

# ACADEMIC VISIT TO NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION, NEW DELHI

3<sup>RD</sup> TO 10<sup>TH</sup> MARCH 2025



An academic visit to the National Consumer Disputes Redressal Commission (NCDRC), New Delhi was organized by CLS-GIBS for the students of BBA LLB 6A & 6B from 3<sup>rd</sup> March 2025 to 10<sup>th</sup> March 2025. The academic visit which took place from 10:00 am to 1:30 pm, aimed to provide students with a comprehensive understanding of the functioning of consumer courts and the responsibilities of judicial officers in consumer dispute resolution.

The primary objective of the visit was to give students practical exposure to the consumer dispute redressal process, including the role of judges, advocates, consumer rights activists, and commission officials. Students were able to observe firsthand how consumer cases are adjudicated, how consumer protection laws such as the Consumer Protection Act, 2019 are implemented, and how principles of justice and fair-trade practices are upheld. The visit also highlighted the importance of coordination among stakeholders, including consumers, businesses, and legal professionals, in ensuring effective dispute resolution.

Before entering the hearing room, students were briefed by the faculty coordinator on the proper decorum and procedural rules to be followed inside the commission. They were made aware of the formal atmosphere and discipline expected in a quasi-judicial setting. The students then proceeded to Hearing Room No. 202, where they observed the proceedings of a consumer dispute case presided over by Hon'ble Mrs. Justice Saroj Yadav, providing them with a live demonstration of how consumer laws, including provisions on unfair trade practices, product liability, and deficiency in services, are applied in practice. They witnessed the arguments and counterarguments presented by both parties, gaining deeper insights into consumer litigation and the importance of consumer rights advocacy.

In addition to observing the proceedings, students had the opportunity to interact with commission officials and legal experts, who shared valuable insights into their daily responsibilities and the challenges involved in consumer dispute resolution. Discussions revolved around case backlogs, delays in proceedings, and the significance of alternative

dispute resolution (ADR) mechanisms such as mediation in consumer disputes.

The visit also included a tour of the Mediation Centre at the NCDRC, where students were introduced to the concept of alternative dispute resolution in consumer cases. They had the chance to observe live mediation sessions involving disputes related to defective products, misleading advertisements, and deficient services. Mediators explained the voluntary nature of mediation and its role in achieving amicable settlements, reducing the burden on the judicial system while ensuring fair and efficient redressal for consumers.

The visit provided students with a holistic perspective on consumer dispute resolution mechanisms. Beyond understanding legal principles, students gained practical insights into the challenges faced by consumer courts, the role of legal professionals, and the significance of maintaining discipline and decorum in legal proceedings.

### FLYER OF THE EVENT



<b>TYPE OF EVENT</b>	Academic Visit
<b>VENUE</b>	The National Consumer Dispute Redressal Commission (NCDRC)
<b>TIME &amp; DURATION</b>	10:00am to 1:30pm, 3.5Hours
<b>CONDUCTED BY</b>	CLS-GIBS
<b>ORGANISED FOR</b>	BBA LLB 6A & 6B
<b>NAME OF THE COORDINATOR</b>	Ms. Komal Sharma and Ms. Nishtha
<b>ATTENDANCE</b>	77
<b>RESOURCE PERSON</b>	NCDRC Officials



<b>OBJECTIVES OF THE EVENT</b>	<ol style="list-style-type: none"><li>1. To observe live court proceedings and understand the practical aspects of consumer law.</li><li>2. To interact with legal professionals and court officials in order to understand practical issues and relevant procedures.</li><li>3. To bridge the gap between theoretical knowledge and practical application</li><li>4. To identify challenges in the consumer dispute redressal process</li><li>5. To observe the legal procedures in consumer disputes</li><li>6. To gain an understanding of the consumer justice mechanism</li></ol>
<b>LEARNING OUTCOME</b>	<ol style="list-style-type: none"><li>1. Students gained a clearer, practical understanding of how consumer law enforcement operates, including the procedures and challenges faced during legal processes.</li><li>2. Students developed a deep sense towards consumerism and know-how of actual disputes faced by the consumers.</li><li>3. Students inculcated professional behavior by communicating with legal officials and understanding their outlook.</li></ol>



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<b>SHORTFALL DURING EVENT</b>	Some students were absent and missed to observe live courtroom proceedings.
<b>LINK OF ONLINE VIDEO</b>	N/A

**PREPARED & SUBMITTED BY: MS. KOMAL SHARMA AND MS. NISHTHA,  
ASSISTANT PROFESSOR, GIBS**