

Report on Consumer Awareness Session on World Consumers Day 2025

INTRODUCTION

In line with the commemoration of **World Consumers Day**, the Consumer Club of KBN COLLEGE (A) organized an informative session on **March 15, 2025**. The event was conducted in association with the Department of Commerce and Management, aiming to raise awareness about consumer rights and responsibilities. The session was led by **Sri. B. Sambasiva Rao**, a prominent figure in consumer law and a practicing advocate, who possesses extensive experience in legal matters pertaining to consumer rights. The session primarily targeted students of **III B.Com Taxation and III B.Com General**, encompassing a total of [insert number] participants who came eager to learn about consumer rights.

OBJECTIVES OF THE SESSION

1. **Increase Awareness:** To educate students about their rights and responsibilities as consumers.
2. **Provide Legal Insights:** To offer guidance on legal frameworks governing consumer protection.
3. **Encourage Critical Thinking:** To foster an environment where students can analyze and discuss consumer issues critically.

SESSION OVERVIEW

1. Introduction to Consumer Rights

- ✚ Sri. Rao began the session by highlighting the importance of consumer rights in a rapidly changing marketplace.
- ✚ He emphasized the Consumer Protection Act, which aims to prevent consumer exploitation and ensure fair trade practices.

2. Key Consumer Rights

The presentation covered the following fundamental rights:

- ✚ **Right to Safety:** Protection against marketing of goods and services that are harmful to life and health.
- ✚ **Right to Be Informed:** The right to receive adequate information about a product or service.
- ✚ **Right to Choose:** Ensuring access to a variety of products and services at competitive prices.
- ✚ **-Right to Be Heard:** Highlighting the importance of consumer feedback in influencing policy and business practices.
- ✚ **Right to Seek Redressal:** The right to seek compensation for unfair trade practices and exploitation.

3. Challenges Faced by Consumers

- ✚ The resource person discussed various challenges such as misinformation, counterfeit goods, and deceptive practices that consumers commonly face.
- ✚ Real-life examples were shared to illustrate these challenges, making the topic relatable for the students.

4. Consumer Complaints Redressal Mechanisms

- ✚ Sri. Rao elaborated on the processes involved in filing complaints with consumer forums.
- ✚ He provided valuable tips on how consumers can safeguard their interests, emphasizing the importance of documentation and evidence.

5. Interactive Session

An interactive Q&A session followed the presentation, encouraging students to ask questions and share their experiences related to consumerism:

- Students inquired about specific cases and the applicability of the Consumer Protection Act.
- Sri. Rao provided insights and practical advice, making the session lively and engaging.

CONCLUSION

The Consumer Awareness Session was a valuable endeavor to educate future professionals about the significance of consumer rights and the empowerment that comes with it. Sri. B. Sambasiva Rao's expertise and engaging teaching style left a lasting impact on the students.

FEEDBACK AND FUTURE DIRECTIONS

Post-event feedback indicated that participants found the session informative and enriching. There is a demand for follow-up workshops to delve deeper into specific areas such as e-commerce and digital consumer rights.

ACKNOWLEDGMENTS

The Consumer Club and the Department of Commerce and Management wish to express gratitude to Sri. B. Sambasiva Rao for his time and expertise. Thanks are also due to the faculty and staff who facilitated the organization of this beneficial session.

PHOTO GALLERY



Sri. B. Samba Siva Rao garu interacting with students



Sri. B. Samba Siva Rao garu received an appreciation from Administration