



CENTRE FOR CONSUMER RESEARCH AND POLICY



Ministry of Consumer Affairs Government of India

NATIONAL UNIVERSITY OF STUDY AND RESEARCH IN LAW, RANCHI

NATIONAL MOOT COURT COMPETITION ON CONSUMER PROTECTION LAWS

22nd - 24th November, 2024

Organised by

CENTRE FOR CONSUMER RESEARCH AND POLICY, NUSRL, RANCHI

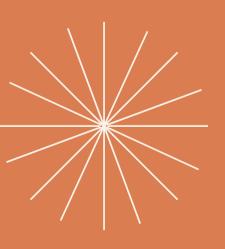
Sponsored by

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION, GOVERNMENT OF INDIA, NEW DELHI

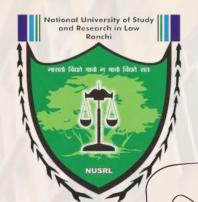
TABLE OF CONTENTS

About NUSRI	1

- About the Centre 2
- About the Ministry
- About the Competition 4
 - Timeline 5
 - List of Prizes 6
 - Contact Details
- Ranchi : The city of waterfalls 8



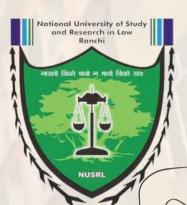
ABOUT NUSRL, RANCHI



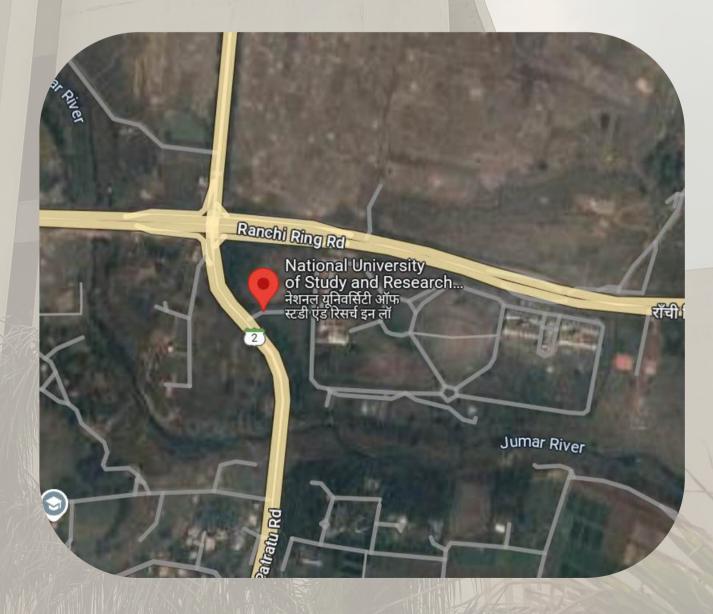
The National University of Study and Research in Law, Ranchi, is an institution dedicated to the cause of imparting legal education, established by the Jharkhand Government vide National University of Study and Research in Law, Ranchi Act 2010. The Chief Justice of the High Court of Jharkhand, Hon'ble, Mr. Justice MS Ramachandra Rao, is the Chancellor. Hon'ble Mr. Justice Surya Kant, Judge, Supreme Court of India, is the visitor and His Excellency Santosh Gangwar, Hon'ble Governor of Jharkhand, is the rector of NUSRL, Ranchi. Prof. (Dr.) Ashok R. Patil is the Vice-Chancellor of NUSRL.

We are a Law University offering B.A.LL.B.(Hons.), LL.M., Ph.D. in law, and postgraduate diploma courses. Since 2010, NUSRL has been dedicated to the task of providing world-class legal education to students pursuing our courses. Many of our past students are serving as judges and law officers in various government departments, and many of them have settled into practice at the Bar. Students from NUSRL have consistently demonstrated excellence in their respective fields. To impart quality education, we have specialised faculty who have obtained their education from the best universities in India and abroad and have several publications in the form of research papers and books to their credit. We offer several specialisation courses, including courses in criminal law, forensic science, corporate laws, IPR, etc., wherein students study the intricacies and nuances of the subjects.

ABOUT NUSRL, RANCHI



National University of Study and Research in Law <u>Address</u>: F837+6GH, AT- Nagri, P.O Bukru, Kanke-Pithoria Røad, Kanke, Ranchi, Jharkhand 834006 Email Address: ccrp@nusrlranchi.ac.in



ABOUT



THE CENTRE FOR CONSUMER RESEARCH AND POLICY

RESEARCH AND POLICY

Vision

The Centre for Consumer Research and Policy has been established at National University of Study and Research in Law (NUSRL), Ranchi under the supervision of our Hon'ble Vice-Chancellor Prof. (Dr.) Ashok R. Patil. The Centre is one of the few of its kind that envisions at protecting the rights and interests of the consumers through consumer awareness, timely and effective grievance redressal and involvement of various stakeholders.

Mission

The Centre's mission lies at empowering consumers through awareness programmes, to enhance consumer protection and safety against unfair trade practices, effective redressal mechanisms, etc.

Objectives

In view of the emerging markets globally and high expectations of the consumers for better services, standards, variety of choices available, etc., the Centre for Consumer Research & Policy (CCRP), NUSRL, Ranchi aims to promote research, teaching, and training in Consumer Laws and consumer protection in various sectors such as e-commerce, health, financial, transport, insurance, airlines, etc. The Centre is established to undertake the activities in furtherance of the objectives of the Consumer Protection Act, 2019, rules and regulations related to this Act as well as the roles and regulations of consumer dispute redressal commission in the interest of protection of the rights of consumers, etc.

ABOUT



THE MINISTRY OF CONSUMER AFFAIRS, GOVERNMENT OF INDIA

Ministry of Consumer Affairs Government of India

The Ministry of Consumer Affairs, Food and Public Distribution, Government of India, New Delhi is a pivotal government body tasked with safeguarding and promoting consumer rights and interests in India. Established in 1986, the ministry has evolved significantly over the years, expanding its functions to cover a wide range of consumer-related concerns, such as protection, product safety, and efficient dispute resolution mechanisms. The ministry's foundational goal is to empower consumers by ensuring they have access to safe, reliable, and affordable goods and services. It operates under a clear vision of fostering a consumer-centric market environment, while its mission emphasizes consumer education, awareness, and robust protection frameworks. The ministry actively works with state governments, regulatory agencies such as FSSAI and BIS, industry associations like CII and FICCI, and NGOs to ensure comprehensive consumer protection and create a robust

regulatory framework.

The Ministry of Consumer Affairs, Food and Public Distribution, Government of India continues to play a critical role in shaping consumer welfare and promoting a consumer-centric marketplace. Through its strategic initiatives, consumer education programs, and legal reforms, it is committed to empowering consumers and addressing emerging challenges in the rapidly evolving marketplace.

ABOUT

THE MOOT COURT COMPETITION

The National Moot Court Competition on Consumer Protection Laws 2024 is a prestigious national-level Consumer Moot Court Competition, designed to sharpen participants' understanding and application of consumer law. It aims to provide law students and budding legal professionals with a platform to explore and engage with key issues related to consumer rights, unfair trade practices, and dispute resolution mechanisms.

This moot court competition challenges participants to tackle real-world legal problems rooted in the complexities of consumer protection. Through a combination of in-depth research, detailed written submissions, and persuasive oral advocacy, participants are expected to demonstrate their knowledge of the legal framework governing consumer law in India, while offering innovative and practical solutions to the challenges presented.

This competition provides an invaluable opportunity to delve into pressing consumer law issues, such as the regulation of e-commerce, misleading advertisements, product defects, and the balance of consumer rights against corporate interests. It mirrors contemporary challenges in consumer protection law and equips participants with essential skills for legal practice, including legal research, drafting, and courtroom advocacy.

By participating in this moot, students will not only enhance their legal reasoning and advocacy skills but will also gain insights into how consumer law evolves to meet the demands of modern markets. It serves as a vital platform for future lawyers to hone their craft and prepare for real-world legal challenges.

The National Moot Court Competition on Consumer Protection Laws encourages academic excellence, critical thinking, and teamwork, while fostering a competitive spirit and professional development among law students across the country. 4

TIMELINE

04 October 2024 (Friday): Release of the Moot Proposition and Rulebook

04 October 2024 (Friday): Registrations Open

16 October 2024 (Wednesday): Deadline for Asking Clarifications

18 October 2024 (Friday): Release of clarifications

05 November 2024 (Tuesday) : Deadline for registration

05 November 2024 (Tuesday): Deadline for submission of memorials

by 10th November 2024 (Sunday): Announcement of Teams Qualifying for Oral Rounds

15 November 2024 (Friday): Payment of Registration Fee and Confirmation of Travel Itinerary by Qualifying Teams

22 November 2024 (Friday): Draw of Lots, Exchange of Memorials, and Inauguration Ceremony

23 November 2024 (Saturday): Preliminary and Quarterfinal Rounds

24 November 2024 (Sunday): Semi-final and Final Rounds and Valedictory Ceremony

24 December 2024 (Tuesday): Felicitation of Winners by Hon'ble Minister of Consumer Affairs, Food and Public Distribution, Government of India at New Delhi

PRIZE POOL



Winners: INR 20,000/~ (Cash Prize of Rupees Twenty Thousand) & Trophy



Runners-up : INR 15,000/- (Cash Prize of Rupees Fifteen Thousand) & Trophy



Best Speaker of the Competition: INR 10,000/- (Cash Prize of Rupees Ten Thousand) & Trophy



Best Memorial from Complainant's Side: INR 5,000/- (Cash Prize of Rupees Five Thousand) & Trophy

Best Memorial from Opposite Party's Side: INR 5,000/- (Cash Prize of Rupees Five Thousand) & Trophy

Winning Team will be felicitated by the Hon'ble Minister of Consumer Affairs, Food and Public Distribution, Government of India on 24th December, 2024 (National Consumer Day) at New Delhi.

All the registered participants (who submit their memorials by the due date and present their case in oral rounds) will receive a certificate of participation which will be sent to them by post.



Prof. (Dr.) Ashok R. Patil

Hon'ble Vice-Chancellor, NUSRL, Ranchi Chief Patron

Dr. Jisu Ketan Pattanaik

Assistant Registrar, NUSRL, Ranchi Patron

ORGANIZING COMMITTEE

Ms. Anushtha Saxena

Faculty Convenor, CCRP, NUSRL, Ranchi

Ms. Soni Bhola

Faculty Co-Convenor, CCRP, NUSRL, Ranchi

Dr. Shreemanshu Dash

Faculty Member, CCRP, NUSRL, Ranchi

STUDENT COORDINATORS

Nandini Tibrewal

Convenor, CCRP, NUSRL, Ranchi Phone: +91 62047 15955 Email: nandiní.tíbrewal@nusrlranchí.ac.ín

Travel & Accommodation

Aayush Raj

Phone: +91 79031 80465 Emaíl: aayush.raj@nusrlranchí.ac.ín

Kritagya Sinha

Phone: +91 95760 36936 Emaíl: krítagya.sínha@nusrlranchí.ac.ín

Ayush Unnikrishnan

Co-Convenor, CCRP, NUSRL, Ranchi Phone: +91 90315 09994 Emaíl: ayush.unníkríshnan@nusrlranchí.ac.ín

Outreach

Aryan Ranjan

Phone: +91 73553 61470 Emaíl: aryan.ranjan@nnsrlranchí.ac.ín

Boibaswata Chakraborty

Phone: +91 7980428213 Emaíl: boíbaswata.chakraborty@nusrlranchí.ac.ín

Hospitality

Subham Sourav

Phone: +91 8092711451 Email: subham.sourav@nusrlranchí.ac.ín

Sumit Kumar Singh

Phone: +91 7488924785 Emaíl: sumítkumar.síngh@nusrlranchí.ac.ín

Gaurav Mandal

Phone: +91 9142070677 Emaíl: gauravkumar.mandal@nusrlranchí.ac.ín





ccrp@nusrlranchi.ac.in



RANCHI: THE CITY OF WATERFALLS

Ranchi, the capital of Jharkhand, stands out for its natural beauty and cultural heritage. Known for its role in the Jharkhand movement, Ranchi now attracts tourists with its waterfalls, temples, and scenic locations, offering a peaceful getaway for nature lovers.

How to Reach NUSRL, Ranchi

NUSRL is situated along the scenic Ranchi Ring Road, being around

- 18 kilometres from the Birsa Munda Airport, Ranchi
- 14 kilometres from Ranchi Junction Railway Station, and
- 18 kilometres from Hatia Railway Station.

<u>Top Tourist Attractions in Ranchi :</u>

- Rock Garden & Kanke Dam: A beautiful park built on Gonda Hill with sculptures and waterfalls, located next to the serene Kanke Dam, perfect for picnics.
- Birsa Zoological Park: Located 26 km from Ranchi, this zoo is home to tigers, lions, and many other species.
- Ranchi Lake: Dug in 1842 by a British colonel, this lake offers boating and picturesque views of Ranchi Hill and its Shiv Mandir.
- Patratu Valley & Dam: A scenic valley with winding roads and breathtaking views, ideal for road trips.
- Nakshatra Van: An urban park representing zodiac signs with a musical fountain located near Raj Bhavan.
- Dassam, Jonha & Hundru Falls: A trio of stunning waterfalls located between 40-50 km from Ranchi, offering refreshing views and picnic spots.
- Panch Gagh Falls: Famous for its five streams, a popular weekend picnic spot about 50 km from the city.
- Pahari Mandir: Situated atop Ranchi Hill, this Shiva temple offers panoramic views and is popular during the Shravan season.

Ranchi's natural landscapes, spiritual sites, and peaceful atmosphere make it a must-visit destination for travellers seeking a blend of history, culture, and nature. To explore more, visithttps://www.jharkhandtourism.org







Ministry of Consumer Affairs Government of India

NATIONAL MOOT COURT COMPETITION ON <u>CONSUMER PROTECTION LAWS</u> <u>2024</u>

Organised by

CENTRE FOR CONSUMER RESEARCH AND POLICY, NUSRL, RANCHI

Sponsored by

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION, GOVERNMENT OF INDIA, NEW DELHI

MOOT PROPOSITION

<u>22nd - 24th November, 2024</u>

Somarajendran

.....Complainant

v.

Babysciences India Pvt. Ltd.

.....Opposite Party



1. Recent censuses indicates a diminishing sex ratio. To tackle this the Government of India has passed legislation to regulate diagnostic techniques which determine the sex of the baby to be born, in a bid to prevent sex selective abortions – known as the Pre-Conception and Pre-Natal Diagnostic Techniques Act (PCPNDT Act).

2. The PCPNDT Act not only prohibits all manner of sex selection techniques but also tightly regulates the use and sale of machines which can be used for sex selection. Further, the PCPNDT Act also prohibits the advertising of techniques which are used for sex selection.

3. A major neo-natal hospital chain named HappyBabies is run by a company named Babysciences India Pvt. Ltd. (BIPL). The chain of hospitals has a presence across India, including a large presence in regions with a low sex ratio.

4. HappyBabies issued a press release in 2017 stating that they have developed a new diagnostic technique which uses low doses of gamma radiation together with ultrasound to accurately diagnose and forecast possibility of a foetus developing congenital heart disease. This was offered as a package called GammaSound Test to be conducted on the expecting mothers. Expecting parents could either opt for this test separately or could opt for the entire delivery package known as the Stork Package which would include all the usual tests conducted on expecting mothers, multiple rounds of consultations, GammaSound Test, delivery of the baby, and neo-natalcare.

5. A short while later, BIPL setup a subsidiary company named BIP Sweets Pvt. Ltd. This company was seemingly in a very different industry, namely the production and sale of sweets and confectioneries.

6. HappyBabies started a new advertising campaign with the slogan – "Get your GammaSound and get a laddoo or pedha free". Simultaneously, BIP Sweets Pvt. Ltd. launched an advertisement campaign for laddoos and pedhas. In the advertisement campaign, the laddoo was shown anthromorphised as a



baby boy – i.e., wearing a shirt, bow tie, and shorts, and the pedha was anthromorphised a baby girl, i.e., wearing a frock. While HappyBabies, run by BabySciences India Pvt. Ltd. was technically a different company from BIP Sweets Pvt. Ltd., they both had the same logo – i.e., the face of a laughing baby superimposed on the moon.

7. In 2020, after COVID hit, the hospital realized the need to move most of its administrative services to online mode to minimize the physical public contact within the hospital, and also so that the administrative work of the hospital could carry on though the administrative staff of the hospital could only work from home. So HappyBabies launched a website and an app on which expecting parents could book packages, appointments, and make payment for the services availed.

8. Somarajendran and his wife Uma Rajendran were excited to find out in June 2023 that they were about to become parents. Their local ObGyn told them that they could expect the addition to the family around new year time.

9. Though their small town had a reputed government hospital, they wanted the best for their coming child. They were taken in by the apparent luxury of the facilities offered in the local HappyBabies hospital and decided to check the options. Another worry at the back of their minds, though they did not talk much about it, was the fact that Somarajendran's family had a history of congenital heart disease with many of his immediate relatives having passed away at relatively young ages due to heart disease. In fact his brother's first child had been born with a hole in its heart. Somarajendran's mother had mentioned that his father had a younger brother who used to live with them whose heart defect had caused mental incapacity.

10. With this in mind, they thought they should check out the HappyBabies hospitals package for the congenital heart disease test. Somarajendran logged in to the HappyBabies hospital website, and upon selecting the branch of the hospital located in his town, he found that he had logged on at an opportune moment. The ticker on the website read – "BOOK YOUR GAMMASOUND TEST NOW! ONLY THREE SLOTS REMAINING FOR AUGUST 2023!". Somarajendran thought that if he was



a little late, he would have missed the opportunity to book the test. He hurriedly called his wife, and said that they should decide on taking the test at HappyBabies hospital soon.

11. Though they were in two minds they decided that they should err on the side of caution and decided to go in for it anyway. They also saw that many happy parents had left positive reviews. So Somarajendran quickly entered the personal and medical details of himself and Uma Rajendran, and proceeded to the next steps for booking the GammaSound Test. When he quickly finished the payment, and saw the booking receipt, it appeared he had made a mistake in his hurry. Instead of booking only the GammaSound Test he had ended up booking the stork package which included a number of tests. He was flabbergasted, and wondered how he could have been so careless, though he felt that he had clearly clicked only on the GammaSound Test.

12. He discussed with Uma and they decided that anyway they needed some neonatal package and this would do. He told her that he was also fooled by the fact that the amounts to be paid for both packages seemed to be roughly the same – with one crucial difference. While the price for the GammaSound Test was Rs. 20,000/- , Rs. 20,000/- was the installment amount for the Stork Package if it was paid in 12 installments. He realized that he would be spending Rs. 2,40,000/- over the next one year. While this was a fairly heavy sum for Somarajendran and Uma Rajendran they rationalized it to themselves saying – "Only the best for the baby".

13. All the receipts, webpages, and the even the details pages of the HappyBabies hospital said – "Surprise Laddoo or Pedha along with test results".

14. Though Somarajendran had told his wife that they would go ahead with the stork package, he logged in to the website again to rectify the error. As there was no option on the website, he called the hospital. They said that they do not handle the website and only the headquarters would have control over it. The local hospital only perform tests and provide service as communicated by headquarters. He also called up the headquarters who placed him on hold for a long time and told him that the website and payment gateway is in fact managed by an external vendor to whom they have contracted out all IT



services. Frustrated by the effort involved, Somarajendran gave up the attempts to rectify errors and decided to go ahead with the Stork Package.

15. In late August 2023, Somarajendran and Uma Rajendran arrived at the hospital for their scheduled GammaSound test. A person who seemed to be from the hospital administration in casual conversation with Somarajendran told him – "So do you like Laddoo or do you like Pedha". When Somarajendran seemed confused by his question he further said – "You haven't had a laddoo or a pedha yet?". Then he pointed towards a large hoarding of BIP Sweets in the hospital premises and said "look closely at the laddoo and pedha, and think about what you want. Anyway all are sweets and we have to accept what fate gives us." Somarajendran looked at the hoarding and saw a laddoo dressed like a baby boy and a pedha dressed like a baby girl. He realized that though he had seen these laddoo-pedha advertisements all around town, and in media, he had never seen a BIP Sweets Laddoo in any sweet shop or bakery.

16. Looking around, he also saw hoardings that said that the GammaSound test is totally environment friendly as it uses less electricity that all alternate tests.

17. One of the drawbacks of the hospital was that it did not have proper canteen facilities. This meant that the persons who were admitted could not get proper food and when Somarajendran and Uma Rajendran went for their regular tests, the often were hungry throughout. A small tea shop served some fried foods which did not seem hygienic.

18. Two weeks after the GammaSound Test, when Somarajendran went to the hospital to collect the test results, a doctor came and handed him a box of BIP Sweets. This was the first and only time he saw a box of BIP Sweets. When he opened it, it had Pedhas. Somarajendran mentally associated the pedhas with a baby girl. The doctor told him – "If you are having second thoughts about anything, you let us know when you come with madam next time". The test results were normal and said that there is no reason to anticipate any heart disease in the baby.



19. Somarajendran and Uma Rajendran went through with the delivery. Upon delivery, Somarajendran and Uma Rajendran became the proud parents of a lovely baby girl. The only dark lining to their silver cloud was that the their daughter had an enlarged heart – which was exactly the sort of thing that Somarajendran had feared. Two days after discharge from the hospital, they had to get admitted to another hospital, as Uma had developed severe food poisoning. During the stay at the hospital, Uma's mother who had come over had given her some food from the tea stall as she could not find anything nearby.

20. In a month's time, the newborn baby lost her life. Somarajendran and Uma were devastated. On the back of this loss they were hit by another sad development. As a result of the medical complications faced by Uma shortly after childbirth, her uterine walls were severely damaged and all doctors confirmed that it was highly unlikely that she can have a safe pregnancy again. They warned that any attempt at having another child would be a risk to Uma's life.

21. Somarajendran started digging around the website and noticed something peculiar. When someone opted for the GammaSound package there was a small check box which said "I do not want the stork package". It was only if they ticked that box that they would get only the GammaSound package at the payment stage. If they didn't click on it, the payment page would show the Stork Package for subscription. Somarajendran understood how he ended up opting for the Stork Package. Further Somarajendran noticed that all the reviews of the hospital on the website seemed to have been uploaded from the same IP Address. The IP Address was found to be located in the same place where BabySciences India Pvt. Ltd. has its registered office.

22. Somarajendran filed a complaint to the Divisional Executive Magistrate who referred it to the Central Consumer Protection Authority (CCPA). CCPA referred it to the director general of their investigation wing. CCPA Investigation Wing carried out its investigation and submitted a report confirming the findings as alleged by Somarajendran. However, it was inconclusive on affixing any responsibility.



23.

Somarajendran also found that there was a notice issued by the Ministry of Health and Family

Welfare to HappyBabies Hospitals that the Gamma Radiators used in their GammaSound test was a radiation hazard and had caused severe injuries to the solid waste handlers who had opened it in the landfill site.

24. Somarajendran filed a complaint before the Jharkhand State Consumer Disputes Redressal Commission against BabySciences India Pvt. Ltd. and BIP Sweets alleging violations of the Dark Patterns Guidelines, Misleading Advertisement Guidelines, and many other rules and regulations including surrogate advertisement.

25. BabySciences India Pvt. Ltd., the Opposite Party No. 1 in the complaint, vehemently denied any wrongdoing on all counts. They contend that they are an entirely different company from BIP Sweets Pvt. Ltd. and any acts of BIP Sweets cannot be attributed to them. BIP Sweets Pvt. Ltd., the Opposite Party No. 2 did not enter appearance despite repeated service and are set *ex-parte*.

26. The Jharkhand State Consumer Disputes Redressal Commission is to now adjudicate upon the case.





ISSUES

1.	Whether the facts as narrated above make out a case of deficiency of
	service on the part of the hospital?
2.	Are one or more of the following dark patterns observed in the reported
	user experience of the hospital's website?
	a. Basket sneaking
	b. False urgency
	c. Forced action
	d. Subscription trap
	e. Bait and switch
3.	Can BabySciences India Pvt. Ltd. and BIP Sweets Pvt. Ltd. be considered
	as one entity or connected entities for the purpose of determining whether
	there has been surrogate advertising?
4.	Has BIPL indulged in surrogate advertising of its diagnostic methods?
5.	Has BIPL indulged in greenwashing?
6.	Is there contributory negligence on the part of the consumers at various
	stages?





DISCLAIMER

- 1. The Participants can add or modify the issues enumerated in the present moot proposition. However, participants cannot change the premise of these issues.
- 2. The complaint is being heard in November 2024.
- 3. The events and the characters depicted in the present moot proposition are purely a work of fiction and hypothetical. Any resemblance to actual persons, living or dead, is purely coincidental.
- 4. This moot proposition is purely intended for Moot Court Competition and educational purposes amongst law students.
- The contents of the present moot proposition are not intended to defame/denigrate/hurt the feelings/sentiments of any individual(s)/class/classes of individuals, institution(s), community/communities, or organisation(s).

End







Ministry of Consumer Affairs Government of India

NATIONAL MOOT COURT COMPETITION ON

CONSUMER PROTECTION LAWS

<u>2024</u>

Organised by

CENTRE FOR CONSUMER RESEARCH AND POLICY, NUSRL, RANCHI

Sponsored by

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION,

GOVERNMENT OF INDIA, NEW DELHI

RULEBOOK

<u>22nd - 24th November, 2024</u>



2024



TABLE OF CONTENTS

PART I: GENERAL	ŀ
1. INTRODUCTION4	ł
2. PARTICIPATION AND ELIGIBILITY4	ŀ
2.1. TEAM MEMBER ELIGIBILITY4	ŀ
2.2. TEAM COMPOSITION	ŀ
2.3. NUMBER OF PARTICIPATING TEAMS	;
3. OFFICIAL LANGUAGE	;
4. DRESS CODE	;
5. CLARIFICATIONS	5
PART II: REGISTRATION	_
	-
6. REGISTRATION PROCESS	
7. REGISTRATION FEES	
8. ACCOMMODATION	7
PART III: FORMAT OF THE COMPETITION	3
9. ROUNDS	3
9.1. MEMORIAL ROUND	3
9.2. PRELIMINARY ROUNDS	3
9.3. QUARTER-FINAL ROUND	3
9.4 SEMI-FINAL ROUND	3
9.5 FINAL ROUND)
10. PROCEEDINGS)
10.1. PRELIMINARY, QUARTER-FINAL, AND SEMI-FINAL ROUNDS)
10.2. FINAL ROUND)

10.00

Ministry of Cons Government



10.3. EXCHANGE OF MEMORANDA 10
10.4. GENERAL RULES FOR ORAL ROUNDS 10
PART IV: MEMORIALS
11. ANONYMITY
12. CONTENTS OF MEMORIALS12
13. FORMATTING REQUIREMENTS12
14. SUBMISSION OF THE MEMORIALS
15. EVALUATION OF MEMORIALS AND QUALIFICATION TO ORAL ROUNDS
PART V: ADJUDICATION
16. MARKING CRITERIA FOR ORAL ROUNDS
17. AWARDS
PART VI: MISCELLANEOUS
18. CONFIRMATION OF TRAVEL ITINERARY
19. ORGANIZER'S EXTRAORDINARY POWERS
20. DISCLAIMER
21. TIMELINE OF THE COMPETITION
PART VII: CONTACT DETAILS Error! Bookmark not defined.





PART I: GENERAL

1. INTRODUCTION

1.1. The *National Moot Court Competition on Consumer Protection Laws 2024* ["**Competition**"] shall be organized from 22nd – 24th November 2024 by Centre for Consumer Research and Policy, National University of Study and Research in Law, Ranchi ["**CCRP**, **NUSRL**"] acting under Ministry of Consumer Affairs, Food and Public Distribution, Government of India ["**MoCA, G.O.I.**"] in an offline mode at NUSRL, Ranchi.

2. PARTICIPATION AND ELIGIBILITY

2.1. TEAM MEMBER(S) ELIGIBILITY

2.1.1. Students enrolled in a **full-time bachelor's (three-year or five-year) law programme** in a recognized Indian college/university/institution at the time of the Competition are eligible to compete in the Competition.

2.1.2 Each college/university/institution shall be entitled to send only ONE team to the Competition.

2.2. TEAM COMPOSITION

2.2.1. A team shall be composed of either:

- a. Two (2) Members: Both Speakers, or
- b. Three (3) Members: Two (2) Speakers and One (1) Researcher. The member, who has not been designated as a speaker shall be designated as a researcher.

2.2.2. The team must, amongst its members, identify the team composition namely the speakers and the researcher at the time of registration itself.

2.2.3. Once the team composition is communicated to the Organising Committee, no change in the same shall be permitted unless the Organising Committee has approved such change. The Organising Committee may approve the change in team composition if it is intimated at the earliest, which shall be accompanied by a registration form and an authority letter duly signed by the head of the institution. No such change shall be allowed post the submission of memorials.

2.2.4. No additional member or team coach is allowed to accompany the team.



2.3. NUMBER OF PARTICIPATING TEAMS

2.3.1. All colleges/universities/institutions are welcome to register for the Competition. A maximum of twenty – four (24) teams with the highest memorial scores will qualify to appear in the Oral Rounds to be held at NUSRL, Ranchi.

2.3.2. In case there is an odd number of participating teams in the Preliminary Rounds, NUSRL, Ranchi shall nominate a "NON-COMPETING DUMMY TEAM" that will not proceed beyond the Preliminary Rounds.

3. OFFICIAL LANGUAGE

3.1. The official language of the Competition is English. All the rounds, including the Memorial Submissions shall be conducted in English.

4. DRESS CODE

4.1. The teams are expected to follow a strict dress code of Black Western or Indian formals (Courtroom Formals) during the Oral Rounds.

5. <u>CLARIFICATIONS</u>

5.1. Participating teams may request for clarifications to the Official Moot Proposition by sending an email to <u>ccrp@nusrlranchi.ac.in</u>.

5.2. The deadline to submit requests for clarifications is 11:59 PM IST (GMT + 5.30 hrs) on 16 October 2024 (Wednesday).

2024



PART II: REGISTRATION

6. <u>REGISTRATION PROCESS</u>

6.1. Any college/university/institution must register for the Competition by submitting the Google Form available <u>here</u>

OR

Scan the QR Code for Registration



6.2 Each such registration must be undertaken through the designated moot court society of the college/university/institution. The deadline for completing registration is 11:59 PM IST (GMT + 5.30 hrs) on 05 November 2024 (Tuesday).

6.3 The registration form will also be sent to the institution's moot court society. The teams are strongly encouraged to complete the registration form at the earliest possible.

6.4. The form for Confirmation of Travel Itinerary of the Qualifying Teams for the Competition along with payment of Registration Fees for the teams will be made available post the declaration of results of Memorial Round.

6.5. Teams must first complete the payment and then attach proof of payment in the form of a screenshot (.jpeg or .jpg format) or a PDF file in the Google Form at or before **11:59 PM IST (GMT + 5.30 hrs)** on **15 November 2024 (Friday)**.



6.6. All teams shall be given a "Team Code" by the Organizing Committee on validation of their Registration Form. Thereafter, the teams shall use their designated "Team Code" for all correspondence with the Organizing Committee.

6.7. The designated "Team Code" must be used by the participating teams during Memorial Submission as well as the Oral Rounds of the Competition.

7. <u>REGISTRATION FEES</u>

Description	Fees
Fee for Memorial Qualifier Round	No fee.
Fee for Oral Rounds with Accommodation (only for qualifying teams)	INR 5,000/-
Fee for Oral Rounds without Accommodation	INR 3,000/-

7.1. All fees are non-refundable.

7.2. All gateway/platform charges leviable by the bank are to be borne by the registering teams.

8. ACCOMMODATION

8.1. Teams can avail accommodation by paying the specified fee in Rule 7 for the days of the Competition only i.e., 22nd - 24th November 2024 (2 nights and 3 days). Should the participants wish to stay the night of 24 November 2024 or arrive a day early i.e., on 21 November 2024, they will have to arrange for their accommodation themselves at their own cost.

2024

Ministry of Consumer Affairs

PART III: FORMAT OF THE COMPETITION

9. <u>ROUNDS</u>

The Competition will be conducted in two stages (Memorial Round and Oral Rounds).

9.1. MEMORIAL ROUND

9.1.1. Each participating team shall prepare ONE (1) memorandum for each side, i.e., the Complainant and the Opposite Party.

9.1.2 A maximum of twenty four (24) teams with the highest memorial scores will qualify to appear in the Oral Rounds held at NUSRL, Ranchi

9.2. Preliminary rounds

9.2.1. There will be two (2) Preliminary Rounds to ensure that each team is given the opportunity to argue from both sides of the Moot Proposition.

9.2.2. The fixtures for the Preliminary Rounds shall be determined by power match-ups based on the scores of the teams in the Memorial Round.

9.2.3. For the Preliminary Rounds, the winner of each such round shall be determined on the basis of the total speaker scores secured by the team in the round.

9.3. QUARTER-FINAL ROUND

9.3.1. Eight teams will proceed to the Quarter-Final Round in four Courtrooms on the basis of: first, total wins in the Preliminary Round; second, total speaker scores of the Preliminary Rounds; and in case of a tie, adding scores of the Memorial Round in the total speaker scores of the Preliminary Rounds.

9.3.2. These teams shall each argue only once for the side allotted by a draw of lots. The fixtures for the Quarter Final Round shall be as follows:

Rank 1 v. Rank 8 (Quarter Final Round I)

Rank 2 v. Rank 7 (Quarter Final Round II)

Rank 3 v. Rank 6 (Quarter Final Round III)

Rank 4 v. Rank 5 (Quarter Final Round IV)

9.4 Semi-Final rounds

9.4.1. Four teams who win in the Quarter-Final Round on a knock-out basis (i.e., the teams that secure higher total speaker scores in the Quarter-Final Round and, in the case of a tie, then the teams



with higher scores in the Memorial Round against the opposing team) will proceed to the Semi-Final round in two Courtrooms.

9.4.2. These teams shall each argue only once for the side allotted by a draw of lots.

9.5 FINAL ROUND

9.5.1. Two teams who win in the Semi-Final round on a knock-out basis will proceed to the Final Round.

9.5.2. These teams shall each argue only once for the side allotted by a draw of lots.

9.5.3. The winner of the Final Round shall be the team that secures a higher total speaker score in the Final Round and in the case of a tie, then the team with higher score in the Memorial Round against the opposing team.

9.5.4. The team which wins the Final Round shall be declared as the "Winning Team". The other team shall be declared as the "Runners-Up Team."

10. PROCEEDINGS

10.1. PRELIMINARY, QUARTER-FINAL, AND SEMI-FINAL ROUNDS

10.1.1. The Preliminary, Quarter-Final, and Semi-Final Rounds shall last for a maximum of sixty (60) minutes. Each team will have thirty (30) minutes for presenting their oral arguments. This shall include the submissions of both the speakers from the team and the time reserved for rebuttal/sur-rebuttal. Each speaker shall argue for at least twelve (12) minutes. The time split between the speakers must be communicated to the courtroom clerk prior to the commencement of each round.

10.1.2. Only one (1) speaker from each team shall be permitted to rebut/sur-rebut, as the case may be. Participants must communicate to the Judges, at the beginning of the round, the time reserved by the team for rebuttals or sur-rebuttals.



Ministr

10.2. FINAL ROUND

10.2.1. The Final Round shall last for a maximum of ninety (90) minutes. Each team will have forty-five (45) minutes for presenting their oral arguments. This shall include the submissions of both the speakers from the team and the time reserved for rebuttal/sur-rebuttal. Each speaker shall argue for at least twenty (20) minutes. The time split between the speakers must be communicated to the courtroom clerk prior to the commencement of the round.

10.2.2. Only one (1) speaker from each team shall be permitted to rebut/sur-rebut, as the case may be. Participants must communicate to the Judges, at the beginning of the round, the time reserved by the team for rebuttal/sur-rebuttal.

10.3. EXCHANGE OF MEMORANDA

10.3.1. There shall be an exchange of memoranda between the respective opposing teams, in accordance with the fixtures, prior to all the rounds of the Competition.

10.3.2. The teams are prohibited from making any copies of the exchanged memoranda.

10.4. GENERAL RULES FOR ORAL ROUNDS

10.3.1. Teams participating in the Oral Rounds while making their submissions are not confined by the content of their Memorials. Notwithstanding the aforementioned rule, the Judges shall be provided copies of each team's Memorial and the Judges may pose questions to the team with reference to the same.

10.3.2. Any memorials or reference material carried into the Courtroom shall not bear any insignia of the college/university/institution to which the team belongs. Using identity indicators on these submissions or reference material will result in immediate disqualification of such a team from the Competition.

10.3.3. **Scouting:** Scouting by the speakers, researcher, or any other person affiliated with a team will lead to the immediate disqualification of such a team. Scouting shall be deemed to have happened if any person affiliated with a team is found:

a) Witnessing, hearing, observing, etc. the oral submissions in a round, except where the round is one in which the team to which they are affiliated is participating in; or

 $\Delta \Delta$

b) Reading a memorandum of a team except where: It is of the team to which they are affiliated; or the memoranda have been obtained on account of an exchange of memoranda prior to a round of the team to which they are affiliated.

2024

PART IV: MEMORIALS

11. <u>ANONYMITY</u>

11.1. The "Team Code" assigned to all participating teams in pursuance of Rule 6.6 shall be used by the participating teams during Memorial Submission.

11.2. The memorials shall not contain the names of the team members or any sign, symbol, or text that reveal the identity of the college/university/institution to which the team belongs. Using identity indicators on the memorials will result in immediate disqualification of such a team from the Competition.

12. <u>CONTENTS OF MEMORIALS</u>

- 12.1. Each memorandum shall necessarily consist of the following and only the following sections:
 - a. Cover Page
 - b. Table of Contents
 - c. List of Abbreviations
 - d. Index of Authorities
 - e. Statement of Jurisdiction
 - f. Statement of Facts
 - g. Issues Raised
 - h. Summary of Arguments
 - i. Arguments Advanced
 - j. Prayer

13. FORMATTING REQUIREMENTS

- 13.1. The formatting requirements of the Memorandum are as follows:
 - 13.1.1. Font and Spacing:



- a. The font used in all parts of the memorandum, including headings and subheadings, must ONLY be Times New Roman (black font colour), font size 12, with 1.5-line spacing, and justified alignment.
- b. The font used in the footnotes must ONLY be Times New Roman, font size 10, with single line spacing, and justified alignment.
- c. There should be a margin of 1 inch on all sides of the page.
- d. Each section of the memorial, except the Cover Page(s), must be numbered. Page numbers till Summary of Arguments (inclusive) must be in small Roman Numerals (e.g. ii, iii, iv). Page numbers of the Arguments Advanced and Prayer must be in Hindu-Arabic Numerals (e.g. 2, 3, 4), beginning at 1.

13.1.2. Cover Page: Each memorandum shall have the following and only the following on its Cover Page:

- a. Participant's Memorandum Code assigned by the Organising Committee on the top right-hand corner of the Cover Page
- b. The name and year of the Competition
- c. The name and place of the forum
- d. The name of the case
- e. The title of the Memorial (for instance, "Memorial for the **Complainant**" or "Memorial for the **Opposite Party**").
- 13.1.3. List of Abbreviations and Index of Authorities:
 - a. The table of abbreviations must contain all abbreviations used in the Memorandum. This will include common abbreviations such as "&," "%," "NCDRC," "SCDRC", "DCDRC" "SC" etc.
 - b. The Index of Authorities must contain a list of all legal authorities cited in any section of the memorandum. The Index of Authorities must contain the page number(s) of the memorandum where the authorities are so cited. It must be divided based on the category of the authority, such as "International Statutes and Treaties/Conventions," "Domestic Statutes," "International Cases and Arbitral Decisions," "Domestic Cases," "Articles and Journals," etc.



13.1.4. Statement of Facts:

- a. The statement of facts must contain a brief overview of the relevant facts of the dispute.
- b. It should be limited to the actual facts as stated by the drafter, and necessary inferences.
- 13.1.5. Issues raised:
 - a. The legal questions presented for adjudication before the Court are the "Issues Raised."
 - b. These must be presented as neutral questions.
- 13.1.6. Arguments advanced and Prayer:
 - a. The substantive submissions, legal interpretations, and arguments put forth by the participant are to be contained in the pleadings. The exceptions are:

i. To the extent that the Prayer sets out the relief; ii. In so far as such argument may be summarized in the Summary of Pleadings; and iii. In so far as the argument may be anticipated in the Questions Presented.

- b. The final relief requested from the Court is to be set forth in the prayer.
- 13.1.7. Footnotes and Citations:
 - a. Footnotes shall be limited to the identification of the authority, and cannot contain any substantive legal arguments.

Illustrative example of an acceptable footnote: Case Concerning conferment of B.Ed. Degree (Maharshi Dayanand University v. Surjeet Kaur) [(2010) 11 SCC 159] [hereinafter "B.Ed. Degree Case"].

Illustrative example of an unacceptable footnote: Case Concerning conferment of B.Ed. Degree (Maharshi Dayanand University v. Surjeet Kaur) [(2010) 11 SCC 159] [hereinafter "B.Ed. Degree Case"] (Where the SC held that bringing educational institutions under the ambit of consumer protection would make administrative matters subject to litigation and would cause a flood in suits to harass the administration.).

 b. The style of footnoting to be followed throughout the memorandum shall be the Bluebook: A Uniform System of Citation: 20th Edition.

14. <u>SUBMISSION OF THE MEMORIALS</u>

14.1. The soft copy of the memorials must reach the following e-mail address: ccrp@nusrlranchi.ac.in at or before 11:59 PM IST (GMT + 5.30 hrs) on 05 November 2024 (Tuesday).

14.2. Late submission of memorials after the specified deadline will attract a penalty of one (01) mark per hour till 02:59 AM IST (GMT + 5.30 hrs) on 06 November 2024 (Wednesday). No Memorandum submitted after 02:59 AM IST (GMT + 5.30 hrs) on 06 November 2024 (Wednesday) shall be accepted and such non-submission will result in immediate disqualification of the team from the Competition.

14.3. The subject of the email shall be "Memoranda for Code [__]."

14.4. The memoranda must be e-mailed in MS Word (".doc" or ".docx") format and PDF format. The file names of the soft copy of the memorandum must contain only the memorandum code and the side being represented in the following format: 'TC 23A' or 'TC 23R', where "A" (Complainant) and "R" (Opposite Party) represent the sides of the Parties set out in the Moot Proposition.

14.5. Each team which qualifies to the Oral Rounds shall be required to carry a minimum of 5 copies of printed memorials from each side to be submitted to the Organising Committee upon arrival on 22 November 2024.

15. EVALUATION OF MEMORIALS AND QUALIFICATION TO ORAL ROUNDS

15.1. A Memorial Round will be conducted subsequent to the submission and evaluation of the Memorials. A maximum of 24 highest-scoring teams shall be selected based on their Memorial scores. Only these selected teams shall be eligible to participate in the Oral Rounds of the Competition.



 $\Delta[\Delta]$

Sr. No.	Criteria	Marks
1.	Application and Appreciation of Facts	10
2.	Application of Legal Principles, Authorities, and Precedents	20
3.	Presentation, Structure, and Articulation	10
4.	Ingenuity and Logical Reasoning	10
	Maximum Marks	50
	Penalty Points	Will be deducted (if applicable)
	Total marks for the Memorandum	50 (minus penalty points)

15.3. The following penalties shall be deducted after each such memorandum has been evaluated.

DESCRIPTION	Penalty
Failure to include all sections of the Memorials	3 marks for each section per memoranda
Failure to include necessary information on the cover page of the memorandum	1 mark for each violation per memoranda



2024

Delay in submission	Till 02:59 AM IST (GMT + 5.30 hrs) on 06 November 2024 (Wednesday): 1 mark per hour of delay After 02:59 AM IST (GMT + 5.30 hrs) on 06 November 2024 (Wednesday): Disqualification from the Competition
Use of incorrect font style, font colour, font size or line spacing Incorrect Page Margins or Page	1 mark per violation, maximum of 5 marks per memoranda
Numbers	1 mark per memoranda 10%: 5 marks Beyond 10% : Disqualification
AI-generated Content (in any part of the memorandum or in full)	from the Competition 10 - 30%: 5 marks Beyond 30%: Disqualification from the Competition

2024

16. MARKING CRITERIA FOR ORAL ROUNDS

16.1. Each judge in each round will mark each team member according to the criteria given below:

Sr. No.	Criteria	Maximu	m Marks
		Speaker 1	Speaker 2
1.	Knowledge and Presentation of Facts	10	10
2.	Knowledge and Understanding of Legal Provisions and Content of Arguments	20	20
3.	Arrangement, Presentation, and Logical Reasoning	10	10
4.	Court Etiquette and Time Management	10	10
	Sub-Total	50	50
	Total	10	00



17. AWARDS

- 17.1. Prizes for the Competition are as follows:
 - a. Winning Team: Cash Prize, Trophy, Certificates and Felicitation by MoCA, G.O.I. at New Delhi on 24 December 2024 (National Consumer Day) [including travel expenditure via train to Delhi to receive Award and Trophy].
 - b. Runners-up team: Cash Prize, Trophy and Certificates
 - c. Best Memorial from Complainant's Side: Cash Prize, Trophy and Certificates
 - d. Best Memorial from Opposite Party's Side: Cash Prize, Trophy and Certificates
 - e. Best Speaker of the Competition: Cash Prize, Trophy and Certificates
- 17.2. Members of each registered team, who submit their memorials by the due date and present their case in oral rounds, will receive a certificate of participation.

2024



PART VI: MISCELLANEOUS

18. CONFIRMATION OF TRAVEL ITINERARY

18.1. Participating Teams that qualify to the Oral Rounds of the Competition will be required to pay the required fee under Rule 7 and they must confirm their travel itinerary to the Organising Committee at or before 11:59 PM IST (GMT + 5.30 hrs) on 15 November 2024 (Friday).

19. ORGANIZER'S EXTRAORDINARY POWERS

19.1. All participants are expected to maintain decorum in the Courtrooms during the Oral Rounds of the Competition and are expected to conduct themselves in a manner befitting the legal profession.

19.2. The Organising Committee reserves the right to take appropriate action for any unethical, unprofessional, and immoral conduct throughout the duration of the Competition.

19.3. The Rules governing the conduct of the Competition should be strictly adhered to. Any deviation thereof, in letter or in spirit, can attract penalties or disqualification at the sole discretion of the Organising Committee.

19.4. If any member of a participating team is found participating under the influence of drugs, alcohol, or other narcotic substances, the concerned team will be immediately disqualified from the Competition.

19.5. Any act prohibited under the Bharatiya Nyaya Sanhita, 2023, Information Technology Act, 2000 (and the rules under the statute), any other central/state or local law will also be applicable to regulate the conduct of participants in all regards. Accordingly, the participants shall bear personal responsibility for the same and the Organising Committee shall not be liable.

19.6. No participants shall possess or use any electronic device(s) – Mobile, Laptop, Tablet, Smart Watch etc. in the Courtroom during the Oral Rounds of the Competition.

19.7. The Organising Committee reserves the right to vary, alter, modify, or repeal any of the above rules without any prior notification, if so required and as they may deem appropriate.

19.8. NUSRL, Ranchi follows a Zero-Tolerance Policy towards Sexual Harassment and Ragging. Accordingly, NUSRL, Ranchi reserves the right to disqualify the concerned





Minia

participants for engaging in such conduct, without prejudice to any other action which can be initiated under appropriate law.

19.9. The Organising Committee shall resolve unanticipated or unexpected contingencies, if any, and the decision of the Organising Committee in this regard shall be final and binding.

19.10. In case of any dispute arising out of the rules, or otherwise, the decision of the Organising Committee shall be final and binding.

20. <u>DISCLAIMER</u>

20.1. The material in the Moot Proposition is neither intended to nor does it attempt to resemble any incident or any person, living or dead. Any such resemblance is purely coincidental. The material in the Moot Proposition is a fictitious factual account prepared for the purposes of the present Competition only and it does not attempt to influence or predict the outcome of any matter whatsoever.

20.2. The copyright of the memorandum as well as any other submissions made by the participating teams during the Competition shall vest with NUSRL, Ranchi. The acceptance of such vesting is a precondition to participation in the Competition.

Event	Date
Release of the Moot Proposition and Rulebook	04 October 2024 (Friday)
Registrations Open	04 October 2024 (Friday)
Deadline for Asking Clarifications	16 October 2024 (Wednesday)
Release of Clarifications	18 October 2024 (Friday)
Deadline for Registration	05 November 2024 (Tuesday)

21. <u>TIMELINE OF THE COMPETITION</u>



44

ner Affain India

Deadline for Submission of Soft Copy of Memorials	05 November 2024 (Tuesday)
Announcement of Teams Qualifying for Oral Rounds	by 10 th November 2024 (Sunday)
Payment of Registration Fee and Confirmation of Travel Itinerary by Qualifying Teams	15 November 2024 (Friday)
Draw of Lots, Exchange of Memorials, and Inauguration Ceremony	22 November 2024 (Friday)
Preliminary and Quarter-final Rounds	23 November 2024 (Saturday)
Semi-final and Final Rounds and Valedictory Ceremony	24 November 2024 (Sunday)
Felicitation of winners by Hon'ble Minister of Consumer Affairs, Food and Public Distribution, Government of India at New Delhi	24 December 2024 (Tuesday)

NATIONAL MOOT COURT COMPETITION ON CONSUMER PROTECTION LAWS,

2024

CHIEF PATRON

Prof. (Dr.) Ashok R. Patil Hon'ble Vice-Chancellor, NUSRL, Ranchi

PATRON

Dr. Jisu Ketan Pattanaik Assistant Registrar, NUSRL, Ranchi

PART VII: CONTACT DETAILS

EMAIL ADDRESS FOR CORRESPONDENCE: <u>ccrp@nusrlranchi.ac.in</u> | <u>LinkedIn</u> | <u>Instagram</u>

FACULTY CONVENOR(S)

Ms. Anushtha Saxena, Faculty Convenor CCRP, NUSRL, Ranchi Ms. Soni Bhola, Faculty Co-Convenor CCRP, NUSRL, Ranchi

Dr. Shreemanshu Dash, Faculty Member CCRP, NUSRL, Ranchi

STUDENT CONVENOR, CCRP, NUSRL, STUDENT CO-CONVENOR, CCRP, NUSRL, Ranchi Ranchi Ms. Nandini Tibrewal Mr. Ayush Unnikrishnan (+91 6204715955) (+91 9031509994) **STUDENT COORDINATORS Outreach: Travel Accommodation:** Mr. Aryan Ranjan Mr. Aayush Raj $(+91\ 7355361470)$ (+91 7903180465) Mr. Kritagya Sinha Mr. Boibaswata Chakraborty (+91 9576036936) $(+91\ 7980428213)$

NATIONAL MOOT COURT COMPETITION ON CONSUMER PROTECTION LAWS,

2024

Hospitality:

Mr. Subham Sourav

(+91 8092711451)

Mr. Sumit Kumar Singh

(+91 7488924785)

Mr. Gaurav Mandal

(+91 9142070677)