

**DEVI SHARVANI EDUCATION SOCIETY'S V.M. SALGAOCAR COLLEGE
OF LAW, MIRAMAR- GOA CONSUMER WELFARE CELL**



ANNUAL REPORT OF CONSUMER WELFARE CELL 2025-2026

Director : Dr K. S. Rao

Asso. Director: Asst. Prof. Roshant Parwar

Asso. Director: Asst. Prof. Ujwala Pednekar

List of Members:

1. Joseph Fernandes, 3rd year LL.B
2. Shamik Pai 3rd year BA.LL.B
3. Nandita Couto 3rd year BA.LL.B
4. Alia Liz Dias 3rd year BA.LL.B
5. Alisha Fernandes 3rd year BA.LL.B
6. Sejal Tilve 3rd year BA.LL.B
7. Devishma Naik 3rd year BA.LL.B
8. Shreeya Gaikwad 3rd year BA.LL.B
9. Shrutika Shetty 3rd year BA.LL.B
10. Divya Chodankar 3rd year BA.LL.B
11. Annissa Da Cunha 3rd year BA.LL.B
12. Sejal Gadekar 3rd year BA.LL.B

13. Sarthak Tulaskar 3rd year BA.LL.B
14. Rhea Rao 3rd year BA.LL.B
15. Kashaf Niyazi Khan 3rd year BA.LL.B
16. Ummehani M. Javed 4th year BA.LL.B
17. Purva Devidas 4th year BA.LL.B
18. Ruhi R. Kamat Tarcar 4th year BA.LL.B
19. Sahil Bhandodkar 4th year BA.LL.B
20. Amey Narulkar 4th year BA.LL.B
21. Isha Tamba 4th year BA.LL.B
22. Sangam Prabhudesai 4th year BA.LL.B
23. Alida D'Souza 4th year BA.LL.B
24. Swayam Chodankar 4th year BA.LL.B
25. Pooja Raichur 4th year BA.LL.B
26. Deepam Naik 5th year BA.LL.B
27. Shreyash Lotlikar 5th year BA.LL.B
28. Rajal Kamat 5th year BA.LL.B
29. Prachi Murgaonkar 5th year BA.LL.B
30. Dixa Asolkar 5th year BA.LL.B
31. Priya Harmalkar 5th year BA.LL.B
32. Sanika Gadekar 5th year BA.LL.B



GROUP PHOTO OF THE CONSUMER WELFARE CELL 2025-26

DATE: 4TH JULY 2025

The photo was taken with the respected Principal Dr Shaber Ali G., Faculty In-charges Dr K.S. Rao, Asst. Prof. Roshant Parwar and Asst. Prof. Ujwala Pednekar, Student In-charge Ruhi R. Kamat Tarcar and Deputy Student In-charge Ummehani M. Javed and other members of the Cell.

12th July 2025

COMPLAINT FILING LECTURE BY MR ISHAN KENKRE

On July 12th, 2025, Mr Ishan Kenkre, a former member of the Consumer Welfare Cell, guided the members on how to file a consumer complaint on the E-Jagruti website. He also talked about the limitation period, as well as the dos and don'ts, such as sending the notice through registered AD. Along with other documents, a letter of authority is also required to be attached, as the complaint is being filed through the College's Cell. These were a few points among the many.

The lecture concluded with a vote of thanks delivered by Swayam, a member of the Consumer Welfare Cell, and a group photo.



CONSUMER RIGHTS AND DUTIES AWARENESS TALKS IN SCHOOLS AND COLLEGES BY MEMBERS OF THE CELL

The successful delivery of a lecture focused on Consumer Rights and Duties awareness within our local schools. The session aimed to equip young minds with essential knowledge regarding their protections and responsibilities as consumers. Participants engaged thoughtfully with the material, demonstrating a keen interest in understanding fair marketplace practices, consumer welfare and the functioning of the College Consumer Welfare Cell. This initiative will foster a more informed and empowered generation of consumers. Further engagement opportunities are being considered to build upon this positive reception.

16th July 2025



Cell Members Alida and Divya have successfully conducted the awareness talk on Consumer Rights at Mandrem College.

18th July 2025



Cell Members Divya, Swayam and Sarthak successfully conducted an awareness talk on Consumer Rights and Duties at Sapteshwar Institute for Higher Secondary Education, Deulwada-Mandre, Goa.

23rd July 2025



Cell members Joseph, Kashaf, Sejal and Annissa successfully conducted an awareness talk on Consumer Rights and Duties at Sridora Caculo College of Commerce & Management Studies, Khorlim, Mapusa, Goa.

8th August 2025



Sahil Bandodkar, a fourth-year student and member of the cell, visited Shree Saraswati High School, Kavlem, Ponda, Goa, to deliver an informative talk on Consumer Rights and the Consumer Protection Act.

23rd September 2025



Cell members Rajal Kamat, Shreyash Lotlikar, Prachi Murgaonkar and Dixa Asolkar successfully conducted an awareness talk on the Consumer Protection Act, highlighting Consumer Rights and Duties at Government High School, Donapaula, Goa.

25th September 2025



Cell members Sejal Tilve, Devishma Naik and Shreeya Gaikwad successfully conducted an awareness talk on the Consumer Protection Act, highlighting Consumer Rights and Duties at S.S. Samiti's Smt. I. V. B. D. High School, Ponda, Goa.

6th August 2025

MOCK TRIAL

A mock trial was held in the Moot Court Hall on the college premises on August 6 at 11:40 a.m. in the presence of the respected Principal and Administrator, faculty, and students. After a week of diligent practice, participants performed the mock trial, showcasing the brief facts of the case and the commission proceedings, which consisted of witness examinations and a final order. They were applauded for their hard work and performance. The mock trial concluded at 1 p.m. following a short speech by Rao Sir, the Principal, and a group photo before dispersing.

Facts Of The Case

Meera Sharma consumed "BrainBuzz," an energy drink advertised as natural and a brain booster. After one, she experienced severe nausea and dizziness, leading to hospitalisation and missing an exam. Tests showed the drink contained citric acid and synthetic caffeine. A friend from the Consumer Welfare Cell offered to help her take legal action.



VISIT TO CONSUMER CONCILIATION COMMITTEE

A batch of four members visited the Consumer Conciliation Committee at Junta House, Panjim, on July 3rd, 2025 and July 17th, 2025. Several consumer complaints were heard, such as overcharging, deficiency in services, lack of documentation, and unhygienic conditions related to food products. To ensure thorough knowledge and proper action, and to provide an effective remedy, the Committee summoned the necessary Opposite Party along with the Department's assigned person and appropriate authorities for further compliance and supervision regarding report submission and observations that were to be made.



VISIT TO THE DISTRICT AND STATE CONSUMER DISPUTES REDRESSAL COMMISSION

Several members have visited the District and State Consumer Disputes Redressal Commission at Porvorim and Panjim, respectively, to witness the proceedings and understand the Commission's functioning. The proceedings commenced at 10:30 a.m., where all matters for the day were called out for attendance. Around two to three matters were argued before the District Commission on September 5, 2025, and most of the matters were adjourned for the next hearing with necessary directions by the President and members of the Commission that were to be complied with.



15th December 2025

CLIENT COUNSELLING COMPETITION ORGANISED BY THE CONSUMER WELFARE CELL

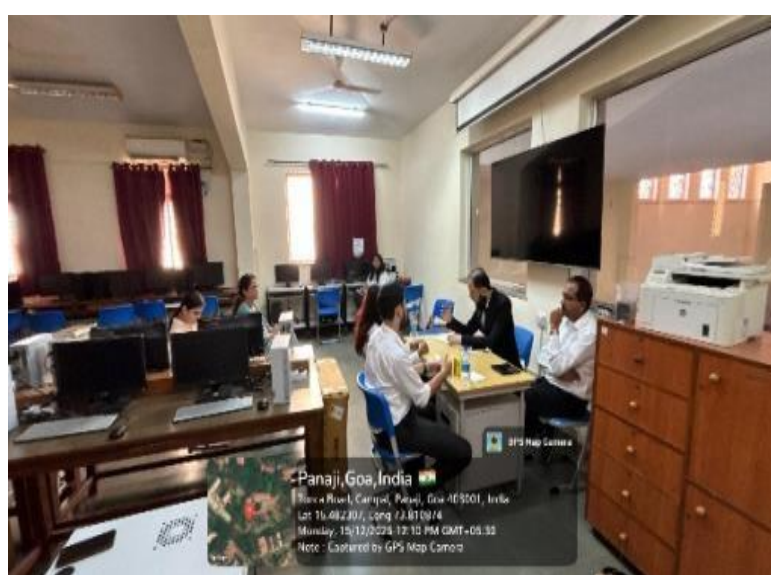
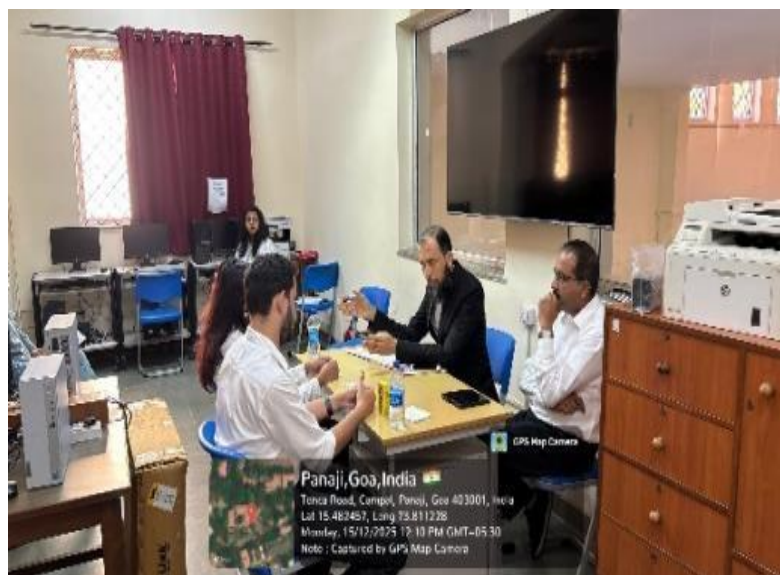
The Consumer Welfare Cell of the college organised a Client Counselling Competition to provide students with a practical understanding of consumer law and to develop essential advocacy and counselling skills. The competition served as a learning exercise, enabling participants to engage with simulated consumer disputes in a professional and structured environment.

A total of four teams, each comprising two participants, were registered for the competition. The participants were required to assume the role of advocates and counsel a client based on a given consumer law problem. The competition was judged by Associate Prof. Pearl Monteiro and Asst. Prof. Amal Kazi. Emphasis was placed on adherence to procedure, effective client interaction, identification of consumer rights, and clarity in legal advice. Each team was allotted 20 minutes to conduct client counselling.

The participants displayed a high level of professionalism, empathy, and preparedness while interacting with the client. They demonstrated an understanding of consumer protection principles and effectively communicated legal options and remedies in a manner accessible to a layperson. Thus, the results were as follows: Team 1: Padmaja Chauhan and Britney Almeida were placed 2nd and Team 4, Khalid Desai and David De Souza, were placed 1st.

The competition fulfilled the broader objective of the Consumer Welfare Cell, which is to bridge the gap between theoretical knowledge and practical application. It encouraged students to think critically, communicate confidently, and approach consumer disputes with sensitivity and responsibility.

Overall, the Client Counselling Competition was a successful initiative by the Consumer Welfare Cell and provided a valuable platform for students to enhance their practical legal skills. The event contributed meaningfully to legal education by promoting awareness of consumer rights and reinforcing the importance of client-centric legal practice.



22nd December 2025

ELOCUTION COMPETITION ON “MISLEADING ADVERTISEMENTS AND CONSUMER PROTECTION”

The Consumer Welfare Cell of V.M. Salgaocar College of Law conducted an Elocution Competition on “Misleading Advertisements and Consumer Protection” on 22nd December 2025 in the Moot Court Room at 10:50 a.m. The competition was organised by the members Rajal Kamat, Dixa Asolkar, Shreyash Lotlikar, and Prachi Murgaonkar. A total of nine students participated, highlighting the impact of misleading advertisements, the importance of consumer rights protection, and promoting awareness about ethical practices in advertising and informed decision-making among consumers. The competition was judged by the assistant. Prof. Tanvi Khandolkar and Asst. Prof. Sachin Panicker evaluated the participants based on clarity of ideas, relevance to the topic, language and articulation, creativity and originality.

The following students were declared as the winners of the competition: Durva Gaonkar (1st Year B.A. LL.B.) secured First Place, while Britney Almeida (3rd Year B.A. LL.B.) secured Second Place.



“CONSUMER QUEST 2026”

The Consumer Welfare Cell of V.M. Salgaocar College of Law successfully organised a quiz competition titled “Consumer Quest 2026” on 8th January 2026 at 11:00 a.m. in the Conference Hall. The event was organised by the members of the Consumer Welfare Cell, namely Shrutika Shetty, Shreeya Gaikwad, Pooja Raichur, and Joseph Fernandes.

The primary objective of the quiz competition was to create awareness of Consumer rights and responsibilities and strengthen students' understanding of the Consumer Protection laws in an engaging and interactive manner.

A total of six teams participated in the competition, with two members in each team, making approximately twelve participants. Students from both B.A. LL.B. and LL.B. courses actively took part in the event. The quiz consisted of three rounds, namely an MCQ Round, a Written Round, and a Visual Round.

The visual round added an interactive element to the competition and was well received by both participants and the audience. The event was conducted under the guidance of the Faculty Coordinator, Asst. Prof. Ujwala Pednekar, who was present throughout the competition.

The audience response was highly encouraging. Participants and attendees were enthusiastic and actively engaged during the quiz. The event received positive feedback, with many appreciating the informative content, smooth conduct, and enjoyable format of the quiz.

The winners of the competition were:

1st Place - Rahul Kakode & Yash Karpe (TYLLB)

2nd Place - David De Souza & Kaushal Bathia (SYLLB)

3rd Place - Aman Kumar & Bhakti Bandodkar (SYBALLB)

Participation certificates were distributed to all the participants.

Consumer Quest 2026 was conducted successfully and fulfilled its objective of spreading consumer awareness while making learning enjoyable.



REEL MAKING COMPETITION

The Consumer Welfare Cell of V.M. Salgaocar College of Law organised a Reel Making Competition with the aim of creating awareness about consumer rights, particularly in relation to misleading advertisements and unfair trade practices, and to highlight that legal redressal mechanisms are available under the Consumer Protection Act.

The competition was announced through a brochure released on 7th December 2025, and participants were required to submit their entries by 8th January 2026. A total of three teams participated in the event, showcasing creative and informative reels based on the given theme.

The winners of the competition were Renuka, Chinmay, Shanaya, Sanika, and Vaishnavi from the 1st Year B.A. LL.B., while Achal from 5th Year B.A. LL.B. secured the position of Runner-up.

The winners were awarded cash prizes and certificates, and all participants received participation certificates. The prizes were distributed during an event held on 9th January 2026, organised by the Government of Goa, Department of Civil Supplies and Consumer Affairs, in association with V.M. Salgaocar College of Law, Panaji, Goa, on the occasion of National Consumer Rights Day.

The competition successfully encouraged students to engage with consumer law issues and promoted awareness about responsible consumer practices.

NATIONAL CONSUMER RIGHTS DAY PROGRAMME

The National Consumer Rights Day Programme, scheduled for January 9, 2026, at V.M. Salgaocar College of Law in Panaji, Goa, organised by the Department of Civil Supplies and Consumer Affairs, is designed as a comprehensive day of consumer advocacy and academic engagement beginning with registration and refreshments at 9:30 AM. The inaugural session, which started at 10:45 AM, features a series of formal ceremonies including the lighting of the lamp and welcome addresses by prominent figures such as Shri. Jayant Tari, Director of Civil Supplies and Consumer Affairs, and Dr Shaber Ali G., the College principal. This morning segment transitions into a celebratory phase where Dr Anant Sharma, the Guest of Honour representing the CCI and Bureau of Indian Standards, will address the gathering, followed by the distribution of prizes for student competitions in reel making, elocution, and ad films. The formal opening concludes with a vote of thanks by the Assistant. Prof. Ujwala Pednekar before noon.

The core of the afternoon's intellectual discourse revolves around a technical session titled "Efficient and Speedy Disposal through Digital Justice," reflecting the 2025 theme for consumer rights, led by legal experts Miss Rachna A.M. Gonsalves and Miss Rejitha Rajan from the State and District Consumer Disputes Redressal Commissions. This session aims to bridge the gap between legal theory and modern digital applications. Following this, the program shifts toward creative and practical advocacy through a street play at 1.00 PM. The

event draws to a close at 1.30 PM with lunch and a group photo, effectively rounding out a day dedicated to consumer education and legal excellence.





DARK PATTERN DETECTIVES

On Saturday, March 21, 2026, an insightful online activity was conducted focusing on the deceptive digital marketing strategies known as "Dark Patterns." The session, which featured a digital quiz designed for completion within 20 to 25 minutes, centred on the theme "Trap-In-Cart." The primary mission was to educate participants on how to identify these "dark patterns"—subtle user interface designs crafted specifically to trick or deceive consumers into performing actions they did not intend, such as purchasing unwanted insurance, sharing sensitive personal data, or unintentionally signing up for recurring subscriptions.

The educational portion of the activity detailed how these tactics are now legally recognised and regulated. Under the 2023 guidelines issued by the Central Consumer Protection Authority (CCPA), dark patterns are officially classified as Unfair Trade Practices. The report highlighted several of the thirteen specific types recognised by law, including "False Urgency," which uses fake timers to rush a purchase, and "Basket Sneaking," where items are added to a digital cart without explicit consent. Other manipulative tactics discussed included "Confirmshaming"—using ridicule or guilt to sway a consumer's choice—and "Forced Action," which requires unnecessary sign-ups to access a product.

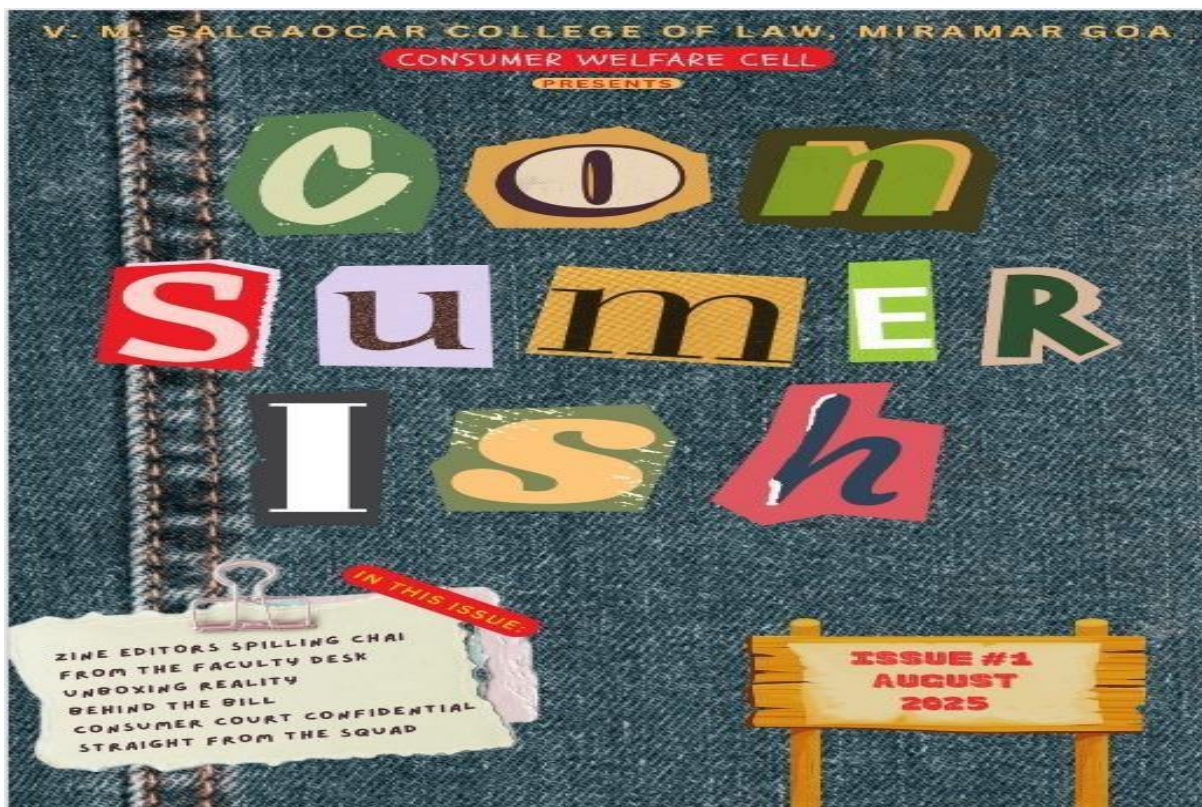
In conclusion, the activity emphasised that as digital commerce grows, the line between persuasive marketing and deceptive manipulation has become dangerously thin. The session served as a reminder that consumer awareness remains the most effective defence against these traps. A truly fair digital marketplace is defined as one where the consumer's autonomy is prioritised, ensuring that an informed "Yes" is respected and a "No" is never undermined by confusing interface designs.

Google form link:

https://docs.google.com/forms/d/e/1FAIpQLSd6e5121IbHvPslPu4ZEnzLdcZcnqBy3HsTQelgkS0hy_2Bqg/viewform?usp=header

“CONSUMERISH” - DIGITAL MAGAZINE

Created by Consumer Welfare Cell members Alisha, Nandita, and Alia, third-year BA.LL.B. students at V.M. Salgaocar College of Law, Consumerish is a dynamic digital magazine. Designed to bridge the gap between complex legal jargon and everyday life, the publication blends informative cell updates with relatable, real-world content. From "spooky" October to “festive” December themed editions deep dives into influencer drama and refund rants, the magazine offers readers a mix of mock trial insights, "Consumer Starter Packs," and "handy bites" of law and the February issue includes the worst Valentine's betrayal, housing scams that trap students, breaking down exactly what FSSAI has banned (metanil yellow being concerning). Whether it's rethinking a takeout order or navigating consumer rights like a pro, Consumerish serves as an essential, high-energy guide for the modern, informed citizen.



<https://consumerish-01aug.pages.dev/>



<https://consumerish-02sept.pages.dev/>



<https://consumerish-03oct.pages.dev/>



<https://consumerish-04dec.pages.dev/>



<https://consumerish-05feb.pages.dev/>

CASE NAME: MR. SAYED AJMATHULLA & ANR. [Complainant(s)] V/S MR. PRASHANT PAI KAKODE & ORS. [Opposite Party(s)]

Complaint filed regarding compensation for damages for the sale of adulterated fuel and a defect in goods.

Hearing dated 23rd April 2025

On 23rd April 2025, the matter was called for arguments on the point of admission. However, the Complainant remained absent, and since both Members of the Commission were on leave on that day, the case could not be heard on the merits. The Commission granted the Complainant an opportunity and adjourned the matter for arguments on admission to 8th May 2025 at 10.30 a.m.

Hearing dated 8th May 2025

On 8th May 2025, the Authorised Representative of the Complainant, Mr Shreyash Lotlikar, appeared before the Commission. Arguments were heard on the point of admission. After considering the arguments, the Commission adjourned the matter for passing an order on admission to 16th May 2025 at 10.30 a.m.

Hearing dated 16th May 2025

On 16th May 2025, the Authorised Representative, Mr Naik Deepam, appeared on behalf of the Complainant. The Commission passed an order on Exhibit-1 (Exh-1) and formally admitted the complaint. Consequent upon admission, the Commission directed that notice be issued to the Opposite Party, returnable on 19th June 2025 at 2.30 p.m. The matter was adjourned for the appearance of the Opposite Party on that date.

Hearing dated 19th June 2025

On 19th June 2025, the Authorised Representative, Mr Shreyash Lotlikar, appeared for the Complainant. The Opposite Party appeared before the Commission in person. A copy of Exhibit-6 (Exh-6) was furnished to the representative of the Complainant. The matter was then adjourned for the Complainant to file a reply to Exh-6, with the next date fixed as 1st July 2025 at 10.30 a.m.

Hearing dated 1st July 2025

On 1st July 2025, Mr Shreyash Lotlikar again appeared as the Authorised Representative of the Complainant. The Opposite Party was also present in person. During this hearing, the Authorised Representative of the Complainant filed a reply to Exhibit-16 (Exh-16), and a copy of the same was furnished to the Opposite Party. The matter was adjourned for arguments on Exh-6 to 14th July 2025 at 10.30 a.m.

Hearing dated 14th July 2025

On 14th July 2025, a new Authorised Representative, Mr Chodankar Swayam Shankar, appeared on behalf of the Complainant and filed a Letter of Authority. The Opposite Party was present in person. Part arguments were heard on Exh-6. However, the Representative of the

Complainant orally sought further time, which was granted by the Commission. The matter was adjourned for further arguments on Exh-6 to 24th July 2025 at 10.30 a.m.

Hearing dated 24th July 2025

On 24th July 2025, Shri. Shreyash Lotlikar appeared as the Authorised Representative of the Complainant. For the Opposite Party, Adv. Shri S. Karmali appeared, holding a brief for Adv. Shri. P. Kakode filed a Letter of Authority. The Advocate for the Opposite Party orally sought time for arguments on Exhibit-6. The Commission granted the time and fixed the matter for arguments on Exh-6 on 13th August 2025 at 10.30 a.m.

Hearing dated 13th August 2025

On 13th August 2025, Mr Chodankar Swayam Shankar appeared on behalf of the Complainant. Notably, neither the Opposite Party nor the Advocate for the Opposite Party was present. In the interest of justice, the Commission granted a last and final opportunity to the Opposite Party to address arguments on Exhibit-6 and fixed the matter for 1st September 2025 at 10.30 a.m.

Hearing dated 1st September 2025

On 1st September 2025, Mr Chodankar Swayam Shankar was present as the Authorised Representative of the Complainant, and Adv. Shri. D. Keny appeared on behalf of the Opposite Party. During the course of arguments on Exh-6, the Advocate for the Complainant made an endorsement on Exhibit-8 (Exh-8) stating that he was withdrawing the document marked 'Annexure E'. An order was accordingly passed by the Commission. In view of this withdrawal, the application at Exhibit-6 was disposed of, and the withdrawn document was held not to be liable to be relied upon. The matter was then fixed for the filing of a written version by the Opposite Party on 5th September 2025 at 10.30 a.m.

Hearing dated 5th September 2025

On 5th September 2025, Mr Chodankar Swayam Shankar was present for the Complainant, and Adv. Shri. D. Keny appeared for the Opposite Party. The Opposite Party filed the written version on this date, and a copy of the same was duly furnished to the Advocate for the Complainant. The Commission fixed the next hearing for the filing of an Affidavit in Evidence by the Complainant on 15th September 2025 at 10.30 a.m.

Hearing dated 15th September 2025

On 15th September 2025, a fresh Authorised Representative, Shri. Dr K.S. Rao, who appeared on behalf of the Complainant, filed an authorisation letter and also placed on record an application for steps. For the Opposite Party, Adv. Mr S. Masurkar appeared, holding brief for Adv. Shri.

F.B. Bhaangi filed a Letter of Authority. The Commission fixed the matter for the filing of an Affidavit in Evidence by the Complainant on 25th September 2025 at 2.30 p.m.

Hearing dated 25th September 2025

On 25th September 2025, Shri. Joseph Fernandes appeared as the Authorised Representative of the Complainant and filed an Application on Exhibit-15 (Exh-15). Adv. Mr S. Masurkar, holding brief for Adv. Shri. F. Bhaangi was present for the Opposite Party. The Commission posted the matter for reply to Exh-15 by the Opposite Party on 15th October 2025 at 2.30 p.m.

Hearing dated 15th October 2025 – Holiday

The hearing scheduled for 15th October 2025 could not be held as the day was declared a public holiday on account of the sad demise of Shri. Ravi Naik, the Hon'ble Minister for the Department of Civil Supplies and Consumer Affairs. As a mark of respect to the departed soul, the office was closed vide Notification No. 25/4/95-GA and C/4419 dated 15th October 2025. The matter was consequently rescheduled to 20th November 2025 at 2.30 p.m.

Hearing dated 20th November 2025

On 20th November 2025, Shri. Joseph Fernandes appeared for the Complainant. However, both the Opposite Party and the Advocate for the Opposite Party were absent. The Commission granted a last opportunity to the Opposite Party to file a reply to Exhibit-15, and the matter was fixed for 8th December 2025 at 2.30 p.m.

Hearing dated 8th December 2025

On 8th December 2025, Shri. Joseph Fernandes appeared as the Authorised Representative of the Complainant. The Opposite Party remained absent initially. The Commission granted a last and final opportunity to the Opposite Party to file a reply to Exhibit-15. Subsequently, later during the proceedings, Adv. Shri. S. Masurkar, holding brief for Adv. Shri. F. Bhaangi appeared for the Opposite Party and filed a reply to Exhibit-15. The matter was fixed for reply on Exh-15 or for arguments on Exh-15 on 29th December 2025 at 10.30 a.m.

Hearing dated 29th December 2025

On 29th December 2025, Mr Joseph Fernandes, the Authorised Representative, was present for the Complainant. The Opposite Party remained absent till the rising of the court. Arguments on Exhibit-15 were heard and completed. The Commission fixed the matter for passing an order on Exh-15 on 16th January 2026 at 10.30 a.m.

Hearing dated 16th January 2026

On 16th January 2026, Mr Joseph Fernandes appeared for the Complainant and Adv. D. Keny appeared on behalf of the Opposite Party. The Commission passed an order by which the application at Exhibit-15 was dismissed. The matter was thereafter fixed for the filing of an Affidavit in Evidence by the Complainant on 28th January 2026 at 10.30 a.m.

Hearing dated 28th January 2026

On 28th January 2026, both the Complainant and the Advocate for the Complainant remained absent till the rising of the Court. Adv. Shri. D. Keny was present on behalf of the Opposite Party

Nos. 1 and 2. The Commission granted an opportunity to the Complainant to file the Affidavit-In-Evidence and fixed the next date for filing the same on 9th February 2026 at 10.30 a.m.

Hearing dated 9th February 2026

On 9th February 2026, the Complainant appeared in person and placed on record the Revision Application filed before the State Commission. Adv. Shri. S. Masurkar, holding brief for Adv. Shri. F. Bhaangi appeared on behalf of Opposite Party Nos. 1 and 2. The Commission fixed the next date for the Complainant to either file the Affidavit in Evidence or to place on record a copy of the stay order obtained from the State Commission, on 13th March 2026 at 10.30 a.m.

Administrative Note – 4th March 2026

On 4th March 2026, an administrative action was recorded. As per the letter reference No. SC/4- 1/2026/Records dated 26th February 2026, the original file about Case No. CC/19/2025 was dispatched and sent to the State Commission on 4th March 2026.

Hearing dated 13th March 2026

On 13th March 2026, Adv. Ms V. Malik appeared on behalf of the Complainant and filed a memo of appearance. Adv. Shri. D.N. Kenny appeared on behalf of Opposite Party Nos. 1 and 2. It was noted that the matter was pending before the Hon'ble State Commission. The Commission fixed the matter for a Status Report on 27th April 2026 at 10.30 a.m.

Consumer Welfare Cell
Annual Activity Report (Meetings)

Academic Year 2025–26

1st Regular Meeting — June 20, 2025

The inaugural regular meeting of the Consumer Welfare Cell for the academic year 2025–26 was held on June 20, 2025. It was decided that regular meetings would be held every Wednesday, with mandatory attendance for all members. A key organisational decision was made to regularly visit the Consumer Commission and Conciliation Cell throughout the year. Deepam (5th-year BA LL.B.) was assigned the task of preparing the necessary permission letters for these visits.

On the membership and administrative front, Alisha (3rd-year BA LL.B.) was entrusted with designing the logo for the Consumer Welfare Cell. Nandita (3rd-year B.A.LL.B.) was appointed as the registrar manager for the 2025–26 academic year. It was resolved that new members would be selected through interviews evaluating their ability to contribute to the Cell and their past performance, with the interviews scheduled for June 30, 2025.

Several suggestions were discussed to enhance the Cell's social media presence. It was agreed that newly decided consumer cases from Goa would be briefly posted on Instagram, along with regular updates. A consumer complaint regarding a faulty laptop motherboard was also in progress, to be filed by Swayam and Ruhi, both 4th-year BA LL.B. students. Additionally, a proposal was discussed for a multidisciplinary, state-level research paper presentation and seminar on consumer rights. The Cell members also planned to visit all classes and put up notices to raise awareness the following week, and a group photo was proposed to be taken after new members joined.

2nd Regular Meeting — June 25, 2025

The second meeting, held on June 25, 2025, recorded that eight members had voluntarily agreed to visit the Consumer Commission once permission was granted. Class visits for announcing the Consumer Welfare Cell's grievance redressal services were scheduled for June 30, 2025. Members were directed to suggest at least one activity for the Cell to be presented at the next meeting.

3rd Regular Meeting — July 2, 2025

The third meeting on July 2, 2025, marked an important transition as Professor Ujwala joined as the new Faculty In-Charge of the Cell. New members were formally welcomed by the faculty.

In charge, Rao Sir, who also suggested that the Cell expand its outreach by visiting schools to create awareness about consumer rights and duties.

Members were briefed on the visiting schedule for the Consumer Commission and Conciliation Cell. The District Consumer Dispute Redressal Commission at Porvorim is accessible Monday to Friday from 10:30 AM to 1:00 PM and 2:30 PM to 5:00 PM, with a permission letter required. The Consumer Conciliation Committee meets on the 1st and 3rd Thursdays of every month at 3:00 PM, with a reporting time of 2:45 PM. Members visiting either body were required to submit experience reports to the Faculty In-charge the following day, and one member was to present their experience at the subsequent meeting.

On administrative matters, the logo was shared with members, who were given two days to suggest changes. The group photo was set for July 4, 2025 (Friday). A lecture on complaint drafting by the Faculty In-charge was announced for the following Wednesday. Ruhi K. Tarcar was assigned the task of preparing the annual report. The concept of a mock trial was introduced, and members were encouraged to think of creative ideas for activities planned during the year.

4th Regular Meeting — July 9, 2025

The fourth meeting on July 9, 2025, saw a brief discussion on organising a consumer awareness talk at a college in Mandrem. Members interested in the Mock Trial were asked to submit their names to the Student In-charge or Deputy Student In-charge by Saturday.

Member Swayam shared his experience of visiting the Consumer Conciliation Committee on July 3rd. He explained how proceedings take place, using the example of a case involving an overpriced phone battery and the absence of a proper bill, highlighting a deficiency in service. Following a transition, members Swayam and Shamik were announced as the new representatives for the adulterated fuel case, previously represented by Shreyash.

Names of members interested in visiting the Consumer Disputes Redressal Commission at Porvorim were collected, and members were to be divided into batches of three to four and notified about dates and timings accordingly. Member Shreyash provided important tips on consumer complaint drafting, including the importance of attaching a synopsis (list of dates and events), an index, and photocopies of relevant documents signed by the complainant. Rao Sir added supplementary details. It was also announced that on July 12, 2025, former Cell member Mr Ishan Kenkre would guide members on Consumer Complaint Drafting.

Pre-Lecture Session — July 12, 2025

Before the commencement of the lecture on July 12, 2025, Rao Sir informed members about the National Consumer Helpline and shared details of his meeting with Consumer Affairs Department Director Jayant Tari, who expressed enthusiasm about assisting in organising an event related to Consumer Protection. Sir also sought permission for a member to visit the

State Consumer Dispute Redressal Commission, with a permission letter mentioning the interested members' names to be submitted on Monday, July 14, 2025.

Members wishing to participate in the Mock Trial were asked to message Ruhi, the Student In-Charge, by Monday. A separate Mock Trial meeting was announced to follow shortly. Members Isha and Sangam were assigned the task of finding the latest consumer case judgments from the E-Jagruti website and creating summaries for the Cell's social media posts.

5th Regular Meeting — July 16, 2025

The fifth meeting on July 16, 2025, highlighted a major outreach achievement. Members Alida and Divya had successfully conducted a consumer awareness talk at Mandrem College. It was further announced that Alida, Divya, Swayam, and Sarthak would conduct a similar awareness talk at Mandrem Higher Secondary School on July 18, 2025 (Friday).

Additionally, Rao Sir encouraged other members to organise similar talks in their respective areas. A consumer awareness talk was also planned for Saraswat College, to be conducted by members Swayam, Joseph, Annissa, Kashaf, and Sejal Gadekar, with the date and time to be communicated later.

Member Sejal Tilve (3rd-year BA LL.B.) shared her experience of visiting the District Consumer Disputes Redressal Commission at Porvorim. Members who had not yet been assigned any Cell activity were required to either present a recent consumer case at a regular meeting or update the charts on the Consumer Rights Clinic noticeboard. Interested members were asked to inform the Student In-charge or Deputy Student In-charge.

An important advisory from Rao Sir noted that when the Cell takes up a case, the complainant should be informed to make photocopies of thermal print bills before the ink fades, as these are necessary annexures for the admission of cases. Four members, Isha Tamba, Sangam Prabhudesai, Rajal Kamat, and Prachi Murgaonkar, were scheduled to visit the Consumer Conciliation Committee at Junta House, Panaji, on July 17, 2025, with a reporting time of 2:30 PM.

6th Regular Meeting — July 25, 2025

At the sixth meeting on July 25, 2025, it was announced that two members of the Cell would be visiting the State Consumer Disputes Redressal Commission at Junta House, Panaji, on Monday, July 28, 2025, at 10:30 AM. The date for the mock trial was formally decided as August 6, 2025, with practice sessions commencing from July 30, 2025. Member Isha, who had observed the Consumer Conciliation Committee proceedings on July 17th alongside three other members, presented a report on her experience at this meeting.

7th Regular Meeting — July 30, 2025

The seventh meeting on July 30, 2025, noted that members Nandita and Alia had submitted their names to visit the State Consumer Disputes Redressal Commission at Junta House, Panaji, on Friday, August 1, 2025. All members were reminded to keep their journals updated, with a particular emphasis on final-year students.

A discussion on the Research Paper Seminar was held, which remained pending approval for funding. Suggestions to organise it at the national level were noted, and the scope would be determined based on the responses received. In the event of limited participation, Cell members were encouraged to participate and present their own research papers. Members were invited to suggest similar events at regular meetings, and the faculty to evaluate the feasibility based on available resources.

8th Regular Meeting — August 13, 2025

The eighth meeting on August 13, 2025, opened on a celebratory note. Rao Sir commended members Alisha, Alia, and Nandita for their outstanding contributions to the Consumerish Magazine. He also congratulated all members who participated in the Mock Trial conducted on August 6, 2025, for its great success.

The Research Paper Seminar was again discussed, remaining in the pipeline awaiting funding approval. A new suggestion was put forward to install a consumer complaint box on the college campus, with interested members encouraged to take the initiative. Members were reminded that upon resumption of college after the Ganesh Chaturthi break, updates on individual contributions to the Cell would be required. It was also announced that there would be no meeting on August 20, 2025.

9th Regular Meeting — September 3, 2025

The ninth meeting on September 3, 2025, featured a brief by Professor Sandhya on the issue consumers face due to floating interest charges on loans. Members were asked to research the matter and enquire with the Bank Ombudsman. The Research Paper Seminar remained awaiting funding approval. Members were instructed that names for Commission visits would be finalised at the next meeting, and all members were required to be present. The next meeting was rescheduled to Thursday, September 11, 2025.

10th Regular Meeting — September 11, 2025

The tenth meeting on September 11, 2025, covered updates on several ongoing consumer cases. Members were briefed on the adulterated fuel case, which required the authorised representative to file an affidavit in evidence along with a joinder of parties application; the next hearing was set for September 15, 2025, with Rao Sir and member Joseph acting as

representatives. In the laptop non-functioning case, a legal notice had been sent and was awaiting the next steps. A third case was narrated to members concerning unfair trade practices of a particular brand regarding product availability, with the legal notice to be sent by the following Saturday.

Names for Commission visits were finalised. Members Ummehani M. Javed, Sanika Gadekar, and Priya Harmalkar were assigned to visit the District Consumer Disputes Redressal Commission on the afternoon of September 15, 2025. For the State Consumer Disputes Redressal Commission morning session (date to be confirmed), the names listed were Devishma Naik, Shreeya Gaikwad, Dixa Asolkar, Divya Chodankar, and Shrutika Shetty. Members were also instructed to conduct consumer awareness talks at nearby schools in their localities, either individually or in groups of four to five. The Research Paper Seminar continued to await funding approval.

11th Regular Meeting — September 18, 2025

The eleventh meeting on September 18, 2025, included a briefing on a new legal notice issued in a case taken up by the Cell regarding the unfair trade practices of a Bata Showroom. The next hearing date for the adulterated fuel matter was set for September 25, 2025. Members were reminded that September 26, 2025, would be the last meeting of the semester, and all members were required to complete and get their journals signed on that date.

Members Annissa and Sejal Gadekar were assigned the task of installing a consumer complaint box on the college campus. All members were once again reminded to conduct awareness talks at nearby schools and colleges as instructed by Rao Sir and Ujwala Ma'am.

12th Regular Meeting — November 26, 2025

The twelfth meeting on November 26, 2025, marked the resumption of meetings in the second semester. Rao Sir announced a major event to observe National Consumers Day on December 23, 2025, with further details to be shared shortly. Five activities were planned with a deadline of January 15, 2026, for completion, and all expense bills were to be submitted to Rao Sir.

The planned activities were: (1) Client Counseling on December 15–16, 2025, under members Isha, Rhea, and Kashaf, with prizes of ₹2,000 and ₹1,000 for first and second place respectively (total: ₹3,000); (2) Reel Making on January 10, 2026, managed by Alisha, Alia, and Nandita, with prizes of ₹2,000 and ₹1,500 (total: ₹3,500); (3) Street Play on December 15, 2025, organised by Sahil and Sangam (total: ₹5,000); (4) Elocution Competition on a date yet to be decided, under Prachi, Rajal, and Diksha, with prizes of ₹1,000 and ₹500 (total: ₹1,500); and (5) Quiz, date to be decided, coordinated by Joseph and Shrutika, with book prizes for both first and second place (total: ₹1,000). All activity in-charges were requested to share updates on the group regularly.

13th Regular Meeting — December 4, 2025

The thirteenth meeting on December 4, 2025, brought updates on the upcoming event calendar. The National Consumers Day event was postponed from December 23 to the first or second week of January 2026, with an orientation scheduled for December 8 or 9, 2025. The Street Play competition date was revised to December 18, 2025. Ujwala Ma'am suggested that members visit all classes to explain the planned activities and also discussed the creation of an activity brochure.

Pooja was added as a member in charge of the Quiz competition, with a new date yet to be finalised. Members Sejal Tilve, Devishma, and Annissa were assigned the task of preparing certificates for activity winners. Venues for the activities were yet to be decided, and all activity in-charges were requested to share their brochures with the group as soon as possible.

14th Regular Meeting — December 9, 2025

The fourteenth meeting on December 9, 2025, was addressed by two government officials from the Department of Civil Supplies and Consumer Affairs. The theme for the National Consumers Day event was announced as 'Efficient and Speedy Disposal through Digital Justice,' with the event date to be confirmed shortly.

The event programme was outlined in detail. It included registration, a technical session by Consumer Commission members Rachana Ma'am and Rejitha Ma'am on the E-Jagriti website and digital justice, followed by a tea break. The inaugural session would feature dignitaries, felicitation of fair price shop owners, and the best Consumer Welfare Club. A 30-minute keynote address, a lunch break, a Mock Trial session, and select performances from the Street Play and Elocution competitions were also planned. Certificates would be awarded to members of both the Consumer Welfare Cell and the Legal Aid Cell.

Two activity date changes were announced: the Quiz was moved to January 8, 2026, and the Elocution Competition was rescheduled to December 22, 2025, with Shreyash added as a member in charge.



15th Regular Meeting — January 6, 2026

The fifteenth meeting on January 6, 2026, noted that the date for the National Consumers Day event was still to be finalised, with further details to be discussed at the next meeting on January 7, 2026. A brief discussion considered organising an alternative competition in place of the Street Play, due to a low response to participation. Rao Sir instructed all activity in-charges to submit their activity reports along with geotagged photographs before January 16, 2026. The certificate format for activities was also to be finalised shortly.

16th Regular Meeting — January 7, 2026

At the sixteenth meeting on January 7, 2026, the date for the National Consumers Day event was officially announced as January 9, 2026. The schedule for the day was shared: the programme would commence with registration and tea, followed by a welcome address, a guest speaker's address, a presentation of the activity report, prize distribution, a skit, a vote of thanks by Ujwala Ma'am, and conclude with lunch.

The audience was expected to include 30 Consumer Welfare Cell members and faculty, 20 Legal Aid Cell members, 20 NSS volunteers, 22 activity prize winners, and 25 officials from the Department. Work assignments for the event were announced: Devishma and Sejal Tilve for registration; Sejal Gadekar, Annissa, and Divya for certificates; Joseph as compère; Shrutika and Shreeya for prize distribution; Isha for seating and hall arrangements; Sangam and Sahil for the street play/skit; and Shamik for food arrangements.

17th Regular Meeting — January 14, 2026

The seventeenth meeting on January 14, 2026, opened a new phase of planning. A discussion was held about utilising the remaining government funds for another activity — to be an inter-Consumer Welfare Cell event — with suggestions from members invited. Rao Sir directed all activity in-charges to submit reports, photographs, and bills for record purposes by Monday, January 19, 2026.

A new consumer case was brought to the Cell's notice, with the redressal process being initiated through a legal notice; details were to be shared in subsequent meetings. A report on the January 9th National Consumers Day event was also to be submitted to the Department of Civil Supplies and Consumer Affairs. Member Sarthak was assigned a case concerning a deficiency in service by a service centre in connection with a laptop.

18th Regular Meeting — January 29, 2026

The eighteenth meeting on January 29, 2026, began with Rao Sir providing a brief on the consumer cases currently being handled by the Cell. The meeting then focused on planning

future activities. Two activities were proposed: a fun activity based on the theme of dark patterns, and an interactive session with a resource person on an app related to gold purity and hallmarks. The consumer complaint box to be placed in the college was also briefly mentioned. Rao Sir reminded members who had not yet observed Commission and Conciliation Committee proceedings to do so within the remaining two months of the academic year.

19th Regular Meeting — February 18, 2026

The nineteenth meeting on February 18, 2026, included a brief discussion on ongoing consumer cases and the next steps to be taken. Two activities were confirmed for the first week of March: a fun activity for Cell members on March 5, 2026, details of which were to follow, and an interactive session on gold hallmarks and their identification by a resource person on March 7, 2026. A group photo with the Faculty In-charge was also scheduled following the activity on March 5th.

In the second week of March, members were to submit their journals and obtain Rao Sir's signature. Additionally, members wishing to visit the District or State Consumer Commission could do so during the following timings: Monday to Friday, 10:00 AM to 1:00 PM and 2:30 PM to 5:30 PM.

20th Regular Meeting — March 25, 2026

The twentieth and final regular meeting of the academic year was held on March 25, 2026. The meeting included a brief discussion on nominations for the 'Best Member of the Clinic' for the annual awards. Rao Sir instructed all members to submit their journals at the earliest. This was the concluding meeting of the academic year 2025–26. The selection of the Student In-charge and Deputy Student In-charge for the next academic year was deferred to the following year. Faculty In-charge also awarded Mr Joseph Fernandes for actively participating in the Cell's activities throughout the year, as well as for being the first responder with the correct answers for the digital treasure hunt activity.

