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, Dispute Resolution Surana & Surana International Attorneys, Chennai Q&A Session
7:10 PM	Vote of Thanks

Friday, 20th 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 in practice, he handles corporate and commercial disputes before the Madras High Court and company law tribunals. His work spans insolvency, banking recovery, intellectual property, writs and criminal litigation. He also handles commercial arbitration and has served as Sole Arbitrator by appointment of the Chief Justice of the Madras High Court.

Drawing on his work before State and National Consumer Commissions, he brings a litigation perspective to product liability and consumer protection, including defective goods, warranties, service deficiencies and consumer remedies.



Ms Alice Chitra Y
Associate, Dispute Resolution
Surana & Surana International Attorneys, Chennai

Enrolled as an advocate in 2018, she is currently an Associate in the Dispute Resolution Practice Team at Surana & Surana. Prior to her legal career, she graduated in M.Sc. Forensic Science as a University Gold Medalist and trained as a forensic questioned document examiner. She handles a wide range of disputes, including civil litigation, arbitration, consumer matters and family law.

With experience in both forensic science and courtroom practice, she specializes in forensic document examination, handwriting, signature and fingerprint verification, bringing a unique forensic perspective to litigation and dispute resolution.