

**A.S.D. GOVERNMENT DEGREE COLLEGE FOR WOMEN (A),  
KAKINADA  
CONSUMER CLUB  
&  
DEPARTMENT OF COMMERCE  
2018-19  
Workshop on “Timely Disposal of Consumer Complaints”**

On the occasion of National Consumer Day, celebrated on December 24<sup>th</sup> every year, the Department of Commerce organized a workshop on “Timely Disposal of Consumer Complaints” on December 29, 2018.

Objective of the Workshop:

1. Create awareness among the student community about consumer rights and the redressal system available under the Consumer Protection Act.
2. Highlight the importance of timely disposal of consumer complaints.

Need for the Workshop

In the current scenario, there are numerous pending cases in consumer forums and various levels of courts, affecting the credibility of the jurisdiction. Additionally, many consumers remain unaware of the redressal mechanisms available for addressing their grievances in case of deficiencies in service or defects in goods. This workshop aimed to address these issues by raising awareness.

Report:

Under the esteemed guidance of Ms. K. Madhavi, In-charge Principal, and Ms. P. Syama, In-charge of the Department of Commerce, the Consumer Club and the Department of Commerce jointly organized this workshop. Ms. B.G. Rama Devi, M.A., B.L., Chairperson of the Confederation of East Godavari Organizations and State Vigilance Committee Member, served as the Key Resource Person, delivering an enlightening lecture to the students.

Ms. Rama Devi covered various topics in her lecture, including consumer rights and the redressal mechanisms established under the Consumer Protection Act 1986. She used examples to illustrate these points and instilled a sense of responsibility in the students.

The students actively participated in the workshop, clarifying their doubts and conducting

a rally in the streets of Kakinada to raise public awareness.

The Department of Commerce organized rally on the day of workshop on the roads of Kakinada to create awareness in the public.

Consumer Club conducted essay writing and elocution competitions. Ms. Rama Devi distributed prizes to the winners.

The program concluded with the National Anthem, "Jana Gana Mana."

The workshop was successful in raising awareness among students about consumer rights and the importance of timely complaint resolution, fostering a more informed and responsible consumer community.

#### **WORK SHOP ON “TIMELY DISPOSAL OF CONSUMER COMPLAINTS”**



**Smt.P.Syama, Lecturer Incharge of Department of Commerce introducing the topic of the workshop**



Awareness talk by Key resource perso Ms. B.G. Rama Devi, M.A., B.L



Rally on Consumer Rights



**Consumer Awareness Rally**