

NATIONAL CONSUMER RIGHTS DAY OBSERVED

Panaji : January 12, 2026

The Department of Civil Supplies and Consumer Affairs in association with the Consumer Welfare Cell of V.M. Salgaocar College of Law, Miramar, organized a programme to observe National Consumer Rights Day under the theme "Efficient and Speedy Disposal through Digital Justice."

The programme was graced by Dr. Anant Sharma, National Chairman, Consumer Confederation of India; Shri Jayant Tari, Director, Department of Civil Supplies and Consumer Affairs; Dr. Shaber Ali G., Principal, V.M. Salgaocar College of Law; Member of the Goa State District Consumer Disputes Redressal Commission, Ms. Rachna A.M. Gonsalves and North Goa District Consumer Disputes Redressal Commission, Ms. Rejitha Rajan; faculty members and students.

In his address, Shri Jayant Tari highlighted the evolution of the consumer rights movement, landmark judicial decisions, and the robust legal framework under the Consumer Protection Act, 2019. Emphasizing the importance of digital justice, he appealed to students and teachers to actively promote consumer awareness and ethical market practices. He also, made special appeal to businesses- whether local enterprises in Goa or larger companies to Join the National Consumer Helplines convergence programme as partners. By registering on the portal and committing to resolve grievances promptly, build trust, enhance reputation, avoid lengthy litigation and contribute to consumer friendly ecosystem. It's a win-win: faster resolutions for customers and positive brand image. In conclusion, the consumer rights movement is a testament to humanity's quest for dignity and fairness in transactions, he said.

Dr. Anant Sharma underscored the significance of consumer education and collective responsibility in strengthening consumer protection mechanisms, particularly in the digital era. He stressed the need for efficient grievance redressal systems to ensure accessible and speedy justice for consumers.

The programme also featured a prize distribution ceremony i.e. Reel Making & Ad Film Competition, Online Elocution Competition - Consumer Awareness and Best Consumer Welfare Clubs (CWCs), recognizing winners of various consumer awareness competitions organized by the Department of Civil Supplies and Consumer Affairs and the Consumer Welfare Cell of the college along with prize distribution of competitions organized by Salgaocar College.

A thematic session on "Efficient and Speedy Disposal through Digital Justice" was conducted by Ms. Rachna A.M. Gonsalves, Member, Goa State Consumer Disputes Redressal Commission, and Ms. Rejitha Rajan,

Member, District Consumer Disputes Redressal Commission, North Goa, who highlighted the role of technology in enhancing access to consumer justice.

For the Reel Making and Ad film Competition on the theme “Consumer Rights and Responsibilities” in collaboration with Entertainment Society of Goa the first three prizes were received by for the Ad Film The Ride by Gopal Bhimber; Jagriti by Sudesh Salgaonkar and Justice by Atharv Salgaonkar respectively.

For Reel Making Rights-Not Favours by Atharv Salgaonkar, The expiry trap by Faiz an Akabani and Know your rights by Asmi Banaulikar respectively.

For Online Elocution Competition on Consumer Awareness 2025 on the topics Role of Youth in Consumer Awareness and Digital Platforms and Consumer Protection for the students of Class IX to XII to showcase their oratory skills and spread awareness about consumer rights and responsibilities the first five prizes were received Aditya Afronio Vaz. E. Valadares of Fr. Agnel Multipurpose High school-Verna; Manasvi Nanda Majik of Shri Shantadurga Higher Secondary School Bicholim and Freezia Rodrigues of St Thomas Girls' High school, Aldona respectively. While Sancia Elsa Fernandes of St. Therese's High School, Vasco-Da-Gama and Parvi Ratnakar Naik Gaonkar of G.V.M's M.I.B.K. High School, Khandepar Goa. received consolation prizes.

This Department felicitated the best Consumer Welfare Club for its outstanding contribution in organizing consumer awareness programmes to motivate and further strengthen the participation of Consumer Welfare Clubs in future activities. It includes in the College group Dempo College of Commerce and Economics, Panjim, Tiswadi, Government College of Arts and Commerce, Virnoda, Pernem and Goa Multi-Faculty College Dharbandora. In Higher Secondary group Government Higher Secondary School, Biana, Mormugao, St. Francis Xavier Higher Secondary School, Siolim, Bardez and Pope John XXIII Higher Secondary School, Prem Nagar, Quepem. In Higher School group Government High School Gaval, Khola, Canacona, Marina English High School, Verna, Salcete and Cuncolim United High School, Cuncolim, Salcete.

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