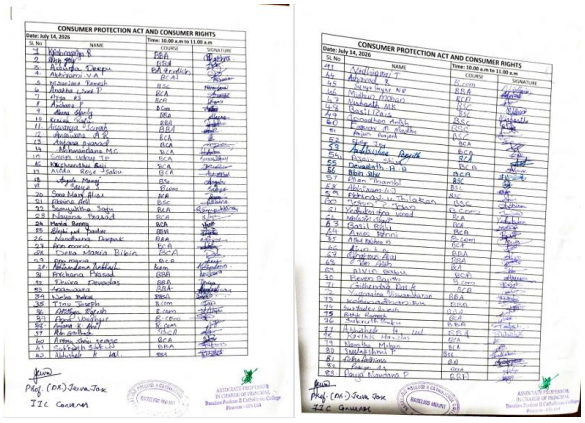
Photographs of the Event



Conclusion

The expert session on **"Consumer Protection Act & Consumer Rights"** successfully achieved its primary objective of equipping students and faculty with vital legal and civic awareness. It fostered a highly critical mindset among the participants, empowering them to actively identify and challenge deceptive marketing, electronic commerce fraud, and unfair trade practices. Furthermore, the knowledge disseminated serves as a crucial foundation for student entrepreneurs and innovators within the Institution's Innovation Council (IIC). It ensures that future student-led business startups and product designs are developed in strict alignment with compliance, consumer safety and fair market practices.

Attendees List



Prof. (Dr.) Jeeva Jose
Convener (IIC)

Major Dr. Sushan P. K.
Principal