

CONSUMER RIGHTS CLINICS

Faculty in charges: Dr. K. S. Rao

Mr. Roshant Parwar

Total Members: 30

Consumer Day celebration on 27/6/23

The Consumer Rights Clinic, in collaboration with the Department of Civil Supplies & Consumer Affairs, organized a talk in celebration of Consumer Rights Day. The event took place in the conference hall of the college, commencing at 11:40 am and was graced by the presence of Mr. Roland Martins, Mrs. Amita Salatry, and the Director of Civil Supplies.

The director extended a warm welcome to the guests, followed by a speech delivered by our Principal, Prof. Shaber Ali G. The discourse commenced with Mr. Roland providing insights into various consumer rights and the challenges faced by consumers.

Engaging discussions ensued, covering consumer rights in diverse domains such as restaurants, road safety pertaining to helmet usage, and retail establishments. Cutouts elucidating these topics were distributed among the attendees.

The session concluded with a sense of optimism, as participants left infused with fresh knowledge and a heightened awareness of consumer rights. This event served as a guiding light of empowerment, emphatically underscoring the importance of protecting consumer rights.



Welcoming new members into the Consumer Clinic

As the academic year commenced, the need arose to introduce new members into the Consumer Clinic. This was to be achieved through an entrance examination. Discussions ensued on June 30, 2023, regarding the optimal number of new members to be admitted and the procedural aspects of conducting the examination. Subsequently, on July 1, 2023, the entrance examination was administered from 11:40 a.m. to 1:00 p.m. The existing clinic members handled the logistical aspects, including the formulation of question papers and the supervision of the examination. Finally, on July 8, 2023, formal inclusion of 14 new students into the Consumer Clinic took place. The new members were given a briefing on the Consumer Clinic, Consumer Rights & other activities they would be undertaking as clinic members.

Client Counselling Competition

On July 8, 2023, plans were formulated for the implementation of a client counselling session by Prof. B. S. Patil, followed by a client counselling competition, both conducted within our clinic and exclusively for our clinic members. An orientation session was conducted on July 10, 2023, by Prof. B. S. Patil, where various skills essential for effective counselling were elucidated. The significance of legal knowledge was underscored, along with discussions on client interviewing techniques and trust-building methods. During a meeting on

July 14, 2023, it was decided to conduct a mock Client Counselling session for members ahead of the actual competition. The mock session was scheduled for July 20, 2023, and was facilitated by existing members of the consumer clinic.

The eagerly anticipated Client Counselling Competition took place on August 4, 2023. Some members assumed the roles of clients while others acted as counsels. The rounds were adjudicated by Prof. Pearl Monteiro and Prof. Mrunmayi Vaidya. The prize distribution ceremony for the competition occurred on August 7, 2023, from 1:30 to 2:30 p.m. Winners were honoured with certificates of appreciation in the presence of Principal Shaber Ali G and Prof. K. S. Rao. Deepam Naik and Krunal Thakur clinched the first place, while Zoya Paes and Ishan Kenkre emerged as the runners-up. Additionally, Vrutik Naik was recognized as the best client. Participation certificates were also awarded to other participants.





Awareness program at Goa Chambers of Commerce on 23/8/2023

An awareness program on the Consumer Protection Act 2019 was organized by the Goa Chambers of Commerce & Industry and attended by members of the clinic. Advocate RejithaRajan, a member of the North District Commission, served as the keynote speaker, with Professor Rao also in attendance. The event commenced with a warm welcome extended by the host, followed by the invitation of the chief guest, Nitin Maganlal, along with Sunil Morajkar, M. Ahmed Bijapur, K. S. Rao, S. Amonkar, and Ms. Amita Salatry, to the stage. Ms. Amita introduced Subhash Kauthankar, one of the attendees and organizers, highlighting his achievements and providing insights into the advancements in consumer protection legislation. Advocate Rejitha Rajan elucidated the evolution of consumer rights as a result of social awareness and efforts to combat unfair trade practices. A comparison with past provisions was drawn, alongside a detailed examination of the new provisions. The discussion culminated with a focus on key highlights of the Act, including its provisions pertaining to e-commerce.



Visit to District Consumer Commission on 18/1/2024

The members of the Consumer Clinic visited the Consumer Dispute Redressal Commission, North Goa.

State Level Consumer Mediation Awareness Workshop

Principal Shaber Ali G addressed the gathering. The chief guest for the workshop was Adv. Adv Rejjitha Rajan. Resource persons for the workshop were

2. Roland Martin who spoke on “Introduction to Consumer Protection and Its Importance”
3. Dr. MRK Prasad who spoke on “Introduction to Mediation”.
4. Dr..B. S.Patil spoke on “Mock Mediation”