

## **DAY-6: Seminar/Workshop on “Consumer Rights”**

### Date and Time

The seminar was conducted on 6.01.2026 from 12:30 p.m. onwards.

### Organised By

The seminar was organised by NSS Unit-1, Government Girls' General Degree College, Ekbalpur, In collaboration with Consumer Affairs & Fair Business Practices, Kolkata Port Regional Office.

### Resource Person

The Resource Person of the seminar was Mr Chayan Biswas, Consumer Welfare Officer, Consumer Affairs & Fair Business Practices, Kolkata Port Regional Office.

### Mode of Conduct

The seminar was conducted in offline mode, Venue: LT-2, First Floor, GGGDC.

### Objectives of the Seminar

The main objectives of the Seminar/Workshop on “Consumer Rights” as below:

1. To create awareness among participants about the basic rights of consumers as recognized by law.
2. To familiarize consumers with consumer protection laws, rules, and institutions such as Consumer Courts and Redressal Forums.
3. To educate participants about common unfair trade practices, misleading advertisements, and fraudulent business activities.
4. To empower consumers with knowledge on how to file complaints and seek legal remedies against defective goods and deficient services.
5. To highlight the duties and responsibilities of consumers alongside their rights.
6. To discuss recent developments and challenges in consumer protection, including e-commerce and digital transactions.

### Participants:

The seminar was attended by 26 participants, including students, teachers, and the resource persons.

### Programme Highlights

The seminar began with a welcome address by Dr. Mumu Chakraborty, Assistant Professor and Head of the Department of Chemistry and NSS Programme officer, followed by the introduction of the resource person. The resource person Mr Chayan Biswas explained the consumers' rights in detail, after his talk there was a magic show, and the magician through his magic made the participants aware of misuses and mistakes made by the consumer in daily life.

### Key topics discussed:

Here are some key topics discussed in the seminar on Consumer Rights:

1. Meaning and Importance of Consumer Rights
2. Types of Consumers and Consumer Protection
3. Consumer Protection Act – Overview and Objectives
4. Unfair Trade Practices and Consumer Exploitation
5. Role of Consumer Courts and Redressal Mechanism

Interactive Session

An interactive question-and-answer session was also conducted where participants actively queries related to consumer rights and laws and the process of filing complain in consumer court.

Feedback and Outcome

The seminar was highly informative and beneficial. Participants gained a better understanding of consumer rights and its uses and benefits. The session successfully enhanced awareness about consumer rights.

Attendance Record:

Day-6 Students' Week Consumer Awareness Programme			
Name	Sem	Dept.	Signature
1. Zaidia Faiyaz	1st	BA (MDC)	Zaidia Faiyaz
2. Shara Wahid	1st	BA (Eng hnd)	Shara Wahid
3. Shireen Parveen	1st	BA (eng hnd)	Shireen parveen
4. Noor Fatma	1st	B.A (M.D.C)	Noor Fatma
5. Tanish Parveen	1st	B.A (M.D.C)	Tanish
6. Nayab Ali	1st	BA (Hist)	Nayab Ali
7. Safia Khatoon	1st	B.A (Hist)	Safia Khatoon
8. Mantasha Hossain	1st	B.A. (Pol. Sci)	Mantasha Hossain
9. Shakiba Khatoon	1st	B.A (MDC)	Shakiba Khatoon
10. Rukhsar Sultana	1st	B.A (MDC)	Rukhsar Sultana
11. Shabina Nazim	1st	B.A (Pol. Sci)	Shabina Nazim
12. Sameera Sheikh	1st	B.A (Pol. Sci)	Sameera Sheikh
13. Jehzeb Ali	1st	B.A	Jehzeb Ali
14. Areej Khatoon	1st	B.A (M.D.C)	Areej Khatoon
15. Sami Khatoon	1st	BA (M.B.C)	Sami Khatoon
16. Adiba Nishat	1st	Pol. Sci (Hons)	Adiba Nishat
17. Sarva Jahan	1st	Urdu (Hons)	Sarva

  

1. CHAYAN BISWAS	Consumer Welfare Officer	Chayan Biswas 06.01.26
2. Tarun Kumar	Magician	Tarun
3. Dr. A. Waris Ali	Secretary	Dr. A. Waris Ali

  

Teachers

- 1) Dr. Mumun Chakrabarty
- 2) Dr. Md. Ulobi Kha
- 3) Dr. Abdul Matia
- 4) Dr. Susmita Basu
- 5) Aranya Chatterjee
- 6) Shampa Sita Sanjal

Few Glimpses:



Participants in the seminar



The Resource Person Mr Chayan Biswas explaining the consumer rights



Mr Chayan Biswas addressing the participants



The magic show is going on



Dr Mumu Chakraborty with the magician



The magician with Dr Mumu Chakraborty & Dr Anyanya Chatterjee