

CONSUMER RIGHTS CLINIC

Faculty Incharge:

Director: Dr. K. S. Rao

Associate Director: Mr. Roshant Parwar

Activity Report

The academic year for the Consumer Rights Clinic commenced on 22nd October 2021. The Clinic was headed by the Professor in Charge, Dr. Srinivasa Rao. Members were enrolled by way of an entrance exam. A total of 11 members were selected. Though COVID-19 impacted the clinic schedule, we successfully carried out various consumer activities and other consumer-related work. The clinic had 19 working days and conducted 13 meetings to decide and discuss various activities and numerous works that were to be taken up by the members.

The following are the particulars:

- An awareness talk was held for the clinic members, headed by Mr. Roland Martins (Coordinator of GOA CAN). He briefed the members about Consumerism, Consumer Rights and Duties, Consumer dispute-resolving institutions, Drafting of complaints, etc.
- Members of the clinic visited the Consumer Conciliation Committee Junta House, Panjim, Goa, to observe the consumer hearings and inculcate proficiency in consumer matters.
- Members of the clinic researched various latest consumer judgments, and the same was recited in the presence of the professor in charge of the clinic and the other members.
- An application was filed to the PWD (Roads) and CCP Panjim to construct a speed breaker on the road adjoining the college. This was successfully laid down after two months of follow-up and communication with the officials in charge.
- One member, Mr. Jonus D'souza, formulated a questionnaire. This survey aimed to study the impact of the Consumer Protection Act 2019 and its awareness. The data will help us understand consumers' mindsets

regarding Goa. Responses were received, and the survey will be followed up in the upcoming academic year.

- The Consumer Rights Clinic organized a Consumer Drafting Competition for V.M. Salgaocar College of Law students. A total of 9 students participated. The competition was based on drafting a consumer complaint. Two winners were shortlisted and were felicitated by the principal.
- A total of 9 members of the Consumer Clinic visited the Food and Drug Administration, Bambolim, Goa, for a seminar on the topic “Food Safety & Drug Price Monitoring Unit” on the occasion of observing Consumer Rights Day.
- The last meeting for the academic year was held. Discussions occurred among the members and the clinic in charge regarding activities for the upcoming academic year.