

Report on Consumer Welfare Cell :2019 to 2020

Consumer Awareness talk by Mr.Roland Martins.

A very informative talk was organised by the Consumer Welfare Cell of Carmel College of Arts, Science and Commerce for Women in association with Department of Civil Supplies and Consumer Affairs on 23rd August, 2019 at room number 8 of the college premises.

The resource person for the talk was Mr. Roland Martins. The programme commenced with the introduction of the keynote speaker Mr. Roland Martins . Mr. Martins started the session by enlightening the students and a few members of the faculty by giving them the meaning of consumer followed by the rights that the consumers enjoy under the CONSUMER PROTECTION ACT 1986:

1. Right to Safety.
2. Right to be Informed.
3. Right to Choose.
4. Right to be Heard.
5. Right to seek Redressal.
6. Right to Consumer Education.

He also gave the present audience a few notable points on cylinder safety.

1. Never accept any cylinder that has crossed the expiry date.
2. Never leave the gas stove unattended.
3. To always change the gas hose after a time period of 2 years.

He also requested the students to be smart consumers and not fall prey to fake goods that are available in the market. Mr. Martins stated a few pointers to keep a close lookout for while purchasing any product to prove its authenticity:

1. Name of the company.
2. Address of the manufacturer.
3. Date of manufacture.
4. MRP (Market Retail Price).

5. Date of Expiry.

Mr. Martins also told the students the essential things one should keep in mind while buying sturdy helmet to ensure the safety while riding on two wheeler vehicles. He advised the students to be aware of the sale of fake helmets by always checking if there is an ISO mark on the helmet as per the order of the Supreme Court of India.

Mr Martins also shed some light as to how one should act in case should if anybody has lost his/her phone. He advised the present audience to keep a note of the IMEI number of the phone by simply dialling*#06#.

Mr. Martins concluded by saying that every citizen as consumers has the right to be heard and also to voice out their discrepancies.

This informative talk came to a close by the rendition of the Vote of Thanks by Ms. GladysD'Souza, teaching faculty of the Department Of Commerce, Carmel College Nuvem, Goa. Mr. Martins distributed different literature based on consumer rights and gas safety to the staff and students who were present for the talk..



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On the 14th of January 2020, a road awareness action was organized outside college gate from 8:30 to 10 am. The members held placards and banners displaying the importance of road safety. The members also created awareness regarding ISI marked helmets and the use of seat belts while driving.

