

## **LEGAL AWARENESS AND LEGAL AID PROGRAMME - 29<sup>th</sup> October, 2022**

On **October 29<sup>th</sup>, 2022** the Pro Bono Legal Service Club (PBLSC) of National Law University and Judicial Academy, Assam (NLUJAA) hosted a **Legal Awareness and Legal Aid Programme** at **North Guwahati College, District- Kamrup (Rural)**.

The event was organized to create and spread awareness among the people of society about the basic laws and their rights, which will help them to deal with any kind of unlawful, illegal or use of arbitrary power against them.

The Programme began with the welcome address of Dr. Dilip Das, Principal, and North Guwahati College, who explained the pertinence of legal awareness in India and further invited Dr. Diptimoni Boruah to succinctly explain the issues that are to be discussed and deliberated. She enumerated the three major topics were taken up during this session -

- Consumer Awareness
- Criminal Justice System in India
- Cyber Security and Crime

Once Dr. Boruah gave a preliminary account of the three topics, the student volunteers took up the mantle, and provided a comprehensive discussion on the topics. A detailed summarization of the developments has been enumerated hereunder -

### **(A) CONSUMER AWARENESS**

**(Speakers – Rajat Kumar Garg, Komal Anand & Saket Saurav):**

Consumer Awareness is an act of making sure the buyer or consumer is aware of information about products, goods, services, and consumer rights. Consumer awareness is important so that buyers can make the right decision and choose the right product. This session on Consumer Awareness was conducted to inculcate the people on the various kinds of consumer frauds on the part of the seller, distributor and manufacturer and some other intricacies and rights of the person in a general daily life with respect to consumer laws in India. The main motive of this session was to let people aware about their rights and procedures whenever they need to come across any of this system process as either an accused or victim.

Ms. Komal Anand, followed by Saket Saurav, marked the beginning of the lecture with a brief introduction of the topic and then Mr. Rajat Kumar Garg concluded it. The brief introduction about the topic includes as to what is importance of consumer awareness among people in a society and what are the various rights every citizen of India has with regard to the same. Eight types of rights of the consumer were explained to the audience. Right to Safety was explained as the first and the most important of the Consumer Rights, which should be protected against the product that hampers their safety. The protection must be against any Mental, Physical or many of the other factors.

Then *Right to Information* about the product as to the product packaging should list the details, which should be informed to the consumer, and they should not hide the same or provide false information. Thirdly, *Right to Choose* where consumer should not be forced to select the product. A consumer should be convinced of the product he is about to choose and should make a decision by himself. If a consumer is dissatisfied with the product purchased then they have all the right to file a complaint against it and the said complaint cannot go unheard, it must be addressed in an appropriate period, this provides the *Right to Heard*.

Next, the *Right to Seek Redressal*, in case a product is unable to satisfy the consumer then they have the right to get the product replaced, compensate, and return the amount invested in the product. We have a three-tier system of redressal according to the Consumer Protection Act 2019. Consumer has also the right to know all the information and made well aware of the rights and responsibilities of the government. Lack of Consumer awareness is the most important problem our government must solve.

After this Mr. Saket Saurav, explained about the responsibilities of consumer as to The consumer has a certain responsibility to carry as an aware consumer can bring changes in the society and would help other consumers to fight the unfair practice or be aware of it. They should be aware of their rights under the Consumer Protection Act and should practice the same in case of need. They should be well aware of the product they are buying. Should act as a cautious consumer while purchasing the product. If in case a product is found of anything false or not satisfactory a complaint should be filed. The consumer should ask for a Cash Memo while making a purchase. A customer should check for the standard marks that have been introduced for the authenticity of

the quality of the product like ISI or Hallmark etc. He also explained about various kind of frauds, unfair trade practices that are done by the seller, distributors and manufacturers.

After this, Mr. Rajat Kumar Garg started his presentation as to what is the procedure of seek remedy against any illegal or fraud done to the consumer and how a complaint is registered. He explained in detail about the procedure of initiation of a complaint in the proper district or state or national consumer forum wherever the jurisdiction lies. He explained that before filing the complaint with consumer forum it is advised that consumer gives notice to other party about defect in product (goods or services) etc. and see whether the other party is willing to pay the damages or replace the product. If it is then the dispute is settled then and there. But if the other party neglects or refuses then the consumer needs to approach the respective forum and file the complaint. Before filing the complaint, consumer first needs to decide in which jurisdiction of consumer forum his case lies.

Audience was also made aware about the jurisdiction of all the consumer forums i.e., district consumer forum, state consumer forum and national consumer forum. Information was also given with respect to the provision of appeal to the appropriate forum in case of dissatisfaction with any order.

## **(B) CRIMINAL JUSTICE SYSTEM IN INDIA**

**(Speakers – Rajat Kumar Garg, Dorothy Baruah & Bhanu Pratap Parashar):**

This session on the Indian Criminal Justice system was conducted to inculcate the people on the various intricacies and rights of the person in a general daily life with respect to criminal justice system of India. The main motive of this session was to let people aware about their rights and procedures whenever they need to come across any of this system process as either an accused or victim.

Mr. Bhanu Pratap Parashar, followed by Rajat Kumar Garg, marked the beginning of the lecture with a brief introduction of the topic and then Ms. Dorothy Baruah concluded it. After the brief introduction about the topic as to what is importance of criminal justice system in a society and why it is important to every citizen of India, Mr. Rajat Kumar Garg started his presentation as to how a criminal complaint is registered. He explained in detail about the procedure of initiation of a criminal complaint, then the people joining the session were also informed about their rights of

approaching the Superintendent of Police in case of refusal by Police officer of registering the compliant, then the victim's right of approaching the Magistrate was explained in detail. The session continued in explaining the procedure and pattern of arresting a person by Police and their rights with respect to the same. A brief information was also given on the concept of bail, anticipatory bail, cognizable and non-cognizable offence.

After this, Ms. Dorothy Baruah began discussing about the rights of the arrested person. The part was started by explaining the question as to why do we need rights for an arrested person. Later on, discussion was made upon the Article that protects the rights and liabilities of a person under the Indian Constitution. Further, emphasis was made upon the Rights of an arrested person as mentioned under the Indian Constitution and Criminal Procedure Code. The issues highlighted were: right of getting medical examination, right to advocate, right to contact family or relative or friend to inform about his/her arrest, right of women of getting arrested only by a female officer, right of women of getting medical examination by or in presence of female medical officer, right of women of not getting arrested after sunset and before sunrise until a serious risk involved it according to magistrate, etc. Lastly, it was followed by analysing the D.K Basu's 10 guidelines issued by the Supreme Court on arrest of a person along with the guidelines as issued in case of Arnesh Kumar v. State of Bihar (2014).

### **(C) CYBER SECURITY AND CRIME**

#### **(Speakers - Ayush Yashaswi and Rahul Bora):**

Cyber law (also referred to as cyber law) is a term used to describe the legal issues related to use of communications technology, particularly "cyberspace", i.e. the Internet. It is less a distinct field of law in the way that property or contract are as it is an intersection of many legal fields, including intellectual property, privacy, freedom of expression, and jurisdiction. In essence, cyber law is an attempt to integrate the challenges presented by human activity on the Internet with legacy system of laws applicable to the physical world.

Mr. Ayush Yashaswi in starting talk upon the type of crime and their remedy or punishment. Cybercrimes can be divided into 3 major categories being Cybercrimes against persons, property and Government. Cybercrimes committed against persons include various crimes like transmission of child-pornography, harassment of any one with the use of a computer such as e-mail, and cyber-stalking. The trafficking, distribution, posting, and dissemination of obscene

material including pornography, indecent exposure, and child pornography, constitutes one of the most important Cybercrimes known today.

The second category of Cybercrimes is that of Cybercrimes against all forms of property. These crimes include unauthorized computer trespassing through cyberspace, computer vandalism, transmission of harmful programs, and unauthorized possession of computerized information. The third category of Cybercrimes relate to Cybercrimes against Government. Cyber Terrorism is one distinct kind of crime in this category. The growth of Internet has shown that individuals and groups to threaten the international governments as also to terrorize the citizens of a country are using the medium of Cyberspace.

Mr. Rahul Bora talk upon how digitalization and cyber-crime aspect. It is also important to foster cyber as a culture, empowering everybody in the organisation and value chain. On the consumer side, internet, smartphones, and Internet of Everything (IoE) are fuelling India's digital aspirations. India's rise in digital payments is a story in itself. The government is also proposing to democratize online commerce via an Open Network for Digital Commerce (ONDC) programme. The people do not have adequate cybersecurity and privacy awareness and they don't follow digital hygiene and best practices to safeguard themselves. The pandemic has also accelerated growth in the education technology sector, where organizations must embed cybersecurity in their products and service delivery to build consumer trust.

Similarly, children and teenagers are hooked on to online gaming. Without adequate awareness, children could fall prey to cyberbullying, frauds, and exploitation. All of these make cybersecurity awareness a key aspect in digital literacy mandates, school curriculum, and programs.

From a national security standpoint, the extent of digital proliferation and connectedness has made sovereign borders porous, increasing exposure to threat actors, including nation-state actors. Thus, cybersecurity posture of our critical infrastructure (e.g. energy, oil & gas, utility, banking, telecom, etc.), which is key to smart cities and digital India mission too, should be strengthened. Failing to do so could have wider ramifications that can go beyond enterprises and affect the society.

To close the programme, Dr. Achuthananda Barua, Assistant Prof. North Guwahati College, delivered the vote of thanks. He thanked the PBLSC of NLUJAA, and also the volunteers and faculty members for enlightening and guiding the audience to this perspective of basic legal knowledge.

### **STUDENT EXPERIENCE –**

#### **1. Bhanu Pratap Parashar –**

I got an opportunity to conduct a legal awareness session on the topic of criminal justice system at North Guwahati College, Amingaon on 29 October, 2022. The session was a part of NLUJA's Pro Bono Club's initiative of "Legal Awareness & Legal Aid Programme". We addressed a large gathering of students and discussed about the modern-day concerns related to criminal justice system and new and evolving types of criminal laws, as it is essential for every common people to know about these laws and escape from being a potential victim to misuse of laws. We conducted the session in a manner that the students could relate and understand the issue properly. It was our motive to not only make them aware but also to prepare them to deal with such issues which one can face in their daily life. We made them aware about the relevant laws, from the criminal procedure code to the IPC, and tried to cover every ambit of criminal law and explain it to them in the most basic way. I was one of the speakers in the event and I talk upon about the topic as to what is importance of criminal justice system in a society and why is it important to every citizen of India. It was a pleasure to conduct this session as it provided me an experience of conducting workshops and I'm thankful to Pro Bono Club for this opportunity.

#### **2. Ayush Yashaswi –**

I got an opportunity to conduct a legal awareness session on the topic of cyber security and laws relating to cyberspace at North Guwahati College, Amingaon on 29 October, 2022. The session was a part of NLUJA's Pro Bono Club's initiative of "Legal Awareness & Legal Aid Programme". We addressed a large gathering of college students and discussed about the modern-day concerns related to cyberspace and new and evolving types of cybercrimes, as it is essential for every internet user to know about these scams


and escape from being a potential victim to these frauds. We conducted the session in a manner that the students could relate and understand the issue properly. It was our motive to not only make them aware but also to prepare them to deal with such issues which one can face in cyberspace. We made them aware about the relevant laws, from the Information Technology Act to the IPC, and tried to cover every ambit of cyber security and explain it to them in the most basic way. I was one of the speakers in the event and I talk upon about the topic as to what are the various kind of cyber-crimes that are being conducted by various different illegal acts in a society and why is it important to every citizen of India to know about their rights and remedies to deal with the same. It was a pleasure to conduct this session as it provided me an experience of conducting workshops and I'm thankful to Pro Bono Club for this opportunity.

## SOME GLIMPSES OF THE PROGRAMME







 GPS Map Camera



**Guwahati, Assam, India**

6P37+7Q3, College Nagar, Guwahati, Assam 781031, India

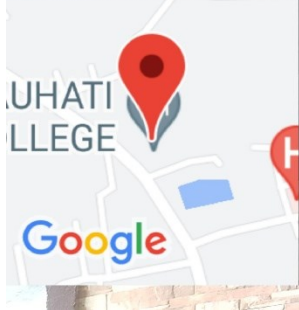
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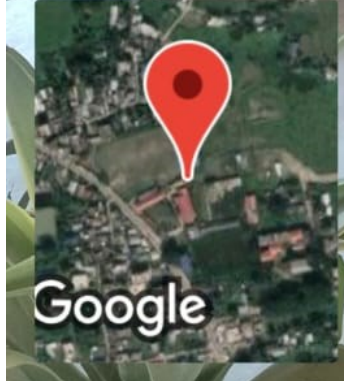


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