



SVKM'S PRAVIN GANDHI COLLEGE OF LAW
CENTRE FOR CONSUMER ADVOCACY



ABOUT US:

The Centre for Consumer Advocacy was established in the year 2016 under the guidance of our principal Dr L.R. Dwivedi for the purpose of acquainting students with the nuances of the Consumer research and advocacy as well as to create a strong awareness of Consumer driven Society.

The Objectives and Activities of the Center is:

- 1.** To provide a channel for consumer opinion and representation
- 2.** To disseminate information widely on consumer issues and on all matters of concern and interest to consumers.
- 3.** To advance the cause of consumer, promote consumerism, and the development of critical awareness among students and the community.

Activities of the CCA:

In order to achieve the objectives, the CCA undertakes various activities in areas of research, lobbying, and advocacy as well as seminars, workshops, and internships.

In line with this, the CCA has carried out research assignments on various consumer issues, in association with the Mumbai Grahak Panchayat, Consumer Association of India, Consumer Guidance Society of India, etc.

**ACTIVITIES AND EVENTS
CONDUCTED BY CCA**

Interactive session on “Consumer rights and duties”



Shri Vile Parle Kelavani Mandal's
Pravin Gandhi College of Law

**CENTRE FOR CONSUMER ADVOCACY AND MUMBAI GRAHAK
PANCHAYAT**
Presents

INTERACTIVE SESSION ON

‘CONSUMER RIGHTS AND DUTIES’

Date:- Friday 5th April, 2019

**Venue:- Moot Court Room, 8th Floor,
Mithibai College Building**

Timings:- 10:30am- 12:00



**STUDENT CO-ORDINATORS: ASHWINI ACHARI
NISHKAA SUNEJA**

Seminar on Consumer Protection Act, 2019: Changes and Consequences of the new Act.

The first event of the centre was conducted on 14th September, 2019 where two eminent advocates in the field of Consumer Advocacy, Adv. Anant Patwardhan and Adv. Jehangir Gai explained the impact of the new legislation that is Consumer Protection Act, 2019. The Seminar was attended by 120 students.

This seminar was organized by Dr. Geeta Kubsad, chairperson of Centre for Consumer Advocacy, Deesha Vyas, Riddhi Gohil, Shashvat Vidhyarthi, Parth Parikh, Jhanvi Ved, Mohit Shah and Dhvani Vora .





Lecture On RERA in association with Mumbai Grahak Panchayat.

The lecture conducted by the founders of Mumbai Grahak Panchayat Adv. Shirish Deshpande and Ms. Sharmila Ranade on 21st September, 2019, was focused on the adjudication process of RERA and working of MahRERA. The objectives and purpose of RERA were explained to the students. The students discussed various real life cases with the speakers as well.

This lecture was organized by Deesha Vyas and Riddhi Gohil under the guidance of Dr. Geeta Kubsad, Chairperson of Centre for Consumer Advocacy.





Volunteer Programme with Mumbai Grahak Panchayat:

Pravin Gandhi College of Law in Association with Mumbai Grahak Panchayat conducted a six-week volunteership programme in the Month of September, 2019, where different students each week handled different consumer problems. The volunteer had to listen to various problems consumers faced and provide for an effective solution to them. They had to read different complaints filed by Mumbai Grahak Panchayat, were given research projects and had to draft some complaints/letters/legal notices as well.

12 students participated in the programme over the period on six weeks.

This Programme was co-ordinated by Deesha Vyas and Riddhi Gohil with the guidance of Dr. Geeta Kubsad, Chairperson of Centre for Consumer Advocacy.

Seminar on Dispute Resolution for Home Buyers: in context of RERA, Consumer Protection Act and IBC.

On Saturday 18th of January 2020, The Consumer Advocacy Centre of Pravin Gandhi College of Law in collaboration with the Mumbai Grahak Panchayat conducted a seminar on "Disputes Resolution under CPA, RERA and IBC for home buyers." The Seminar was attended by Ms. Anita Khanolkar, Secretary, MGP; Adv. Shirish Deshpande, Chairman, MGP, Dr. Nutan Madiwal, Principal, PGCL and various members from Mumbai Grahak Panchayat and many students and faculty of PGCL. The honorable speakers of the seminar were Shri P.B Joshi, honorable member of the State Commission who presented a technical session on Dispute Redressal under CPA which was followed Q&A, Shri B.D. Kapadnis, honorable member of MahaRERA who presented on Dispute redressal under RERA followed by Q&A, Shri Rajashekar V.K, honorable member of NCLT who presented on Dispute redressal under IBC followed by Q&A. This was followed by a technical session conducted by Adv. Pooja Joshi Deshpande, MGP, Dr. Archana Sabnis, MGP, Shri Bijish Balan, Registrar, NCLT, Mumbai, this session focused on Alternate Dispute Redressal under CPA, RERA and IBC followed by Q&A. The final technical session was a panel discussion and was concluded by our guest speakers, Adv. Uday Warunjikar, Shri Rajan Bandelkar. Ms. Sharmilla Ranade and Adv. Shirish Deshpande. The Event was concluded by a Valedictory Session which was conducted by Ms.Madhuli Kanugo.

This seminar was organized by the faculty in charge, Dr. Geeta Kubsad, Shasvat Vidyarthi, Mohit Shah, Parth Parikh, Tanvi Gopani, Dhvani Vora, Aditya Selvaria, Jahanvi Vora, Jhanvi Ved, Dhruv Doshi and Aarooha Kulkarni.

MUMBAI GRAHAK PANCHAYAT

WHERE SHOULD HARASSED HOME - BUYERS GO?

CONSUMER COURT
CIVIL COURT
NCLT IBC
MAHA RERA
ARBITRATION
CONCILIATION
MEDIATION

**Full day Seminar on
CPA, RERA & IBC
Saturday, 18th January 2020
Venue: Mithibai College Campus, Vileparle (West)**





Six Day Event on Covid-19: Consumer and Medico Legal Concerns.

This was a six-day event conducted through webinars where students were enlightened on different topics each day.

The topics were and speakers respectively were:

- i. 15th May 2020- Consumer & Covid-19
&
16th May 2020 – Medical Negligence by Dr. Manohar Kamat.
- ii. 18th May 2020 – Health Care Laws during Covid-19 by Adv. Nipun Saxena
- iii. 19th May 2020 – Effect of Covid-19 on Legal Profession: A student's approach by Adv. Shanay Shah
- iv. 20th May 2020- Start up Ecosystem for Law students by Adv. Pooja Terwad
- v. 21st May 2020 – Insurance and Covid-19 by Adv. Asim Vidyarthi.

This event was organized by Deesha Vyas, Riddhi Gohil and Shashvat Vidyarthi with the guidance of Dr. Geeta Kubsad, Chairperson of Centre for Consumer Advocacy.

LECTURE ON INSURANCE AND CONSUMER

Date: 20th August, 2021

Objective:

To make students understand the scope of insurance in consumer law.

Outcome:

The lecture was focused on what insurance is, its scope, and how it is envisaged in the Consumer Protection Act, 2019. Adv. Asim Vidyarthi sir very well explained to students the responsibilities of the consumer while signing an insurance contract and the redressal mechanism in our judiciary through various real-time cases and anecdotes.

LECTURE ON MEDIATION UNDER CONSUMER PROTECTION ACT 2019 AND CONCILIATION UNDER REAL ESTATE (REGULATION AND DEVELOPMENT) ACT.

Date: 20th August, 2021

Objective:

To make students understand the process of mediation under the new Consumer Protection Act and conciliation process under the Real Estate (Regulation and Development) Act

Outcome:

The Speaker, Ms Sharmila Ranade explained the scope and process of mediation and Conciliation under the respective Acts. Ma'am explained the topics with several cases for an in-depth understanding of the topic.



Shri Vile Parle Kelavani
Mandal's
Pravin Gandhi College of Law



Centre For Consumer Advocacy
Presents sessions on
**'INSURANCE AND THE
CONSUMER' & 'MEDIATION
AND CONCILIATION UNDER
CONSUMER PROTECTION ACT
2019'**



Adv. Asim Vidyarthi

20th August, 2020
8:00 am - 10:00 am



Adv. Sharmila Ranade

20th August, 2020
10:30 am - 12:30 pm

Faculty in-charge
Dr. Geeta Kubsad

Student Co-ordinators
Keval Khona - 9167776231
Jyoti Yadav - 7718991680

CHAI PE CHARCHA (ONLINE)

Date: 27th October, 2021

Objective:

To Know about Consumer Rights and all the steps that you can take to lodge a consumer grievance redressal complaint.

Outcome:

This event was mainly a Q and A discussion session regarding consumer disputes and redressal. The centre had done a survey of unfair trade practices experienced by consumers and based on the responses designed the events. Consumers from all age groups attended the session and they put in their questions which were answered by our Panellists.

SVKM's Pravin Gandhi College of Law, Mumbai
Center for Consumer Advocacy
in association with
Outreach Society
Presents

DISCUSSION ON CONSUMER RIGHTS AND ALL THE STEPS THAT YOU CAN TAKE TO LODGE A CONSUMER GRIEVANCE REDRESSAL COMPLAINT.

I RECEIVED A DEFECTIVE PRODUCT THAT COULDN'T BE REPLACED.

I ONCE ORDERED A BAG FROM A WEBSITE WHICH WAS OFFERING 50% OFF ON ALL ITS PRODUCTS. THE WEBSITE TURNED OUT TO BE A SCAM AND I HAVE NO IDEA HOW TO GET MY MONEY BACK.

EVER FOUND YOURSELF IN THE SAME SITUATION AND DON'T KNOW WHAT TO DO?

JOIN US,
DATE: 27TH OF OCTOBER, 2021,
TIME: 5:00 PM - 7:00 PM,
PLATFORM: MS TEAMS.
FILL THE REGISTRATION FORM

SVKM's Pravin Gandhi College of Law, Mumbai
Center for Consumer Advocacy
in association with
Outreach Society
Presents

Chai Pe Charcha (Online)

ESTEEMED PANELISTS



DR. GEETA KUBSAD
FACULTY CONVENER
CENTER FOR CONSUMER ADVOCACY



DR. SUMAN KALANI
FACULTY CONVENER
OUTREACH SOCIETY

STUDENT CO-ORDINATORS



JYOTI YADAV



KEVAL KHONA



DEEPAJI JOSHI

IN CASE OF ANY CONSUMER RELATED QUERIES
REACH OUT TO US ON
centreforconsumeradvocacy@gmail.com

WHO IS A CONSUMER???



To begin with, let us know who a consumer is.

- A consumer is the **buyer** of goods and **Hirer** of services.
- The **user** of goods and **beneficiary** of services with the permission of the buyer/Hirer is also treated as a consumer.
- But a person **is not** a consumer if he/she purchases goods and services for **resale or commercial** purpose.



MEDIATION



- Encouragement by judiciary and legislature
- New provision in the Consumer Protection Act
- Win Win Situation

10-27-2021

Play All

Participants: JY, P, AK, +41

Consumer Rights

DO YOU KNOW YOUR consumer Rights?

Means right to be protected against the marketing of goods and services, which are hazardous to...

Read More -->

Cyber Crime FAQs

- Financial Fraud
- Job Fraud
- Matrimonial Fraud
- Safe Use of social Media Platform

FAQs on Digital Payments

- BHIM
- Bharat QR
- BHIM Aadhaar
- RUPI
- UPI
- USSD - 99#
- ETEC

Do you have a Consumer Grievance ?

You can call to register your grievance 1800-11-4000 or 14404

Timing: All Days Except National Holidays (09:30 AM To 05:30 PM)

SMS on this Number 8130009809. We will get back to you.

Register online Here [Sign up -->](#)

Register your grievance through NCH APP [Download App -->](#)

Register your grievance through Consumer App [View Details -->](#)

Register your grievance through UMANG APP [View Details -->](#)

DOCA Twitter Handles

- [@ConsumerHelpline](#) 50K Followers
- [@ConsumerHelpline](#) 32.5K Followers

NCH Success Stories

Thanks a lot guys.

#2780131 - रिफंड देने के लिए सोमवार को बोला द्रुतानंद ने और कंपनी ने बोला कि आप रिफंड से बाएं

#2778724 - Excellent! Your service is very good. It helps people to solve their problems. Give direction to all insurance company, not to reject claim due to useless reason in covid-19 pandemic. It's time to test insurance company.

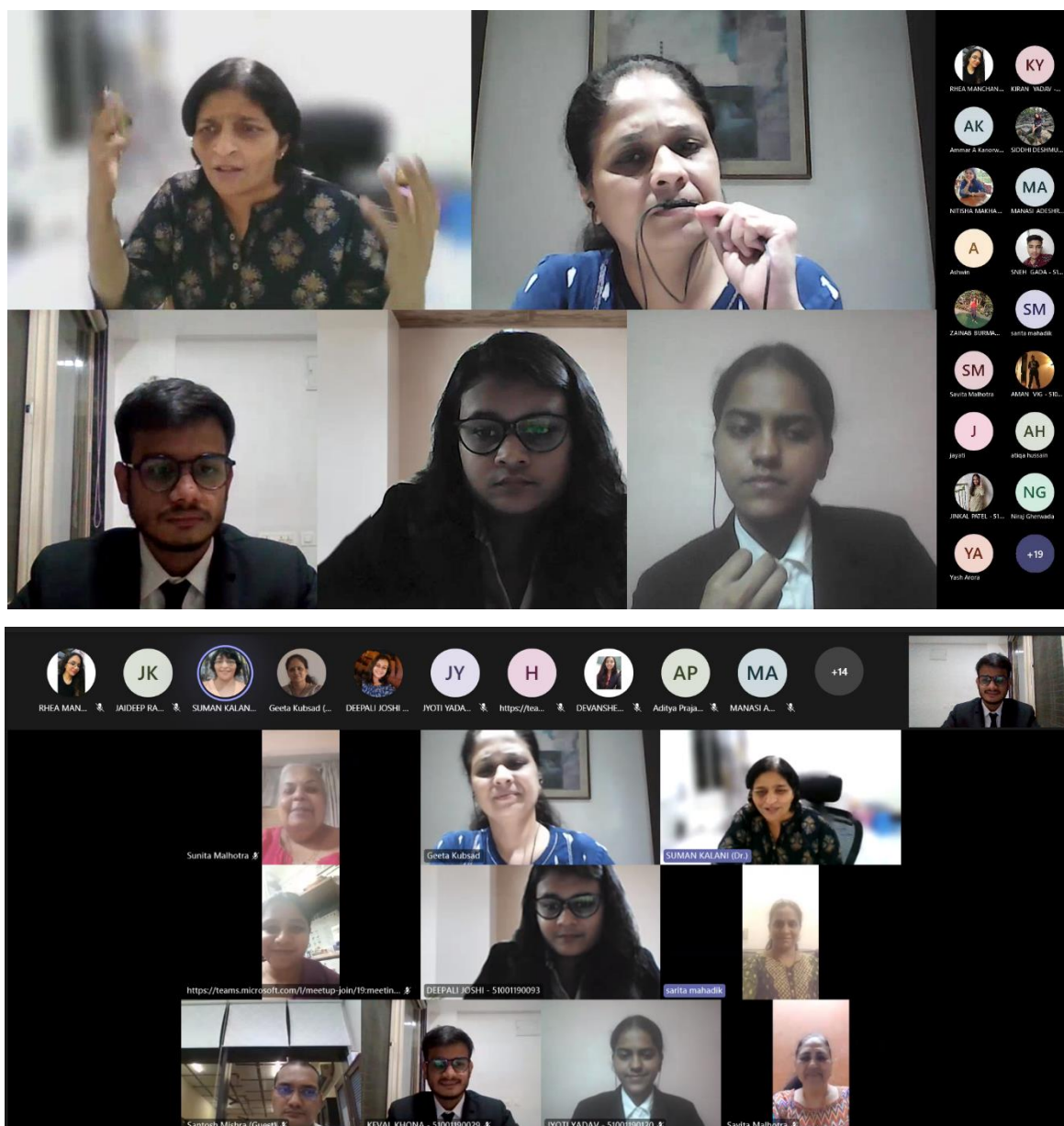
#2710887 - Excellent. I am very satisfied with this service! Thank you!!!

#2759141 - Excellent. Nice platform to resolve customer's grievances quickly

#2600019 - Excellent !! I love the service. The agent persistently worked on my case. Thank you so much and God bless you for defending the rights of the victims.

Consumer Awareness

JAGO



These events were organized by Keval Khona, Jyoti Yadav and Deepali Joshi with the guidance of Dr. Geeta Kubsad, Chairperson of Centre for Consumer Advocacy