



Anand Law College
(An Autonomous Institute, Under UGC Regulation 2023)
Managed by Shri Ramkrishna Seva Mandal
SRKSM Campus, Near Electric Grid, Anand, Gujarat
(Affiliated to S.P. University & Approved by BCI, New Delhi)
NAAC Accredited, 'B++' Grade, CGPA 2.97 - 1st Cycle



Name of the Course: B.A. LL.B./B.B.A.LL.B.	Type of Course: 5 Years Integrated
Year: 2nd Year	Semester: 3rd Semester
Subject Code: ALCUG3SBA01 / ALCUG3SBBA1	Subject: Legal Aid & Consumer Clinic
W.E.F: 2026-27	Teaching Hours: 30

Teaching & Examination Scheme:

Credit	Lect	Lab	Tut	Internal Marks			External Marks		Passing Marks (Theory + CE)	Passing Marks	Total Marks
				T	P	CE	T	P	Internal	External	
2	2	-	1	05	10	05	20	30	8/20	12/30	20/50

Lect=Lecture, Tut=Tutorial, Lab=Lab, T=Theory, P=Practical, Theory Passing%:40, Practical Passing%:40

Course Objectives:	- To familiarize students with the concept of legal aid, access to justice, client counselling, legal drafting, consumer rights, consumer dispute redressal, Lok Adalat, mediation and online consumer complaint mechanisms. - To develop practical skills required for working in legal aid clinics and consumer aid clinics.
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Course Outcome (CO):

Upon completion of the course, student shall be able to

1.	Understand the concept and evolution of legal aid in India.
2.	Conduct basic client interviewing and counselling.
3.	Draft legal notices, applications and consumer complaints.
4.	Participate in legal awareness and community outreach activities.
5.	Understand the Consumer Protection Act, 2019 and consumer dispute redressal system.
6.	Assist in legal aid clinics, consumer clinics, Lok Adalat and mediation-related activities.



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DETAILED SYLLABUS

Unit	Description	Credits/ Hours
1	Legal Aid Concept, Evolution and Institutional Framework	Teaching Hours: 15
	Meaning, nature and importance of legal aid.	
	Access to justice and rule of law.	
	Constitutional basis of legal aid: Articles 14, 21 and 39A.	
	Evolution of legal aid in India.	
	Legal Services Authorities Act, 1987 — object and scheme.	
	National Legal Services Authority, State Legal Services Authority, District Legal Services Authority and Taluka Legal Services Committee.	
	Persons entitled to free legal aid.	
	Role of law colleges and legal aid clinics in promoting access to justice.	
	Role of para-legal volunteers.	
	Legal aid as a tool of social justice.	
2	Client Interviewing, Counselling, Drafting and Community Engagement	
	Meaning and importance of client interviewing.	
	Stages of client interview.	
	Listening skills, questioning techniques and identification of legal issues.	
	Client counselling — meaning, process and limitations.	
	Confidentiality, professional ethics and dealing with vulnerable clients.	
	Drafting and documentation in legal aid matters.	
	Drafting of applications, representations, affidavits and legal notices.	
	Maintenance of legal aid clinic records.	
	Legal awareness and community engagement.	
	Planning and conducting legal literacy camps.	
	Preparation of posters, pamphlets, awareness material and field reports.	
	Clinical and field work in legal aid.	
3	Consumer Protection Law and Redressal Mechanism	
	Introduction to consumer protection.	
	Meaning of consumer, goods, services and consumer dispute.	
	Meaning of consumer, goods, services and consumer dispute.	
	Defect in goods and deficiency in services & Unfair trade practice and misleading advertisement.	
	Consumer rights and consumer responsibilities.	



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		Teaching Hours: 15
	Salient features of the Consumer Protection Act, 2019.	
	Consumer Protection Councils.	
	Central Consumer Protection Authority.	
	Consumer Disputes Redressal Commissions.	
	District, State and National Consumer Commissions.	
	Jurisdiction, limitation and procedure in consumer complaints.	
	Appeals, execution and enforcement of consumer commission orders.	
	Meaning and functioning of Consumer Clinic.	
	Consumer counselling and preliminary legal advice.	
	Identifying maintainability of consumer complaints.	
	Drafting of consumer legal notice.	
	Drafting of consumer complaint.	
	Drafting affidavit, list of documents and prayer clause.	
	Practical training in consumer dispute documentation.	
	Lok Adalat in consumer disputes.	
	Mediation and settlement in consumer matters.	
	Online consumer complaint mechanism.	
	National Consumer Helpline.	
	E-filing of consumer complaints.	
	Tracking and follow-up of online consumer complaints.	
	Preparation of consumer clinic report.	
	Practical exposure to Consumer Commission / Legal Aid Clinic / Lok Adalat.	



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Suggested References:

Sr. No.	References & Suggested Readings
1	Legal Aid and Lok Adalats
2	Legal Aid to the Poor
3	Consumer Protection Law and Practice
4	Consumer Protection Law
5	Law of Consumer Protection
6	Professional Ethics, Accountancy for Lawyers and Bar-Bench Relations Clinical Legal Education
7	Practical Advocacy and Professional Ethics
8	Consumer Protection and the Law
9	Handbook on Legal Aid and Para Legal Services
	Statutes and Rules
1	Constitution of India
2	Legal Services Authorities Act, 1987
3	Consumer Protection Act, 2019
4	Consumer Protection (E-Commerce) Rules, 2020
5	Bar Council of India Rules on Legal Education
6	Reports and Committee Recommendations
7	Report of the Expert Committee on Legal Aid Process and Justice
8	Law Commission Reports on Legal Aid and Access to Justice
9	National Legal Services Authority Schemes
	Online Resources
1	National Legal Services Authority (NALSA)
2	Department of Consumer Affairs
3	National Consumer Helpline
4	E-Daakhil Consumer Complaint Portal
5	Bar Council of India