



# Miranda House

## UNIVERSITY OF DELHI

### Society Annual Report

#### Society Activities

**Society: TULA MHCC**

**Year:2023-24**

**Student Office Bearers:**

Office Bearers Posts	Headed by
President	Livisha
Vice President	Nandini Vikal
General Secretary	Dewanshi
Treasurer	Aastha
Editorial Head	Ishika Saloni

**Staff Advisors: Prof. Jayashree Pillai**  
**Prof. Hena Singh**  
**Prof. Pushpa Singh**  
**Dr Shruti Sharma Sethi**

#### Part A.1

##### **Events/Seminars/conferences/workshops/Extension Activities organized**

On the **occasion of the SANTULAN 2022 release**, the TULA organized an event at the Mini Auditorium on 29th September 2023. The SANTULAN, Annual Journal of TULA was released by Principal Prof. Dr. Bijayalaxmi Nanda, Prof. Dr. Jayashree Pillai, Prof Dr. Hena Singh, Dr. Pushpa Singh, and Ms. Shruti Sharma Sethi. The students of TULA presented handmade cards and a photo collage to Professor Dr. Jayashree Pillai, the founder convenor of TULA MHCCC as a token of appreciation for her remarkable contributions to the club .



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In the month of November, TULA in collaboration with the Department of Political Science and NCC, Miranda House observed the **Vigilance Awareness Week** on November 4, 2023. The theme was "Say No to Corruption and Commit to the Nation" in the light of enabling the consumer citizens to be observant and take a stand against corruption and simultaneously commit to the nation. The session emphasised on the significance of being alert and responsible citizens to recognize and eliminate corruption at all levels through various measures, both at legal and personal levels.

The chief guest for this year's Vigilance Awareness Week, Lt. Col. Vidya Prakash from the Indian Army highlighted the issue of corruption and the importance of being a vigilant citizen. He provided us with informative insights on the Public Interest Disclosure and Protection of Informers (PIDPI). He also talked about the aim of weekly mission action taken such as Awareness Building, Capacity Building Program. To provide students with a deeper insight he also presented instances of scams such as 'Adarsh Scam 2012', 'Coal Scam 2012', and 'CWG Scam 2010'. He also emphasized the significance of vigilance in our day to day lives.



The event was also marked by a **flash mob** organised by the students of Miranda House, in which they showed their commitment to vigilance through the slogans on their placards. This event was also followed by **creation of the Integrity Club** within TULA, Miranda House Consumer Consultative Centre with the objective to inculcate the values to become aware and vigilant citizens. The **Integrity Club, a TULA MHCCC Initiative** also aims to spread awareness within the organisation and in the vicinity.



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**In the month of December, A Poster-Making Session** was held at Hakikat Park, Vijaynagar on **National Consumer Day** on December 19, 2023. The session emphasized on spreading awareness at the grass root by engaging with these children. An interactive session was held with the children where the volunteers engaged with them and tried to spread awareness about consumerism at the ground level. The volunteers talked about the importance of the day, about checking the products before purchasing them, understanding the red and the green circle symbols on the packaging and similar ideas. The poster making session acted as a catalyst for the children to put forward their thoughts on the same through their creativity. The children drew the Indian Flag, commodities, weighing scale, and wrote a few lines on consumerism. The volunteers assisted the children throughout. The session ended with all the children and volunteers shouting 'Vande Mataram' and 'Jai Hind'.



**In the month of february, Poster-Making Competition on Anti-Drug Awareness** was organised by TULA MHCCC under Nasha Mukta Bharat Abhiyan. The participants presented a spectrum of issues through their posters which revolved around the central theme of Anti Drug Awareness ranging from the Do's and Don'ts of consumerism to the detrimental impact of drugs on the population especially the youth to the preventive measures that one can abide by to escape the cycle of drug abuse. Through the cumulative and collaborative efforts of the members and the participants, the event was a huge success.





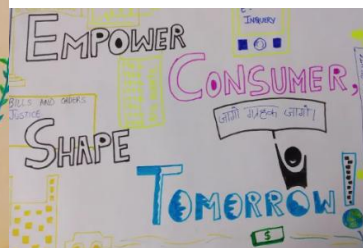
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On the occasion of **Delhi Police Week**, TULA MHCCC, in collaboration with National Service Scheme, Miranda House and Unnat Bharat Abhiyan Cell, Miranda House and in collaboration ANTF (Crime Branch) organized **Nukkad Natak** on Anti-Drug Awareness under Nasha Mukta Bharat Abhiyaan on **22nd February 2024**. The event began with the natak presented by the Delhi Police wherein they tried to portray the negative impact of drugs. There was a good enthusiastic audience. The nukkad natak was followed by a discussion about the experiences of the audience. The Delhi Crime Branch Officers were felicitated by Dr. Pushpa Singh. Thereafter, a Nukkad Natak was presented by the students of Miranda House collectively from TULA MHCCC, NSS and Unnat Bharat Abhiyan Cell. The participants of the Nukkad Natak were awarded with the certificates by Delhi Police. The event ended by the address of the officers of Delhi Police.



On **15th March, 2024**, TULA MHCCC observed the **World Consumer Rights Day**. A slogan writing competition was held for the occasion in an online mode. The winners of the competition were announced.





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In the month of April, TULA MHCCC, in collaboration with FUNDVERTISE organised a speaker session on **“Public Policy and Career Opportunities”** on 15th April 2024. Ms. Urvashi, the Head of Professional Development, ISSP (Indian Institute of Public Policy) was the eminent speaker of the event. She guided the audience with her esteemed knowledge and conducted an interactive session. The event was held from 11:00 a.m. to 12:00 p.m. in the Student Activity Centre.



In the month of May, TULA MHCCC inaugurated its **Annual Three-Day Certificate Course** on 9th May, 2024. The theme for the year was **“Empowering Consumers: Navigating Laws, Policy and Market Dynamics.”** Consumers, in the contemporary era, are faced with an abundance of choices, information, and technologies. Hence, the need to empower them becomes paramount. This course recognizes the multifaceted nature of consumer empowerment, acknowledging that it is not solely about access to products and services, but also about understanding the legal frameworks, policy landscapes, and market dynamics that shape consumer experiences.

The esteemed speakers for the first day of the event were Prof. Isheeta Rutabhasini and Dr. Vinayak Jhamb. They began by explaining the legal trajectory of the misleading advertisements under the MRTP Act of 1969, MRTP Act’s Amendment in 1984, FSSAI guidelines of 2018, followed by various Sections of the Consumer Protection Act, 2019. They also dealt in certain specific cases including the *Sameer Jain and Another v. Union of India*, *Havells India Ltd v. Amritanshu Khaitan* and *ORS* and *Centre for Public Interest Litigation v. Union of India*.

On the second day of the event, Prof Ujjwal Kumar Singh, esteemed guest speaker, began by discussing this year's Consumer's Day Theme. He delved into the new definition of Consumer and how the definition has changed in the contemporary era from 1986 because of the technological and online communication advancement. He remarked that the role of consumers has changed in the era of technology and that the Sustainable Development Goals are important with respect to consumerism.

Prof Deepa Sharma, esteemed guest speaker, began her session by defining Consumer Satisfaction/Dissatisfaction in terms of Product's Perceived Performance (PPP) to Consumer Expectation(CE). If  $PPP > CE$ , the consumer is said to be delighted and vice versa. Prof. Sharma went on to discuss the deficiency in goods and services specifically, such as expired medicines, missing product, misleading advertising, dissatisfactory education and insurance services. The crux of her discussion was how to express dissatisfaction publicly. Beginning from Consumer Courts to LokPal, every organization’s role was explained clearly. The session ended by talking about leading cases and landmark judgements.



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Post the session, a **Just a Minute Competition** ;and, an **Individual or Group Presentation Competition** on the topic “What have we learnt?” were organized. The event was followed by the certificate distribution ceremony for all enthusiastic students who had attended the annual certificate course for two consecutive days. The event concluded with the national anthem and the vote of thanks presented by Nandini Vikal, Vice- President of Tula MHCCC.



The academic session 2023-24 was a fruitful venture filled with the spirit and determination to learn and grow.