

JIMS ENGINEERING MANAGEMENT TECHNICAL CAMPUS – JEMTEC

(Affiliated to Guru Gobind Singh Indraprastha University, New Delhi)
Plot No. 48/4, Knowledge Park-III, Greater Noida, PIN-201308

Session:	2022 – 23	Semester:	4 th semester
Event Date:	04/03/2022	Event Type:	SURVEY ON CONSUMER AWARENESS
Event Title:	SURVEY ON CONSUMER AWARENESS AND LITERACY CAMP		
Organizing Department	JEMTEC School of Law	Organizing Student club / Society / Committee	Legal Aid Society

About the Event

Legal Aid Society of JEMTEC School of Law in collaboration with criminal law faculties conducted a survey on Consumer Awareness and Literacy Camp in Jagat Farms, Greater Noida on 4th March 2022. Students of the 4th semester reached the event venue and asked the consumers about legal awareness of their rights and causes leading to exploitation. For the same purpose, questionnaires were distributed. Those who were unable to read/write were assisted by the students in understanding the questions posed in the questionnaire and in giving the suitable responses. Thereafter, a rally was conducted on the road of Jagat farms. The Legal Aid Society members carried banners and leaflets containing slogans and relevant information about consumer rights. They gave their best and the objective of the event was successfully fulfilled. Below is the analysis of responses collected through the questionnaires distributed:

Q NO.	QUESTION	ANALYSIS %age (out of 100%)
Q1.	Are you aware of any law for protecting the rights of consumers?	70% people opted YES
Q2.	Are you aware of the consumer forum under this Act where the consumer can ventilate his grievances with regard to defected goods supplied to him or unsatisfactory services rendered?	80% people opted NO
Q3.	Are you aware of your rights as consumer recognized under the Consumer Protection Act, 1986?	72% people opted YES

Q4.	Do you know the location of Consumer forum in your area?	74% people opted NO
Q5.	Have you ever filed a case in the consumer forum?	76% people opted NO
Q6.	If yes, is the consumer forum able to redress your grievances?	77% people opted NO
Q7.	Whether your grievances have been redressed with in stipulated time as provided in the act?	78% people opted NO
Q8.	Is the process of redressal of grievances difficult?	79% people opted NO
Q9.	Are you satisfied with the execution process of order of the consumer forums?	80% people opted YES
Q10.	Do you think that the present grievance redressal mechanism is easily accessible by the common man and is also competent to provide compensation to the cheated consumer?	82% people opted NO

Total number of students: 80 student participants - (F) – 38, (M) - 32

Name of Students Coordinator

Enrollment No	Name	Enrollment No	Name
42825503818	ARUNIM KATHURIA (BA LLB)	42125503818	SHIVAM TIWARY (BA LLB)

Pictures of the event:

CONSUMER LITERACY AWARENESS CAMP
Legal Aid Society- JEMTEC, School of Law

PERSONAL INFORMATION

Name: Arvind Singh
Education: Graduation
Sex: M
Occupation: Accountant
Monthly income: 20k

1. Are you aware of your rights as consumer recognized under the Consumer Protection Act, 1986?
☒ Yes b. No c. No answer

2. Are you aware of any law for protecting the rights of consumers?
☒ Yes b. No c. No answer (Consumer Act)

3. Are you aware of the consumer forum under this act where a consumer can ventilate his grievances with regard to defective good supplied to him or unsatisfactory services rendered?
☒ Yes b. No c. No answer

4. Do you know the location of Consumer forum in your area?
a. Yes ☒ No c. No answer

5. Have you ever filed a case in the consumer forum?
a. Yes ☒ No c. No answer

6. If yes, is the consumer forum able to redress your grievances?
a. Yes ☒ No c. No answer

7. Whether your grievances have been redressed within stipulated time as provided in the act?
a. Yes b. No ☒ No answer

8. Is the process of redressal of grievances difficult?
☒ Yes b. No c. No answer

9. Are you satisfied with the execution process of order of the consumer forums?
☒ Yes b. No c. No answer

10. Do you think that the present grievances redressal mechanism is easily accessible by the common man and is also competent to provide compensation to the cheated consumer?
☒ Yes b. No c. No answer

Abhishek Yadav
Aman K. Singh
Kartavya Singh
Kumar Aditya





Report by:

Ms. Purva Kaushik and Ms. Saumya Sharma

Signature of the HOD