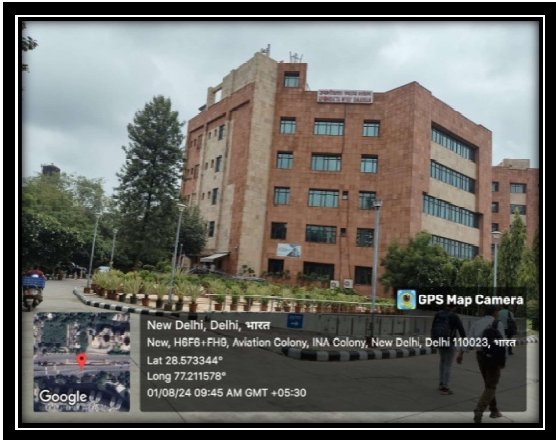
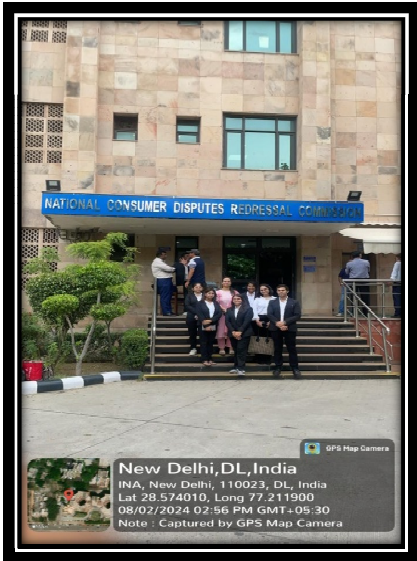


**THE NATIONAL CONSUMER DISPUTES REDRESSAL  
COMMISSION (NCDRC)  
1<sup>ST</sup> - 2<sup>ND</sup>, 5<sup>TH</sup> - 7<sup>th</sup> AUGUST 2024  
(THURSDAY, FRIDAY & MONDAY, TUESDAY AND WEDNESDAY)**



CLS GIBS organized a series of academic visits for students from the BALLB and BALLB 7<sup>th</sup> semester to the National Consumer Disputes Redressal Commission (NCDRC) in New Delhi. These visits took place on August 1, 2, 5, 6, and 7 respectively. The primary objective of this initiative was to provide students with direct exposure to the adjudication process of consumer disputes, thereby deepening their understanding of consumer rights and the judicial system. During the visits, students observed a range of cases involving defective goods, deficiencies in services, and unfair trade practices. Each day, the students were first welcomed by Mr. Iqbal Ahmed, the Joint Registrar, NCDRC who provided an overview of the system before they were permitted to silently observe proceedings in the court room.

**Day 1 - 1<sup>ST</sup> August 2024**

**Faculty In-Charge – Dr. Kalpana Devi**



Students observed cases related to defective goods. They learned how the NCDRC assesses the quality of products, and the legal standards required to establish a defect. The day's focus was on the procedural aspects of filing complaints and the criteria for awarding compensation.

**Day 2 - 2<sup>nd</sup> August 2024**

**Faculty In-Charge Dr. Sonia Rajoria**



Students observed proceedings where the NCDRC addressed complaints about inadequate service delivery. They gained insights into the legal definitions of service deficiencies and the evidentiary requirements for proving such claims. The students also learned about the remedies available for consumers facing service-related issue

**Day 3 - 5<sup>th</sup> August2024**

**Faculty In-Charge – Dr. Namita Fagaria**



Students observed cases where the NCDRC dealt with deceptive business practices and misleading advertisements. They learned about the regulatory framework governing trade practices and the commission's role in protecting consumers from exploitation. The day provided a detailed view of how unfair trade practices are investigated and adjudicated.

**Day 4 - 6<sup>TH</sup> August2024**

**Faculty In-Charge: Ms. Megha Juneja**



Students were introduced to the handling of complex disputes involving multiple parties. They observed how the NCDRC manages cases where various stakeholders are involved, including

disputes between businesses and large consumer groups. The day's learning included procedural challenges and strategies for resolving multi-party disputes.

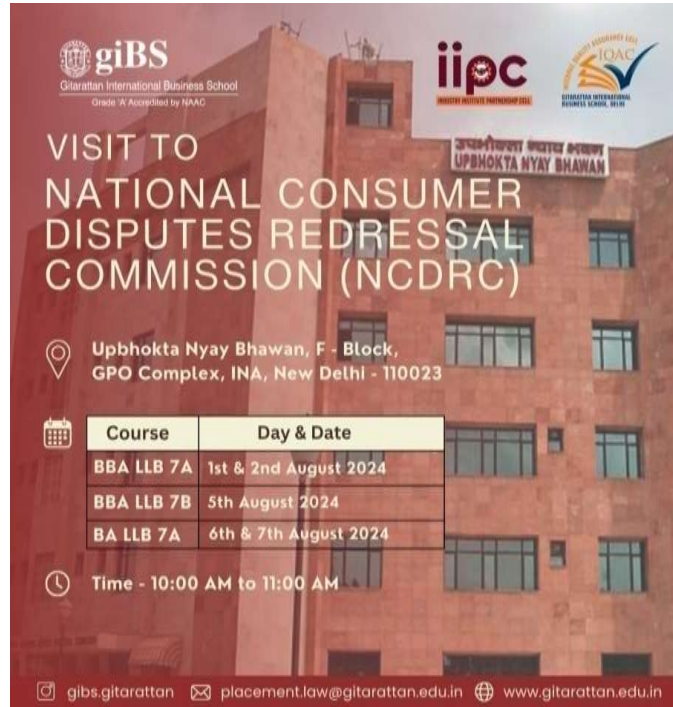
**Day 5 - 7<sup>TH</sup> August 2024**

**Faculty In-Charge: Ms. Sakshi Solanki**



Students focused on the appeals process within the NCDRC. They learned about the procedures for appealing decisions made by the commission and how the appellate process ensures the correctness and fairness of judgments. The students observed the review mechanisms in place and the criteria used for reconsidering or revising decisions.

## FLYER OF THE EVENT



<b>TYPE OF EVENT</b>	Academic Visit	
<b>VENUE</b>	National Consumer Disputes Redressal Commission (NCDRC) in New Delhi	
<b>TIME&amp;DURATION</b>	10:00am Onward 1 <sup>ST</sup> , 2 <sup>ND</sup> , 5 <sup>TH</sup> 6 <sup>th</sup> & 7 <sup>th</sup> August 2024	
<b>CONDUCTEDBY</b>	IIPC and CLS GIBS	
<b>ORGANISEDFOR</b>	BBALLB 7A & 7Band BALLB 7A	
<b>NAMEOFTHECOORDINATOR</b>	Dr. KalpanaDevi, Ms. MeghaJuneja & Ms. SakshiSolanki	
<b>ATTENDANCE</b>	<b>No. of Students</b>	<b>Date</b>
	15	1 <sup>ST</sup> Aug, 2024
	06	2 <sup>nd</sup> Aug, 2024

	15	5 <sup>th</sup> Aug, 2024
	17	6 <sup>th</sup> Aug, 2024
	18	7 <sup>th</sup> Aug, 2024
<b>RESOURCE PERSON</b>	Mr. Iqbal Ahmed (The Joint Registrar of NCDRC)	
<b>OBJECTIVES OF THE VISIT</b>	<ol style="list-style-type: none"> <li>1. To familiarize students with the structure, jurisdiction, and functioning of the NCDRC.</li> <li>2. To observe the procedures and operations of consumer courts and learn how cases are handled from filing to judgment.</li> <li>3. To provide students with an opportunity to witness legal arguments, case discussions, and judgment interpretations to improve their understanding of consumer law.</li> <li>4. To learn about NCDRC's role in safeguarding consumer interests and how it contributes to upholding consumer rights in India.</li> </ol>	
<b>LEARNING OUTCOME</b>	<ol style="list-style-type: none"> <li>1. Students developed a thorough understanding of consumer protection laws and the processes of consumer dispute redressal.</li> <li>2. The visit enabled students to bridge the gap between classroom learning and real-world application by observing live cases and legal arguments.</li> <li>3. By reviewing complex consumer issues, students cultivated critical thinking abilities regarding consumer protection and justice.</li> <li>4. The visit provided students with opportunities to interact with legal professionals, helping them build connections and understand the practical aspects of a</li> </ol>	

	legal career.
<b>SHORT FALL DURING EVENT</b>	None
<b>LINK OF ONLINE VIDEO</b>	NA

**PREPARED BY: DR. KALPANA DEVI, MS. SAKSHI SOLANKI AND MS. MEGHA JUNEJA**