PRESENT

MMA Legal Edge Series

LAW FOR BETTER MANAGEMENT DECISIONS

TALK ON

Product Liability & Consumer Protection



Programme

5:15 PM — Registration & High Tea

6:00 PM — Welcome Address

Mr Sanjay Sharma Kishanlal
Head of Client Relations
Surana & Surana International Attorneys

6.10 PM — Presentation on the theme **"Product Liability & Consumer Protection"**

Mr K P Prabhuraj
Principal Associate, Dispute Resolution
Surana & Surana International Attorneys, Chennai

Ms Alice Chitra Y
Associate, DRP | Advocate & Forensic Expert

Q&A Session

7:10 PM — Vote of Thanks

Saturday, 21st November 2026 | 6 pm to 7.15 pm

INTERNATIONAL LAW CENTER, 61-63, DR. RADHAKRISHNAN SALAI, MYLAPORE, CHENNAI 600 004.

ROUTE MAP TO SURANA & SURANA INTERNATIONAL ATTORNEYS CLICK TO VIEW

For Registration

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Synopsis
Product Liability & Consumer Protection

A defective product can expose a business to consequences extending well beyond replacement or refund. This session examines product liability and consumer protection under the Consumer Protection Act, 2019, focusing on the responsibilities of manufacturers, sellers and service providers. Through practical examples, it explores defective products, inadequate warnings, misleading advertisements, warranties and emerging risks in digital commerce. Participants will understand consumer remedies, regulatory powers and the importance of an effective response to complaints and safety incidents. The session offers guidance on preventive compliance, documentation and risk management, helping businesses protect consumers, handle disputes responsibly and preserve trust in their brands.

“Know the Law. Manage the Risk. Lead with Confidence.”

Distinguished Speakers



Mr K P Prabhuraj
Principal Associate, Dispute Resolution
Surana & Surana International Attorneys, Chennai

With nine years of litigation experience, he handles consumer disputes, commercial litigation and arbitration, including matters before the National and State Consumer Commissions. He brings a litigation perspective to product liability and consumer protection, with emphasis on defective goods, deficiency in services, warranties, consumer remedies and effective dispute management. His practice encompasses case strategy, drafting and courtroom advocacy. He has also served as a Sole Arbitrator appointed by the Chief Justice of the Madras High Court.



Ms Alice Chitra Y
Associate, DRP | Advocate & Forensic Expert

Ms Alice Chitra Y. holds degrees in Psychology, Sociology and English, Forensic Science and Law, along with a Postgraduate Diploma in Cyber Law and Cyber Forensics. A University Gold Medalist and First Rank holder in Forensic Science, she is an experienced Advocate and Forensic Expert specialising in handwriting, fingerprints and document examination. She practices before courts and tribunals, handling civil, arbitration, intellectual property and family law matters.