



# SVSSC GOVT DEGREE COLLEGE SULLURPET

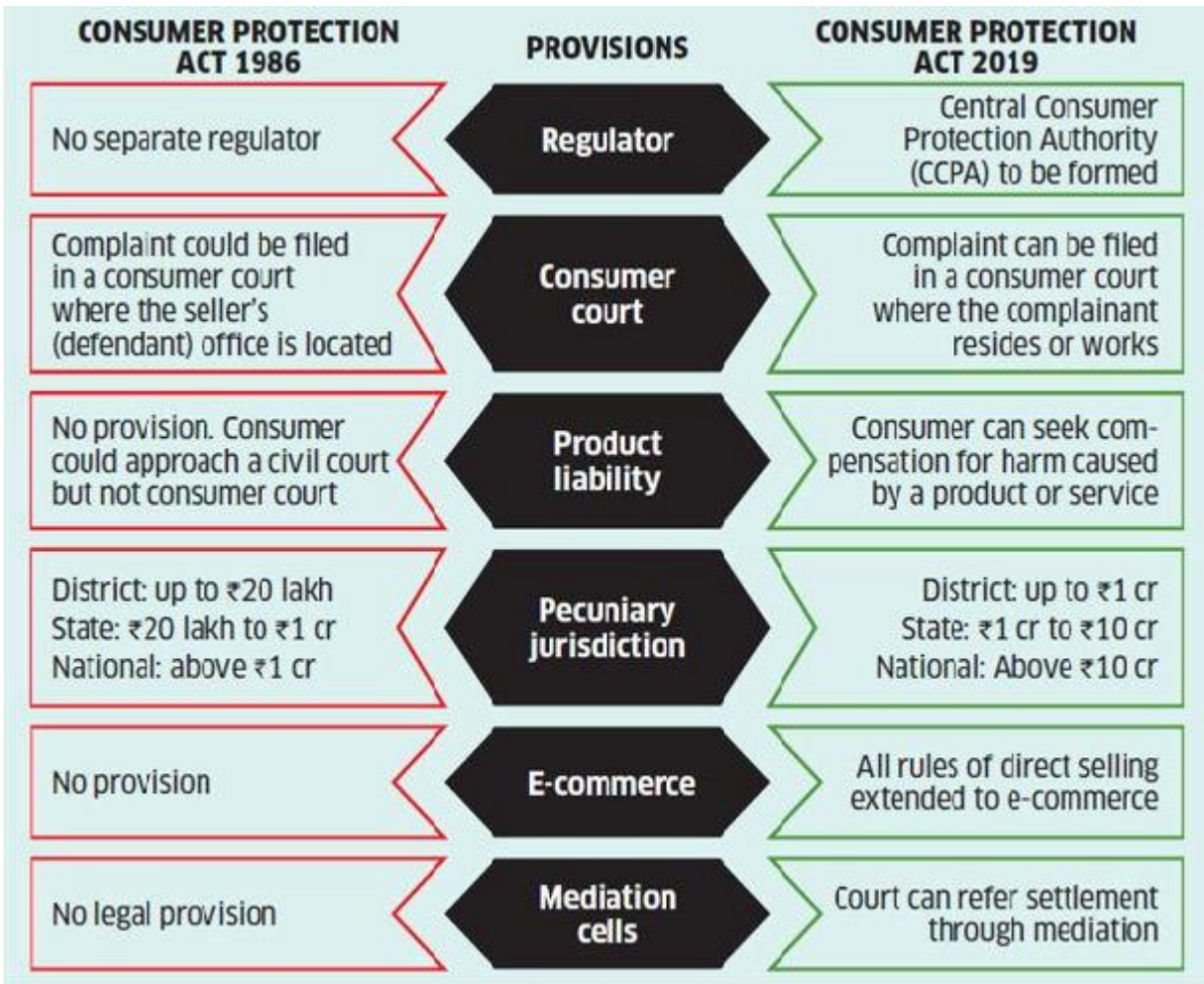
## Consumer Day

**Commerce department organized National Consumer Day In the college on 24 -12 – 2022**

- Every year, **24<sup>th</sup> of December** is observed as **National Consumer Day** in India. The **theme of 2019** is “**Alternate consumer grievance/dispute redressal**”.
- On this day the **Consumer Protection Act, 1986** had received the assent of the President and came into effect.
- It is observed to highlight the **importance of the consumer movement** and the need to make every consumer **more aware of their rights and responsibilities**.
- The **World Consumer Rights Day** is observed on **15 March**.
- The **Consumer Protection Act, 2019** was passed by the Parliament in August 2019 to replace the Consumer Protection Act, 1986.



National  
**Consumers**  
Day



The Consumer Protection Act 2019 is in to force from 20th July 2020. The Act will empower consumers and help them in protecting their rights through its various notified Rules and provisions like Consumer Protection Councils, Consumer Disputes Redressal Commissions, Mediation, Product Liability and punishment for manufacture or sale of products containing adulterant / spurious goods.

The Act includes establishment of the Central Consumer Protection Authority (CCPA) to promote, protect and enforce the rights of consumers. The CCPA will be empowered to conduct investigations into violations of consumer rights and institute complaints / prosecution, order recall of unsafe goods and services, order discontinuance of unfair trade practices and misleading advertisements, impose penalties on manufacturers/endorsers/publishers of misleading advertisements. Under this act every e-commerce entity is required to provide information relating to return, refund, exchange, warranty and guarantee, delivery and shipment, modes of payment, grievance redressal mechanism, payment methods, security of payment methods, charge-back options, etc. including country of origin which are necessary for enabling

the consumer to make an informed decision at the pre-purchase stage on its platform. Also, the e-commerce platforms have to acknowledge the receipt of any consumer complaint within forty-eight hours and redress the complaint within one month from the date of receipt under this Act.

The Act introduces the concept of product liability and brings within its scope, the product manufacturer, product service provider and product seller, for any claim for compensation.

The Act provides for simplifying the consumer dispute adjudication process in the consumer commissions, which include, among others, empowerment of the State and District Commissions to review their own orders, enabling a consumer to file complaints electronically and file complaints in consumer Commissions that have jurisdiction over the place of his residence, videoconferencing for hearing and deemed admissibility of complaints if the question of admissibility is not decided within the specified period of 21 days.

An Alternate Dispute Resolution mechanism of Mediation has been provided in the new Act. This will simplify the adjudication process. A complaint will be referred by a Consumer Commission for mediation, wherever scope for early settlement exists and parties agree for it. Mediation will be held in the Mediation Cells to be established under the aegis of the Consumer Commissions. There will be no appeal against settlement through mediation.

As per the Consumer Disputes Redressal Commission Rules, there will be no fee for filing cases upto Rs. 5 lakh.

The CCPA may impose a penalty on a manufacturer or an endorser of up to Rs 10 lakh and imprisonment for up to two years for a false or misleading advertisement. In case of a subsequent offence, the fine may extend to Rs 50 lakh and imprisonment of up to five years.

To access the complete Act,

### **The Consumer Protection Rules Under The Consumer Protection Act, 2019**

- CCPA Regulations
- Establishment of CCPA
- E-Commerce Rules
- The Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the President and members of the State Commission and District Commission) Rules, 2020
- The Consumer Protection (Salary, allowances and conditions of service of President and Members of the State Commission and District Commission) Model Rules, 2020
- The Consumer Protection (Mediation) Rules, 2020
- The Consumer Protection (Consumer Disputes Redressal Commissions) Rules, 2020
- The Consumer Protection (Central Consumer Protection Council) Rules, 2020

## Consumer Protection Act 1986

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The Consumer Protection Act aims to provide consumers with effective safeguards against different types of exploitation such as defective goods, deficiency in services and unfair trade practices.

### Major Objectives

1. To promote and protect the rights of Consumer such as Right to
  - be protected against the marketing of goods and services which are hazardous to life and property.
  - be informed about the quality, quantity, potency, purity, standard and price of goods or services, as the case may be so as to protect the consumer against unfair trade practices.
  - be assured, wherever possible, access to a variety of goods and services at competitive prices.
  - be heard and to be assured that consumer's interest will receive due consideration at appropriate forums.
  - seek redressal against unfair trade practices or restrictive trade practices or unscrupulous exploitation of consumers.
  - to consumer education.

2. To provide speedy and simple redressal to consumer, a quasi - judicial machinery is sought to be set up at the district, State & Central level.




2.





**Sullurupeta, Andhra Pradesh, India**  
M2XG+7QV, Sullurupeta, Andhra Pradesh  
524121, India  
Lat 13.698248°  
Long 80.026876°  
24/12/22 11:39 AM GMT +05:30

 GPS Map Camera



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Lat 13.698248°  
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Principal ,staff and students participated in the program the **principal of Dr S L B Sankar sarma garu** told that the consumer day

Government has fixed prices and rates for almost every goods and every service but most of the sellers play their tricky part and quote prices other than government prices which leads to threat of Consumer rights.

**S Sriramulu yadav sullurpet municipal court lawyer** told that the consumer day important of the

There has to be equality in prices and the prices that consumer is consuming something and for equality there has to be proper awareness which makes the existence of National Consumers Day important.

**G Kranthi kumar sullurpet municipal court lawyer** told that the consumer day important of the

The day was made under Consumer Protection Act to save consumers from many market exploitation like different pricing and getting different or defective products.

The act came into power in 1986 after the approval by the president of India, it is said that people must be aware of the facilities that the government is making for the consumers and to make it possible this day was formed.

The day is celebrated on 24th December every year, the formation of this day was held in 1986 under Consumer Protection Act.

**V Vijayamma sullurpet municipal court lawyer** told that the consumer day Important of the

This day was made to protect consumer's rights and to make people aware about it. This step is one of those steps which the government took to control the market exploitations.

**B Sreenivasulu HOD IN COMMERCE** told that the consumer day Important of the

On one hand every great salesman or business man believes that there is no bigger asset than a happy customer and on other hand almost every salesman misuses the consumer right to earn his own profit.

**N.VENKATAIAH LECTURER IN COMMERCE** told that the consumer day Important of the

It's not easy to keep the consumers' rights protected as every day there is a new scam and new technique to exploit it but people must be aware about it which makes the significance of this day very important

# SVSSC GOVERNMENT DEGREE COLLEGE

SULLURPETA

DEPARTMENT OF COMMERCE

CIRCULAR

This is to inform to all the staff members and students that the department of commerce organizing **Consumer Day** on 24-12-2022. So please attend to the programme at Digital room to by 3 pm without fail.

Sullurpeta

Date: 23-12-2022



*[Handwritten signature]*  
HOD of Commerce  
SVSSC Government Degree College  
Sullurpeta, Tirupati-524121

*[Handwritten signature]*  
PRINCIPAL  
SVSSC Govt Degree College  
SULLURPET - 524121,  
Tirupathi DL (AP)

*[Handwritten signatures and initials]*  
VA  
E. Sankar  
S. M. A. R. K.  
G. P.

# SVSSC GOVERNMENT DEGREE COLLEGE

## SULLURPETA

### DEPARTMENT OF COMMERCE

#### LIST OF THE PARTICIPATED STAFF & STUDENTS

S.NO	NAME	SIGNATURE
	G. Suresh	
	Ch. Subramanyam	
	DR. Subramanyam	
	DR. RAJA	
	R. Sarath Babu	
	CH. MADHU BABU	
	B. Anuradha	
	N. Yamini Sailaja	
	P.Y. KONDAW	
	A. RABU	
	S. Sriniva	
	Dr. J. Lakshmi	
1	SK Vaseeda	SK. Vaseeda
2	P. Akhila	P. Akhila
3	Y. Abhinaya	Y. Abhinaya
4	T. Rimsha	T. Rimsha
5	I. SREETA	I. SREETA
6	A. Umamaheswari	A. Uma
7	S. Anilkumar	S. Anil
8	K. V. Vataprasada	K. V. Vata.
9	N. YAMINI	N. Yamini
10	J. DILSHAD	J. Dilshad
11	Y. Premsai	Y. Premsai
12	G. Siva Kumar	G. Sivakumar
13	M. Veethu Jangid	M. Veethu Jangid
14	P. Nageswari	P. Nageswari

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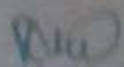
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S.NO	NAME	SIGNATURE
1	K. Pooja	K. Pooja
2	A. Sai Manasa	A. Sai Manasa
3	G. Harithi	G. Harithi
4	P. Venkatesh	P. Venkatesh
5	Y. Chandu	Y. Chandu
6	C. Penchalamma	C. Penchalamma
7	D. Muni Sekhar	D. Muni Sekhar
8	M. Sai	M. Sai
9	D. Nagendra	D. Nagendra
10	S. Vamsi	S. Vamsi
11	Ch. Vasu	Ch. Vasu
12	R. Deevah	R. Deevah
13	N. Tilak	N. Tilak
14	K. Chaitanya	K. Chaitanya
15	P. Anitha	P. Anitha
16	S. Anitha	S. Anitha
17	M. Suresh	M. Suresh
18	V. Pavithra	V. Pavithra
19	B. Vasundhara	B. Vasundhara
20	H. Lekha	H. Lekha
21	M. Lekha	M. Lekha
22	K. Nikila	K. Nikila
23	T. Naveen	T. Naveen
24	S. Anitha	S. Anitha
25	K. V. Venkatesh	K. V. Venkatesh
26	N. Yamini	N. Yamini



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