

# SDNB Vaishnav College for Women

## Consumer Club

**Title of the program:** Training on Consumer Protection Act, 2019

### Organized by

- Consumer Civil Supply Department, Government of Tamil Nadu

### Date & Venue

- **02 September 2025**
- Anna Administrative Staff College, Green Valley, Chennai – 28

### Participants from SDNB Vaishnav College for Women

- **Faculty Members:** 2
  - **Students:** 16
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### Programme Overview

The Consumer Civil Supply Department organized a **one-day training programme** for staff and students from various schools and colleges in Chennai. The training focused on creating awareness about the **Consumer Protection Act, 2019**, with special emphasis on safeguarding consumer rights and ensuring effective mechanisms for dispute resolution.

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### Resource Persons

- **Session I:** *Mr. Nehemiah R*, Deputy Commissioner of Civil Supplies and Consumer Protection Officer (Retired), Government of Tamil Nadu
  - **Session II:** *Dr. J. Vijayathilagam*, Assistant Commissioner (VRS), Department of Civil Supplies & Consumer Protection, Government of Tamil Nadu
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### Key Objectives of the Training

- To safeguard the interests of consumers through effective and speedy redressal mechanisms.
  - To provide insights into the structure and provisions of the **Consumer Protection Act, 2019**.
  - To create awareness about consumer rights, dispute resolution forums, and accountability mechanisms.
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## **Highlights of the Consumer Protection Act, 2019**

### **Chapter I – Preliminary**

- Section 1: Short title, extent, commencement, application
- Section 2: Definitions

### **Chapter II – Consumer Protection Councils**

- Section 3–9: Formation and objectives of Central, State, and District Consumer Protection Councils

### **Chapter III – Central Consumer Protection Authority (CCPA)**

- Section 10–16: Establishment, recruitment, staff, procedures, and powers

### **Chapter IV – Consumer Disputes Redressal Commission**

- District, State, and National-level forums

### **Chapter V – Mediation**

### **Chapter VI – Product Liability**

### **Chapter VII – Offences and Penalties**

### **Chapter VIII – Miscellaneous**

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### **Key Benefits Discussed**

- **Enhanced consumer protection** against unfair trade practices.
  - **Streamlined dispute resolution** through online platforms and mediation.
  - **Greater accountability** of manufacturers, sellers, and service providers.
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### **Consumer Grievance Redressal – Contact Information**

- **Helpline:** 1800-11-4000 (National Consumer Helpline)
  - **Email:** ncsc@nic.in (National Consumer Service Centre)
  - **Website:** [consumeraffairs.nic.in](http://consumeraffairs.nic.in)
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### **Conclusion**

The training programme provided valuable insights into the **Consumer Protection Act, 2019**, a landmark legislation aimed at strengthening consumer rights and promoting fair trade practices in India. Participants gained a deeper understanding of consumer grievance redressal mechanisms and the responsibilities of stakeholders in ensuring transparency and accountability.

### Participants List from SDNB Vaishnav College for Women

- **Faculty Members:** 2
- **Students:** 16

S.No	Name	Designation	Department
1	Dr. P. Aruna Devi	Assistant Professor	B.Com CA
2	Dr.S.Saraswathi	Assistant Professor	M.A. Economics
3	Madhumitha	Student	B.Com Aided
4	Kaniga P	Student	B.Com Aided
5	Divya B	Student	B.Com CS
6	Papitha Belsy L	Student	B.Com General
7	Keerthana S	Student	B.Com General
8	Priyadharshini E	Student	B.Com General
9	Priyadarshini D	Student	B.Com General
10	Krithika k	Student	B.Com General
11	Kirthikasri P	Student	B.Com General
12	Merlin A	Student	B.Com General
13	Mathangi G	Student	B.Com General
14	Monica V	Student	B.Com General
15	Nandhithasri A	Student	B.Com General
16	Mercy A	Student	B.Com General
17	Nithyasree A K	Student	B.Com General
18	Yuvanika P	Student	BBA

## Photos





