



Sandip University
School of Commerce & Management Studies

District Consumer Redressal Commission Visit”

By

**MBA BFS and MBA BA students under the
SOCMS at**

MBA BFS Semester 1 Classroom, Nashik on 18.02.2025

Conducted by:

Dr. Shilpi Agarwal, Professor, SOCMS

About the Visit:

On 18th February 2025, students of the MBA (Banking & Financial Services and Business Analytics) program at Sandip University visited the District Consumer Redressal Commission, Nashik. The visit was organized as part of our curriculum to understand consumer rights, legal proceedings, and the role of the Consumer Protection Act in safeguarding consumer interests.

Objectives of the Visit:

The primary objectives of the visit were:

- To gain practical insights into the working of the Consumer Redressal Commission.
- To understand how consumer disputes are resolved.
- To observe live hearings and analyze case proceedings.

The Activities Carried under the Visit:

1. Observation of Live Hearings:

- Attended court proceedings where real consumer cases were being heard.
- Observed how consumers presented their grievances and how companies/service providers defended themselves.



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- Noted the role of the presiding officer in conducting the hearings and delivering judgments.
- 2. Interaction with Court Officials and Legal Experts:**
 - Officials explained the process of filing a consumer complaint and the necessary documentation required.
 - Discussion on legal aspects of consumer protection and financial disputes, especially in banking and insurance sectors.
 - Q&A session where students asked questions related to the commission's working.

Outcome of the Visit:

Key Learnings from the Visit

1. **Case Hearings:** We had the opportunity to witness live case proceedings, where complainants presented their grievances against companies and service providers. The judges, also known as presiding officers, listened to both parties before passing their judgments.
2. **Legal Procedures:** The process of filing a complaint, submitting evidence, and presenting arguments was explained to us by court officials.
3. **Types of Cases:** The cases ranged from defective products to disputes over banking services and insurance claims, which were particularly relevant to our field of study.
4. **Interaction with Officials:** We had a discussion with legal experts, who shared insights on consumer protection laws and the importance of financial awareness among consumers.



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Some of the photographs of the Visit are attached:





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