

Consumer Rights Clinic

Director: Dr. G. Shaber Ali

Associate Director: Dr. Naguesh Colvalkar

List of Students members:

1. Ms. Anusha Almeida
2. Ms. Malavika Thampi
3. Ms. Shamita Nadkarni
4. Mr. Nandagopal P.

Complaints Received

During the academic year 2019-2020, the Consumer Clinic filed one complaint before the District Forum relating to a defective IFB washing machine. Members of the Clinic interviewed the complainant, drafted the complaint, and submitted it before the forum. The district forum admitted the complaint.

The next complaint was about a refund for Jet Airways flight bookings through Make Mytrip.com. members of the Clinic interacted face-to-face with the complainant collected the information, drafted a notice, and sent it to Make Mytrip.com. reply from the opposite party was not satisfactory. A draft of the complaint with all the documents is ready to be filed before the District Forum. Due to COVID-19, there is a delay in filing the complaint.

Another complaint was filed before the State Commission against the order of the District Forum. The matter concerned a defective mobile phone given by a son staying in Mumbai and handed over to his father, staying in Goa. State Commission informed the appellant to file the complaint before the Mumbai District Forum.

Research Projects:

Students of the clinic were involved in two projects.

One is the seller is charging the consumer for a carry bag, where the bag consists of the name of the shop in bold letters. The consumer is advertising for the bag. Act of the seller amounts to unfair trade practice. Members purchased carry bags from two reputed sellers and collected the receipts.

They prepared a notice and requested the Legal Metrological Department to take action against the seller. Waiting for the reply from LMD. If the reply is not satisfactory, members are willing to file a complaint before the District Forum.

Another project is related to Prime Minister Awas Yojana's (PMAY) scheme. Under this scheme, if any person wants to renovate or reconstruct his residential house, he can avail himself of the monetary benefit if he satisfies the conditions laid down as per the scheme.