



www.core.nic.in

**Consumer Online Resource and Empowerment
(CORE) Project**

Monthly Report for July 2005

Supported by

**The Ministry of Consumer Affairs, Food and Public
Distribution, Govt. of India**

And

Managed by
Consumer Coordination Council (CCC)



Presented by
Bejon Misra, Chairman, CCC &
The CORE Team of CCC

consumeralert@eth.net, cccdel@del3.vsnl.net.in

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CORE TEAM



Sitting L to R: Vinod K. Panwar-Mgr. PR; P. Raman-COO; A K Chandra-Mgr (Lgl);
Standing L to R: Dr. Smita Singh-Mgr. (Lgl); Roopam Saxena-Prog. Coord.;
B. Anurag-Sr Tech. Mgr.; A. N. Bhattacharya-Mgr. Complaints; Manoj; Vibhas.



CORE Team at Work

1. **Introductory Remarks:**

1.1 ***About CCC***

Consumer Coordination Council (CCC) is a National Coalition of over 55 Leading Consumer Organizations of the country, working on issues relating to consumer interests as well as on various government policies affecting consumers and other related matters. Its Governing Council of 12 Members consists of leading consumer activists belonging to established Consumer Organisations spread all over India.

CCC is also a Member of Consumers International (CI) U.K, which has 250 consumer organizations representing more than 120 countries. As a non-profit and issue based National Coalition of Consumer Organizations, it provides a common platform for Consumer Organizations working in the area of diverse consumer issues. CCC is also registered under the Societies Registration Act as also under Foreign Contribution Regulation Act (FCRA). CCC has by now completed over a decade of service to Consumers in general and Member Consumer Organisations in particular.

Vision:

Consumer Sovereignty.

Mission:

To be an effective national coalition of consumer protection groups so as to provide thrust to common issues affecting consumers.

Aims & Objectives:

- Influencing policies, legislation and administrative framework towards promoting consumer interests.
- Empowering consumer protection groups to work towards a responsible constructive movement.

1.2 ***Need for an Institutional Approach to Consumer Awareness & Consumer Protection:***

Based on its own experience and the experience of its Member Organisations, CCC has been strongly of the view that significant, sustainable and measurable achievement of its Vision, Mission and Aims & Objectives as indicated earlier, is possible only through an Institutional Approach and not by mere funding of individual and sporadic stand alone projects.

1.3 Sanction of CORE Centre Project by the Ministry

In the background of what has been stated and the emerging vibrant Information Technology, CCC proposed to the Ministry of Consumer Affairs, Food & Public Distribution (M/o C.A., F & PD) a Project for Web Based Institutional Approach to Consumer Awareness & Protection to be called Consumer Online Resource & Empowerment Centre briefly CORE Centre. CCC is happy to acknowledge and record the highly proactive approach by the present team of Senior Officials of the M/o C.A., F & PD for their positive response in coming forward to approve and sanction CCC's CORE Centre Project Proposal. In fact the proposal was initiated by CCC in October 2004 and was approved and sanctioned by the Ministry after a few rounds of presentation in record time by February 2005.

1.32 The CORE Centre is located in the premises of the National Institute of Standardization of BIS in February itself and was inaugurated on 15th March 2005 — World Consumer Rights Day — by Shri Sharad Pawar, Hon'ble Minister for M/o C.A., F & PD. A formal Memorandum of Understanding (MOU) has also been entered into by CCC, with the Ministry on 30th June 2005 incorporating the Terms & Conditions under which the project will be supported by the Ministry and managed by CCC. In the meanwhile, two other initiatives taken by the Ministry towards Consumer Awareness & Protection viz. the National Consumer Helpline Project & the Consumer VOICE Project were also synergised with CORE Centre project for an Integrated Publicity & Promotion Policy through a joint MOU between the three Projects.

2. Details of the CORE Project:

2.1 The various Components of the CORE Project are: -

- (i) National Resource Centre;
- (ii) Online Database / Portal;
- (iii) Newsletter Service;
- (iv) Network between Consumer Organisations, Consumer Information Centres, Government & Non-Government Organisations;
- (v) Online Complaint Registration & Mediation Mechanism.

2.2 The main Objectives of the CORE Centre Project are: -

- (i) Development of National Information gathering mechanisms on consumer related issues;
- (ii) Dissemination of information on important consumer issues;
- (iii) Establishing a Research & Documentation Centre (highlighting the work of partner members) on various consumer issues;
- (iv) Providing information and analysis of consumer related Laws & Judgments;
- (v) To provide Online Support and pursue Consumer Complaints;
- (vi) Raise Resources to become Self Supporting at the end of five years.

3. ANALYSIS OF HITS, VISITS & REQUESTS TO THE CORE CENTRE

3.1 *Analysis of Hits, Visits & Requests*

	<u>Cumulative</u>	
	<u>As on 30th June</u>	<u>As on 31st July</u>
• Number of Hits	5,21,896	8,97,276
• Number of Requests	2,17,138	3,74,390
• Number of Visits	60,235	85,258
• Average No. Requests per visit	3.60	4.39
• Average visit duration	2.42 mnts.	2:06 mnts.

NOTE: **Hit:** Any connection to the Website;
Request: Any hit that successfully retrieves contents;
Visit: Series of consecutive requests from a user;
Visit duration: Time between first & last request of a visit.

It will be observed that there has been an **increase of 72%** in the number of hits, requests & visits during the last one-month as compared to the cumulative figure upto 30th June 2005.

3.2 *Organization wise Breakup of Visits / Hits:*

• Number of organizations	3,155
• Number of U.S. organizations	187
• Number of Canadian organizations	2
• Number of International organizations	83
• Number of unknown organizations	2,883

4. Website of the CORE Centre Project (www.core.nic.in)

4.1 *Major Links:*

- About CCC
- Core Achievements
- Reports & Surveys
- CCC's Member Activities
- Consumer Focus
- Campaigns
- Consumer Judgments

- Test Reports
- Acts and Rules
- Frequently Asked Questions
- Newsletter
- Feedback
- Articles
- Standards
- Consumer Alerts
- Press Releases
- News Desk
- File A Complaint
- Discussion Desk
- Advocacy Campaign
- Consumer Events
- Sites of Interest

Other Major Links are:

- State and District Wise Names and Addresses of the Consumer Forums
- State and District Wise Names and Addresses of Member Consumer Organizations of CCC

5. Contents Posted on the Website

5.1 Details of Contents (Pages) as on 31st July 2005:

Articles	39
Consumer Focus	252
Press Release	15
Case Laws	87,353
Consumer Studies	491
FAQ's	81
Legislations	821
Rules	221
News	691
Electronic News Letters	3*

* 3 Bimonthly News Letters have been issued so far to about 440 subscribers on complementary basis as per their online request. Subsequently when there is more demand these will be sent as per individual subscriber requirement either weekly, fortnightly, monthly and quarterly. covering the specific subjects if any asked for by them.

In addition to the Electronic Newsletter CCC also brings out a quarterly Newsmagazine called Consumer Network containing articles and news of interest to Consumers, Member Activities, Consumer Cases and other consumer related issues. About 1000 copies are printed which are made available to our Member Organisations free of cost and also sent on complimentary basis to various Institutions, Libraries etc. The annual subscription for the magazine is only Rs.100/- for four issues in a calendar year. The number of paying subscriber is negligible. The magazine is also widely distributed on various occasions of Workshops/Seminars organised by CCC and others. Important articles from the magazine are also suitably included in the Website.

5.2 ***Involvement of Member Organisations in providing material for contents:***

The Contents of the CORE is intended to be comprehensive in order to make it a truly National Resource and Information Centre. Thus the contents are not only in the process of being built but are also updated as frequently as possible.

MOU's have also been entered into so far with 30 Member Organisations of CCC, for providing useful consumer related material for being uploaded on the CORE Website. An Editorial Committee has also been constituted to vet the material before these are uploaded in the Website. The Member Organisations are proposed to be paid for their efforts in providing the material at various rates as specified in the MOU. A detailed list of contents received from Member Organisations so far and uploaded onto the CORE Website is, enclosed at **Annexure – 2.**

6. **PUBLIC RELATIONS ACTIVITIES**

6.1 ***Press Conference – 27th July 2005 at Press Club***

Coverage:

Print Media

- Dainik Bhaskar
- Dainik Jagran
- Veer Arjun
- Samachar Post
- Rashtriya
- Sahara
- Daily Awam

Electronic Media

- Aaj Tak
- Channel 7

6.2 **4th National Convention of CCC – 30th to 31st July 2005**

Coverage:

Print Media

- ◆ The Hindu
- ◆ Punjab Kesri
- ◆ Dainik Jagran,
- ◆ Rastriya Sahara
- ◆ Rajasthan Patrika
- ◆ Veer Arjun
- ◆ Haribhoomi
- ◆ Amar Ujala
- ◆ Samachar Post

Electronic Media

- ◆ Doordarshan,
- ◆ Channel 7
- ◆ Jain TV
- ◆ Total TV
- ◆ Sahara NCR

6.3 **Photocopies of Press Clippings are attached at Annexure-2.**

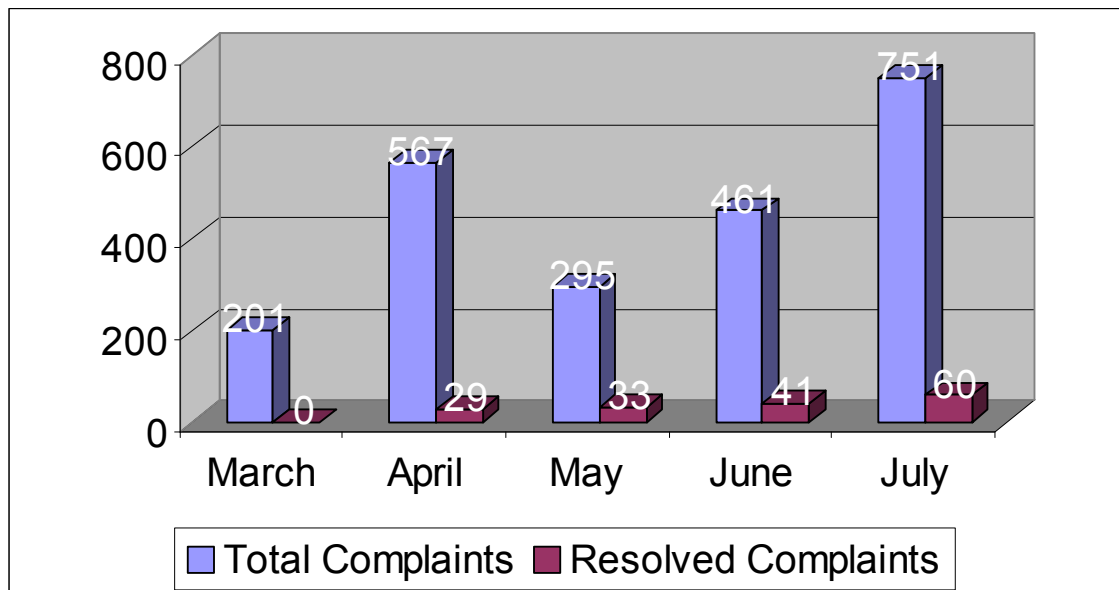
7. ANALYSIS OF THE COMPLAINTS RECEIVED

7.1 ***Monthwise breakup of complaints:***

In the month of July, 751 Complaints were received from various corners of the country, as against 461 for the month of June 2005. Thus there was a substantial increase by 63% in the month of July. (Chart 1)

Comparative analysis of the complaints received from 15th March to 31st July 2005.

Chart-1



7.2 **Comparative figures of the Complaints Handled in June & July 2005 – Table-1**

7.21 GEOGRAPHICAL BREAK OF COMPLAINTS IS INDICATED IN (TABLE –1)

Sl. No.	NAME OF THE STATE	COMPLAINTS RECEIVED			
		JUNE 2005		JULY 2005	
		PERCENTAGE	NUMBERS	PERCENTAGE	NUMBERS
1	Assam	0.50	3	0.38	3
2	Andaman & Nicobar	0.00	0	0.00	
3	Andhara Pradesh	1.16	7	1.54	12
4	Bihar	0.33	2	0.51	4
5	Chhattisgarh	0.33	2	0.26	2
6	Delhi	50.33	303	42.77	334
7	Goa	0.33	2	0.13	1
8	Gujarat	2.99	18	1.79	14
9	Haryana	4.49	27	4.48	35
10	Jharkhand	0.50	3	0.77	6
11	Jammu & Kashmir	0.00	0	0.26	2
12	Kerala	1.16	7	3.20	25
13	Karnataka	4.15	25	4.48	35
14	Madhya Pradesh	3.65	22	2.05	16
15	Maharashtra	11.13	67	9.60	75
16	Nagaland	0.00	0	0.00	0
17	Orissa	0.17	1	0.00	0
18	Punjab	4.15	25	3.33	26
19	Rajasthan	3.49	21	3.46	27
20	Tamil Nadu	1.83	11	5.38	42
21	Himachal Pradesh	0.33	2	0.13	1
22	Uttar Pradesh	6.81	41	8.32	65
23	Uttranchal	0.00	0	0.38	3
24	West Bengal	1.83	11	6.53	51
25	Non- Resident Indians	0.33	2	0.26	2
	TOTAL	100	602	100	781

Table-1

Complaints received included consumer malpractice and harassment not only from within the country but also from Foreigners and Non-Resident Indians all of which were handled carefully by the CORE Team.

7.22 There is a clear demographic distribution of the complaints with Delhi State taking the lead followed by Maharashtra and Uttar Pradesh. This distribution also shows that majority of complaints have come from places where Advertisements and Publicity of the Consumer Online Resource Centre are frequent. In the month of July 2005, Delhi has shown a decline in complaints as compared to the month of June 2005 and so have Maharashtra, Punjab and Madhya Pradesh. In the case of West Bengal, there has been a substantial increase in complaints from 1.83% in the month of June 2005 to 6.53% in the month of July. (**Chart 2**)

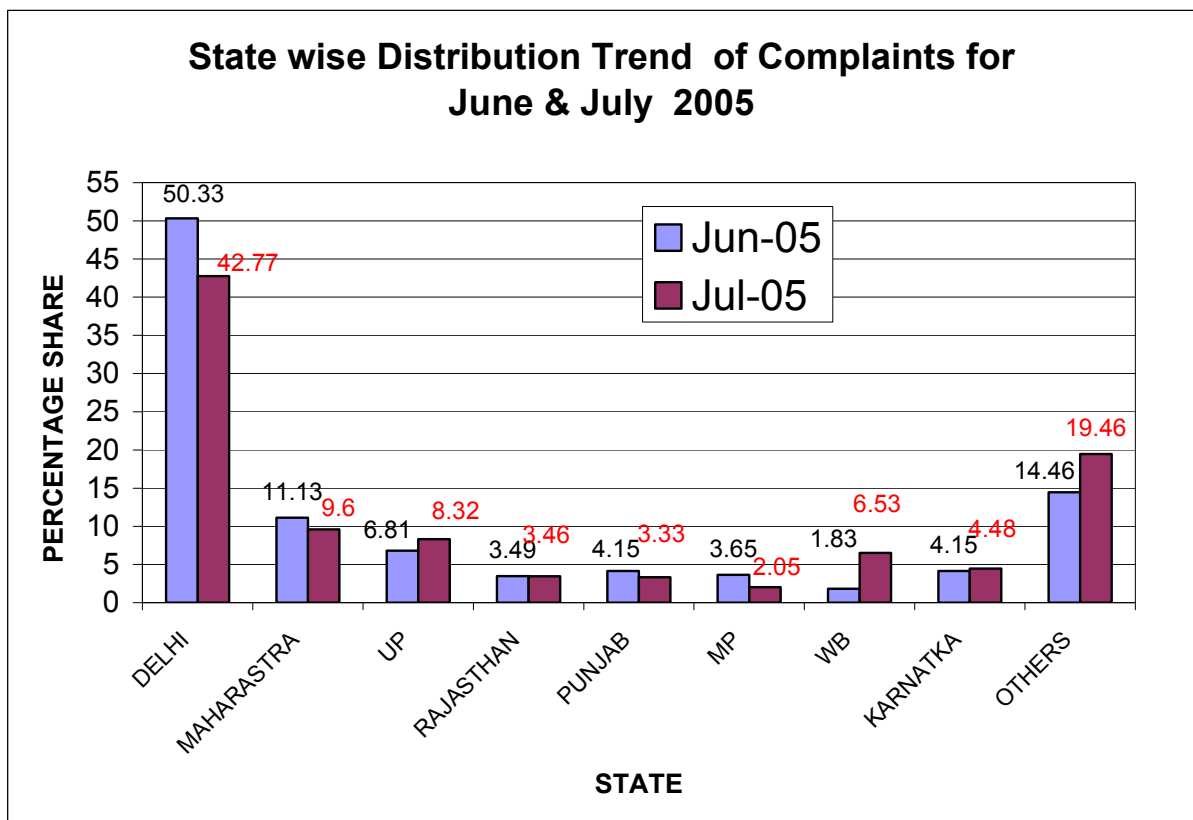


Chart-2

7.23 Major share of the complaints have come from four States viz. Delhi, Maharashtra, Uttar Pradesh and West Bengal. Similarly on region wise demarcation, it is seen that there is hardly any complaint from the North Eastern States, whereas the North and the West India are facing a flood of the same. (Chart 3)

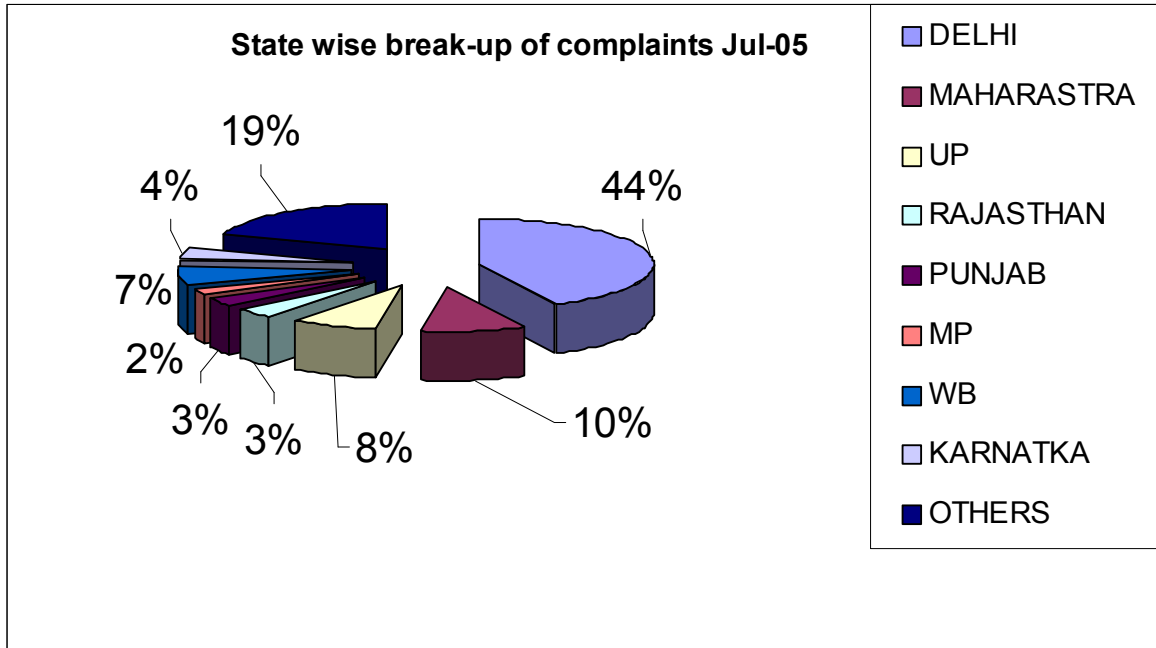


Chart 3

7.3 **VARIOUS STAGES IN THE HANDLING OF COMPLAINTS: -**

7.31 At the CORE center, the complaints are handled in three stages. In the first stage, on receipt of the complaint, it is automatically acknowledged with a serial number assigned to the complaint and is forwarded to the opposite party within 24 to 72 hours with a request to resolve the complaint within 15 days, under intimation to the complainant. At the second stage a reminder is issued after 15 days and at the third stage after expiry of two weeks from the second stage a strongly worded further reminder is sent, mentioning that the name of the opposite party would be included in a 'Shame List' maintained at the CORE Centre Website. Besides this, there is routine follow up at in between stages as may be required. Stage wise distribution of complaints handled by CORE is given in **Chart 4**.

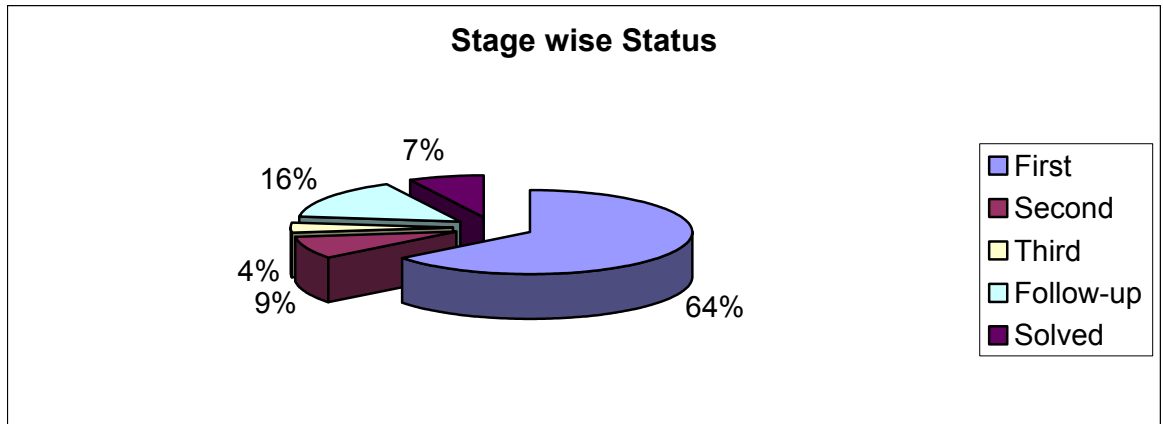


Chart-4

7.32 A comparison of Statewise handling of Complaints between June & July 2005 is given in Chart 5.

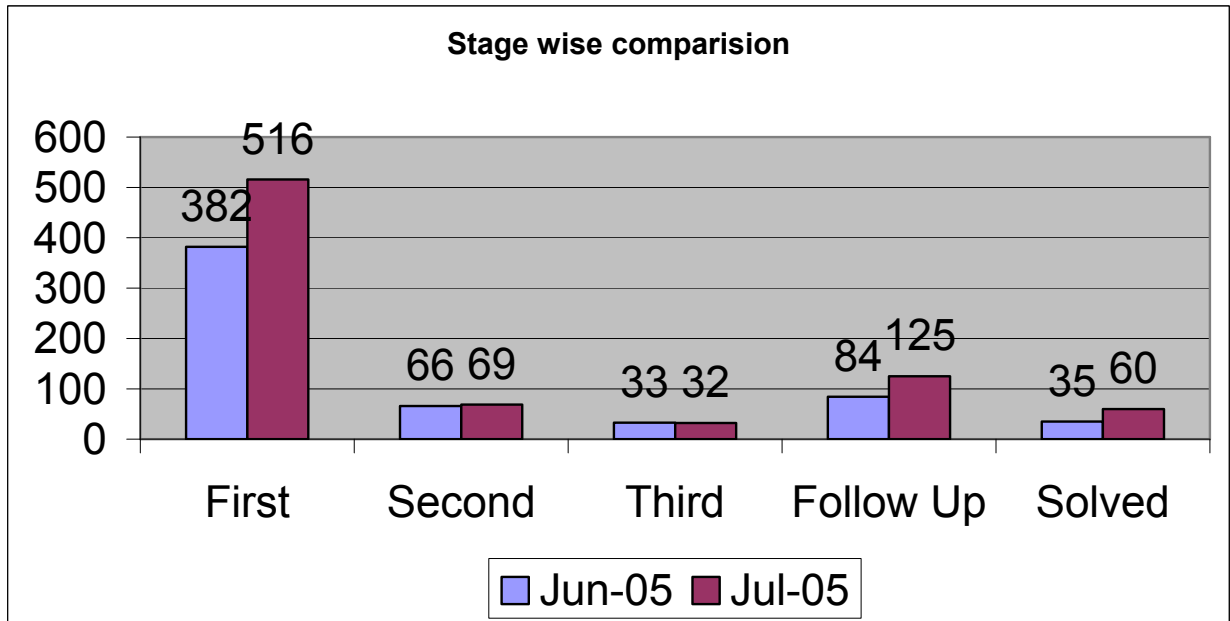


Chart 5

7.4 **CATAGORYWISE BREAK UP OF COMPLAINTS** (Table 2, charts 6 & 7)

7.41 Complaints received in the CORE center can be categorized into following major heads for analytical purpose:

- Products (T.V, Fridge, Music system, electronic items, furniture, Automobile, Two-wheelers, Jewellery, food items and beverages etc)
- Services (Medical, Airlines, electricity, Water, Courier, Cable Operator, railways, Housing, Education etc.)
- Telephone (Mobile and others)
- Bank and Insurance (Credit cards, Loans, FD's, Refunds, Mediclaims and other policies, Road accidents etc)
- Miscellaneous (MRP, Banned products, Smoking, Fraud, Cheating, Unfair trade practices, Misleading claims etc)

Table 2

Chart-6

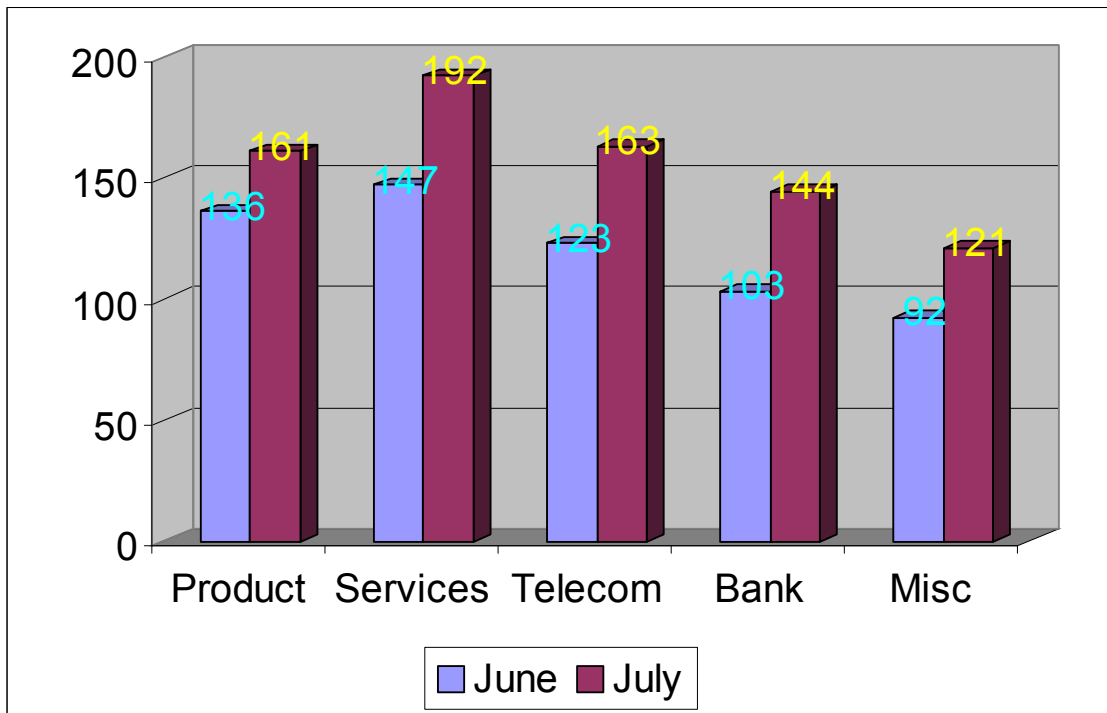
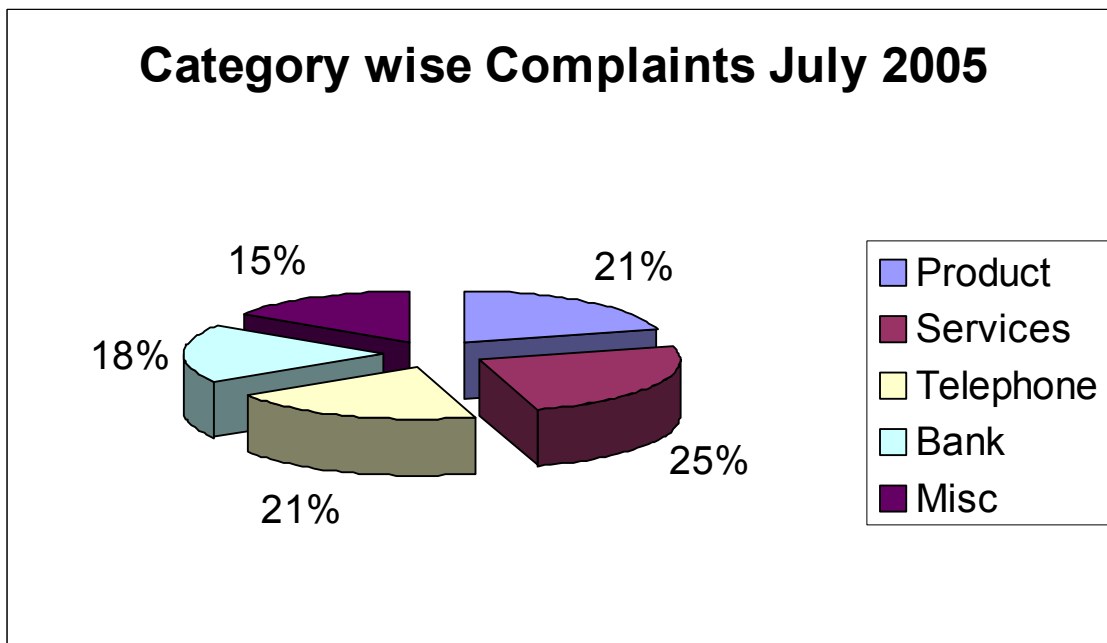


Chart 7



7.42 There has been a marked fall in percentage of complaints received in the product category (by about 2%) in the month of July 2005 as compared to the month of June 2005, whereas in

other categories, there has be a marginal rise. Maximum rise was there in the Banking sector, which was to the extent of 1.3 %. The trend, at the moment is premature to arrive at any conclusion. However, perhaps, due to increasing Consumer Awareness on the part of Consumer or increased customer / consumer care amongst providers of goods, there appears to be some fall in complaints from products category. An area, which is showing an increased trend, is the Banking and the Service industries, which is of concern and may need more attention in the future. **(Table 2)**

Table-2

CATEGORY WISE HANDLING OF COMPLAINTS				
CATEGORY	JUNE 2005		JULY 2005	
	NUMBER	PERCENTAGE	NUMBER	PERCENTAGE
Product	136	22.63	161	20.61
Services	147	24.46	192	24.58
Telecom	123	20.47	163	20.87
Bank	103	17.14	144	18.44
Misc	92	15.31	121	15.49
TOTAL	601	100	781	100

7.43 Further break up of Complaints:

(i) TELECOM SECTOR

PROBLEM AREA	COMPANY
Billing	AIRTEL, HUTCH, RELIANCE. BSNL
Overcharging	AIRTEL, IDEA, SPICE, CELLONE, DOLPHIN, BSNL, MTNL, TATA INDICOM
Services	BSNL, DOLPHIN, CELLONE, RELIANCE
Internet	SIFY, MTNL BROADBAND
SMS Charging	AIRTEL, HUTCH, IDEA

(ii) DEFECTIVE PRODUCTS

PROBLEM AREA	COMPANY
T.V.	VIDEOCON, ONIDA, LG, SONY, AKAI, SANSUI,
Refrigerator	KELVINATOR, WHIRLPOOL, GODREJ, SAMSUNG, LG, VOLTAS,BPL
DVD	ONIDA
AC	LG, GODREJ,VOLTAS, KENSTAR, CARRIER
Water Purifier	AQUAGUARD
Shoes	WOODLANDS
Mobiles	NOKIA,SAMSUNG,LG,SONY ERICSON, RELIANCE
VCD	ONIDA,SAMSUNG, VIDEOCON
Bikes	HERO HONDA
PC	HCL, COMPAQ, HP
Cars	TATA INDICA
Battery	EXIDE, OKAYA
Stereo	PHILIPS, VIDEOCON, SANSUI
Inverter	MIKROTEK
Mixer & Grinder	JAIPAN,
Microwave	IFB, NATIONAL
JEWELERY	TANISHQ, RAM JEWELLERS
PRAM	LOCAL MADE

(iii) INSURANCE

PROBLEM AREA	COMPANY
POLICY RELATED	LOMBARD GENERAL INSURANCE, NEW INDIA ASSURANCE, UNITED INSURANCE, LIC, ORIENTAL
PROMISED RATE OF INTEREST	ICICI PRUDENTIAL, GENERAL INSURANCE

(IV) BANKING

PROBLEM AREA	COMPANY
Credit Card	ICICI, CITIBANK, KOTAK MAHINDRA, ABN-AMRO, SBI, BOB, AMERICAN EXPRESS, STANDARD CHARTERED
Customer Care	SBI, ICICI
Accounts	ICICI, CITIBANK, KOTAK MAHINDRA, ABN-AMRO, SBI, BOB, HDFC, IDBI
Loans	BOB,, ICICI, CITIBANK, STANDARD CHARTERED
Corruption by Bank Officials	SBI, PNB

(V) OTHER AREAS

(a) ELECTRICITY

BSES, MSEB, DESU, GSEB

- BILLING
- DEFICIENCY IN SERVICE

(b) EDUCATIONAL

NIIT, IGNOU, MEDICAL

- FEES
- DEFICIENCY IN SERVICE BY TEACHERS
- DELAYED SESSION

(c) MRP

MOVIE HALLS, DHABA, COLD DRINKS, WAFERS, AIRPORT, LOCAL SHOPS OUTSIDE RECREATIONAL AREA, PVR, AMUL MILK, RESTURANTS, FAST FOOD JOINTS.

- REFUSAL TO GIVE A CASH MEMO
- REFUSAL TO SELL THE PRODUCT IF QUESTIONED OTHERWISE.

(d) MEDICAL

MAX HOSPITAL, APOLLO, NEERAJ NURSING HOME, MEDICAL COLLEGE OF BURDWAN

- MEDICAL NEGLIGENCE
- CORRUPTION BY HOSPITAL STAFF
- BILLING

(e) POSTAL & COURIER SERVICES

GPO, BLAZE FLASH, DTDC

- DELAY
- ITEMS LOST

(f) CONSTRUCTION

DDA, GDA, HUDCO

- FRAUD
- CHEATING
- ILLEGAL CONSTRUCTION
- DEFICIENCY IN SERVICE

8. FREQUENTLY ANSWERED QUESTIONS (FAQ'S)

Apart from complaints registered online often questions are asked by consumers on E-mail broadly on the following topics: -

(i) LEGAL MATTERS

- COURT PROCEEDINGS
- ADDRESSES OF THE DISTRICT FORUM
- LEGAL QUERIES
- NAMES OF LAWYERS WITH EXPERTISE IN THE SAID FIELD

(ii) BIS RELATED MATTERS

- ADDRESS OF OFFICERS IN THE SAID FIELD
- STANDARDS FOR GOLD AND THE DETECTION OF PURITY
- WHERE TO COMPLAINT IN CASE STANDARDS ARE NOT MAINTAINED
- IS IT MANDATORY TO BUY ISI MARKED PRODUCTS
- IS IT MANDATORY TO BUY HALLMARKED JEWELRY ONLY.

(iii) OMBUDSMAN (BANKING & INSURANCE) RELATED QUESTIONS

- THE ROLE PLAYED BY OMBUDSMAN
- ADDRESS

(iv) LPG, PETROL (HPCL, INDIAN OIL, BPCL) MATTERS

- WAYS TO FIND OUT ADULTERATION.
- ROLE PLAYED BY THE DEALERS
- COMPANY POLICIES

(iv) VAT CLARIFICATION

- LOTS OF QUERIES REGARDING ITS RATE AND WHERE IT'S APPLICABLE.

(V) RECEIPTS FOR GOODS/SERVICES PURCHASED

- IS IT A RIGHT OF A CONSUMER TO ASK FOR RECEIPT
- LIABILITY OF A SERVICE PROVIDER OR A SHOP IF THEY FAIL/REFUSE TO GIVE SO.
- CONCERNED AUTHORITY TO WHOM THEY CAN REGISTER COMPLAINTS.

9. REMARKS REGARDING NON-CONSUMER COMPLAINTS

Sometimes, complaints are received which do not pertain to Consumer Law. We have received complaints for example against a Food Inspector of Maharashtra, and a Complaint again Officials of Bank or a Police Officer or even against the functioning of Consumers Court and Lawyers. Such complaints are directed to the concerned Departments/Officials in the State/Central Govt. We were often pleasantly surprised to get response from the said Departments/Officials. However, these are not pursued further by the CORE Centre, after the complainant is informed about the action taken.

10. AREAS OF CONCERN

1. The response from some of the opposite parties against whom complaints have been lodged is very disheartening, as they either don't respond, or give a negative response. The Mobile Telecom Sector especially has not given an encouraging response. Airtel is one such company that has not responded at all till date. Letters were sent to TRAI to look into the matter, but these have not evoked any response. The situation appears to have worsened in July 2005. It is felt that the Ministry of Consumer Affairs should take up the matter with the Ministry of Communication and also send a suitable circular letter to various Ministries/Departments/Organisations for paying better attention to such communications. It is also suggested that a high level meeting should be arranged with the Department of Administrative Reforms and Public Grievances, to sensitize them about the CORE Centre

activities and to bring its activities to the notice of all Ministries/Departments/Organisations as also to the state Govt for better grievance redressal.

2. A Catch22 situation arises when, despite several continuous efforts, the matter fails to get resolved and the complainant seeks advice for further action. We ask them to move the Consumer Court, though that is one situation, we try to avoid, as far as possible. However, the question is, how it can be avoided and the matter may be resolved without the case moving to the Court. We are therefore in the process of developing a panel of Counselors, with expertise in their respective fields, to talk, suggest and guide the consumers suitably in such cases.
3. Information is also not often readily available for deciding the names & addresses of authorities to whom complaints may be referred and considerable effort is required to visit various Websites to ascertain such information.
4. Since the CORE Centre work is online based, its functioning depends on Internet connection and un-interrupted power supply. Sometimes, power failure for long durations and/or Internet problems, hamper the work speed.

11. CORE Staff Strength

The total staff strength, as on July 2005 is 7. There are three Managers handling complaints, and a Manager PR taking care of publicity and media relationship. There is a Programme Executive handling Contents of the CORE Website and compiling the Consumer Network Magazine. There is also an Office Assistant for general assistance and a part time sweeper. While a Senior Manager Technical, takes care of the Technical aspects of the CORE Centre, a Chief of Operation, acts as the head of the CORE Team to ensure that the work of the Centre runs smoothly under his effective guidance. The entire CORE team works under the overall guidance of the Director and Chairman CCC.

(Considering the increase, of late, of the number of complaints, more particularly written complaints received from the Ministry, additional staff for handling complaints appears unavoidable. This is being looked into)

12. CORE Project Management

While there is an Executive Committee under the Chairpersonship of the Joint Secretary, Department of Consumer Affairs and others Officials of the Department, for monitoring the progress of the project and for reviewing its activities, there will also be a Management Group consisting of the present Chairman, Shri Bejon Misra, Shri Joseph Pookkaat of Consumer Online Foundation, a Member Organisation of CCC and Shri S. Krishnan, Director CCC, by name, who were associated

with the initial formulation and implementation of the projects and Chairman, CCC, Vice Chairman CCC and Hon. Treasurer, by designation, for overall guidance and advice on day to day work.

13. OUR REWARDS

We have received a number of appreciation letters from the Complainants whose grievances have been redressed amicably by the intervention of Consumer Online Resource Centre, as also from those whose redressal is in process, for taking prompt action by the CORE Team. We have also received letters of thanks and appreciation from some of the Opposite Parties, with promise for speedy redressal of grievance in future as well, if referred to them. Such response from the aggrieved consumers have proved to be a great moral boost to our efforts in attending and resolving the Consumer Complaints. We consider these as actual reward of our whole- hearted efforts. A few such appreciation letters are included in **Annexure 4**.

14. Recommendations:

In the end we would also like to make some suggestions as indicated below for further improving the functioning of the CORE Centre: -

1. Training Sessions for spreading Awareness amongst Consumers should be conducted periodically.
2. CORE Centre activities should also be publicized at National level through events like Trade Fair organised every year in Pragati Maidan, where there should be a suitable stall for creating Consumer Awareness.
3. CORE representative should be authorised to communicate with non-responsive Companies.
4. Providing Online Consumer Chat Room Facility.
5. Conduct Consumer Quiz on dropped cases with gift to the winner and the winner's Photograph published on the website (This will give an idea of the Public Opinion and provide guidance to CORE team to adopt future strategies on such cases).
6. Conduct painting competitions on Consumer Related issues at both rural and urban schools.
7. Publish in the CORE site, sale of Indian Multilingual Books/Journals/Guidelines on Consumer Rights made available at reasonable price, including CD's to both rural and urban section of consumers.
7. Encourage interested visitors to become regular subscribers on payment, for accessing some value added links.

ANNEXURE-1

(Electronic Newsletter- July 2005)

Vol : 3, July 2005

Your E-Newsletter

Dear CoreUser,

Welcome to the CORE CENTER E-Newsletter. Through these newsletters you can receive all the latest, relevant & up to date consumer news, events, articles and judgments. You can click on the links in the newsletter to access the relevant information. For more information you can visit our website www.core.nic.in.

Happy Reading!!

CONSUMER FOCUS

Electricity Regulation In India



Have India's electricity regulators at the central and state levels been successful in combating the systemic woes that have been plaguing the power sector since independence? Find out more....

> [Need for Electricity Regulation & Regulators](#)

> [Lack Of Progress of Regulators](#)

> [The Way Forward](#)

> [History And Function Of Electricity Regulators In India](#)

> [Problems Of Free Electricity And Theft](#)

> CCC's comments (I) & (II) and [submissions](#) in response to the public notice issued by Delhi Electricity Regulatory Commission

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CONSUMER NEWS

[CVC Calls DISCOM Allegation Serious, Assures Investigation: BJP](#) (Tuesday, July 26, 2005)

Chief Vigilance Commissioner P Shankar today assured the BJP of "proper investigation" into the more than Rs 8,000 crore bungling during privatisation of the Delhi Vidyut Board and the alleged involvement of officials in the scam as pointed out by the Comptroller and Auditor General of India report.

> [Hooch Tragedy Toll Rises To 21](#) (Monday, July 25, 2005)

Death toll due to consumption of illicit liquor in the district rose to 21 today with the death of

Death toll due to consumption of illicit liquor in the district rose to 21 today with the death of eight more people.

Delhi Court Summons Delhi Power Secretary For Excessive Power Bills (Friday, July 22, 2005)

Delhi High Court today directed Principal Secretary, Power, of Delhi Government to be present in person on August 4 to explain the plight of the consumers due to alleged exploitative attitude of the private power supplier BSES-Rajdhani Pvt Ltd.

Speedy Disposal Of Consumer Cases-State Secretaries Meeting To Consider Alternate Dispute Resolution Mechanism (Friday, July 15, 2005)

The Department of Consumer Affairs proposes to utilize the services of Lok Adalats for speedy disposal of consumer disputes.

Workshop To Highlight Role Of Citizens Charter (Thursday, July 14, 2005)

Department of Administrative Reforms and Public Grievances in the Ministry of Personnel, Public Grievances and Pensions is holding a workshop on improving the service delivery and role of NGOs, tomorrow. The workshop will focus on the role of non-government organisations (NGOs) in providing the link between services providing ministries of government and the citizens.

Consumer Goods Post Significant 18.9 % Rise (Wednesday, July 13, 2005)

The CSO says consumer goods posted a significant growth of 18.9 per cent during May, compared with 13.1 per cent in April 2005

SC Notice To Centre On Genetically Modified Food (Wednesday, July 13, 2005)

The Supreme Court today issued a notice to the Centre on a PIL seeking to ban import, manufacture and use of any genetically modified (GM) food or crops until biosafety norms in this regard were framed.

Medical Negligence Case:Delhi HC Directs Centre To Pay 1 Lakh Ex-Gratia (Wednesday, July 13, 2005)

Taking a strong note of the medical negligence case in the government-owned Safdarjung Hospital in the capital, Delhi High Court today directed the Centre to pay an ex-gratia of Rs one lakh to the girl patient who was wrongly operated upon thus making her permanently disabled.

Compilation Of Judgements On Disability Issues To Be Released Tomorrow (Monday, July 11, 2005)

The Chief Commissioner for Persons with Disabilities working under the aegis of Ministry of Social Justice and Empowerment has brought out a compilation of the "Judgements of Disability Issues" delivered by various courts of law. The compilation will be useful to the Judges, Advocates, State Disability Commissioners, Government functionaries, the persons and the organisations working in disability sector in their endeavour to safeguard the rights of the persons with disabilities. Amity Law School, New Delhi has provided assistance in bringing out this compilation.

Shri R. N. Das Assumes New Charge (Friday, July 01, 2005)

Shri Rabi Narayan Das has today taken over charge as Secretary, Department of Food and Public Distribution in the Ministry of Consumer Affairs, Food and Public Distribution. He

Public Distribution in the Ministry of Consumer Affairs, Food and Public Distribution. He succeeds Shri S.K. Tuteja who retired on June 30, 2005.

ARTICLES ON CONSUMER ISSUES ↓

[Consumer Protection: International Scenario](#) - S. S. Singh, Sapna Chadah (IIPA) - COF

[Socialization Of Liability Of Medical Negligence By Insurance Law](#) - Vandana Singh - CCC

[Promoting Good Governance Through Protecting Consumer Rights](#) - Prof. S.S Singh – CCC

ACTS/ BILLS/ NOTIFICATIONS ↓

[Standards Of Weights And Measures \(Enforcement\) Amendment Bill, 2005](#)

The Standard of Weights and Measures (Enforcement) Act, 1985 was enacted with a view to provide for enforcement, by the State Governments, of standards of weights and measures established by or under the Standards of Weights and Measures Act, 1976.

RECENT CONSUMER EVENTS ↓

[5th State Level Conference of FEDCOT - Trichy on 30th and 31st May 2005](#)
Saturday, July 09, 2005

['World No Tobacco Day' on May 31st 2005 - Intervention of Consumer Coordination Council \(CCC\)\(New Delhi\)](#)
Tuesday, May 31, 2005

[Chairman's Participation in the World Health Assembly\(Geneva\)](#)
Tuesday, May 17, 2005

PREVIOUS ISSUES ↓



The [previous CORE e-newsletter](#) focused on Genetically Modified Foods. This has become a contentious issue throughout the world. Through the newsletter, consumers were made aware of this new concept and the danger it poses to consumers worldwide. Frequently asked questions and the need to campaign against GM foods were also addressed through the newsletter. Readers were able to voice their opinions through the online opinion poll.

Consumer news and alerts along with articles on consumer issues such as medical negligence and consumer protection in the international scenario provided readers with a clear understanding of the issues. The newsletter once again provided subscribers with the latest and relevant consumer notifications and judgements.

CORE CENTRE ACHIEVEMENTS ↓

[See the achievements of the CORE Centre in complaint handling and management.](#)

ANNEXURE- 2

List of the Contents received from Member Organisations Uploaded on the Website

Sl. No.	Name of the Document	Type of the Document	Source of the Document	Whether it is Public Document
1.	Rajkot Jila/ Saher Grahak Suraksha Mandal, Rajkot Gujrat celebrated "International Women's Day, 8 th March 2005"	Member Activities	Rajkot Saher/Jilla Grahak Suraksha Mandal, Rajkot, Gujrat	Yes
2.	" World's No Tobacco Day"	Press Release	Press Conference on " World's No Tobacco Day" organized by CCC and VOICE on 31 st May 2005	Yes
3.	Service Model on Solar Geysers and Cookers In the States of Gujrat and Maharashtra, India 2005"	Survey Report	Survey Conducted By CCC in association with Maharashtra Govt. and Mumbai Grahak Panchayat	Yes
4.	RAJKOT SAHER/JILLA GRAHAK SURAKSHA MANDAL, RAJKOT, GUJRAT celebrated "National Consumers' Rights Day- Week" from 24 th – 30 th December 2005	Member Activities	Rajkot Saher/Jilla Grahak Suraksha Mandal, Rajkot, Gujrat	Yes
5.	CONSUMER FORUM CHANDIGARH celebrated "World Consumer Rights Day – 12 th to 15 th March, 2005"	Member Activities	Consumer Forum Chandigarh	Yes
6.	BHAVNAGAR GRAHAK SURAKSHA MANDAL celebrated "World Consumer Rights Day on 15 th March 2005"	Member Activities	Bhavnagar Grahak Surakhsha Mandal,	Yes
7.	CONSUMERS FORUM CHANDIGARH observed "National Consumers' Rights Day, 24 th December 2005" as "National Consumers' Awareness Week December 2004"	Member Activities	Consumer Forum Chandigarh	Yes

8.	RAJKOT SAHER/JILLA GRAHAK SURAKSHA MANDAL, RAJKOT, GUJRAT celebrated “ World Consumer Rights Day, 15 th March 2005”	Member Activities	Rajkot Saher/Jilla Grahak Suraksha Mandal, Rajkot, Gujrat	Yes
9.	CERC Urges RBI to Direct Banks to Protect Customers in Bank Premises	Press Release	CERC Ahmedabad	Yes
10.	294 th Monthly Meeting of the CONSUMERS FORUM, Chandigarh held on 25th June, 2005	Member Activities	Consumer forum Chandigarh	Yes
11.	Report on “Improving Service Delivery and Role of NGOs”	Report	Department of Administrative Reforms & Public Grievances Ministry of personnel, Public Grievances and Pensions, Government of India	Yes
12.	Banking Ombudsman- A Cure To Deficiency In Banking Services	Consumer Studies	Website of Reserve Bank of India	Yes
13.	“CERS Opposes Move to Change Power Tariff for Schools “	Press Release	CERC Ahmedabad	Yes
14.	Fifth State-level Conference A Report by FEDCOT	Report	FEDCOT	Yes
15.	“The Right to Information Act, 2005”	Rules and Acts	The Gazette of India	Yes
16.	Banking Ombudsman	FAQs	Website of Reserve Bank of India	Yes
17.	Workshop Report on “ Rational Use of Drugs (RUD)” organized by Consumers Forum Chandigarh on 26 th May 2005	Member Activities & Report	Consumers Forum Chandigarh	Yes
18.	Article on “Good Governance through protecting Consumer Rights”	Article	Prof S. S Singh, Prof. Of Justice & Administration, IIPA	Yes
19.	Public Interest Litigation	Article	Shri V. S Vadivel, FCA ACS, Chartered Accountant, Chennai	Yes
20.	Frequently Answered Questions On PIL	FAQs	Human Touch March 2005	Yes

ANNEXURE- 3

ANNEXURE- 4

Our Rewards

From: "rahul" <rahul@defihealthcare.com>
Date: Tue, July 26, 2005 12:33 pm

Thanks for your mail !!

We had informed you earlier via e-mail that the case was resolved amicably.

We really appreciate your intervention and we could not believe that this organization can be a voice of a consumer.

We thank you for your efforts and hope that you and your organization will continue taking this work.

regards,

Rahul MAHESHWARI
CEO
DEFI Healthcare Pvt. Ltd.,
301 'SHAPATH-3',
Near The Grand Bhagwati Hotel,
Sarkhej-Gandhinagar Highway,
Ahmedabad - 380 054, Gujarat,
INDIA.
Phone : +91-79-26840045
Fax : +91-79-26840046
Cell : +91-9825339972
e-mail : rahul@defihealthcare.com;
rahul@defi-healthcare.com;
rahul@vueinternational.com

From: "Naveen Shukla" <shukla.naveen@gmail.com>
Date: Tue, July 26, 2005 9:20 am

Thank you for taking my case with SBI.

When I contacted SBI this time with CC to your organisation, they reacted promptly and called up to convey me that they have checked the details and all balance payment is waived off and there is no outstanding balance on my card now.

I thank you for your concern in the matter and request you to keep up the good work for the benefit of individuals like myself.

Best regards,
Naveen Shukla

From: "abhishek kaushal" <abhi2004_kaushal@yahoo.com>
Date: Wed, June 22, 2005 3:35 pm

**AMERA CASE THEEK HO GAYA HAI NIYAT MANG PRABHAR AB SAHI HO GAYA HAI
MAINE ELECYRIC CONSUMER FOUUM MAI CASE DIYA THA JO MERE HUK MAI HUA
HAI**

"abhishek kaushal" <abhi2004_kaushal@yahoo.com>

Subject: Re: Complaint Received - CORE Centre
From: "maheshwar prasad" <maheshwar_bsf@yahoo.co.in>

**The rep of said courier service approached me sorted out my problems. You may close my
complaint.**

Thanks for giving attention to my complaints.

Maheshwar Prasad

maheshwar_bsf@yahoo.co.in

**Subject: Complaint for Prashant Shah! From: customercare.guj@tatatel.co.in
Date: Thu, June 2, 2005 6:49 pm**

**Subject: Complaint for Prashant Shah!
From: customercare.guj@tatatel.co.in
Date: Thu, June 2, 2005 6:49 pm
Dear Sir,**

Please accept my Greetings!

**The customer named Prashant Shah's issue has been resolved and the mail also has been
sent to you by Mrs.Shah confirming that the issue has been resolved.**

Please contact us incase of any further assistance.

**Regards,
Pinaz Kaushik
Customer Care
TATA Teleservices Ltd.
Gujarat**

Subject: Re: Complaint Received - CORE Centre
From: "Govind Shukla" <govindshukla@gmail.com>
Date: Wed, June 29, 2005 5:51 pm
To: complaints@core.nic.in
Priority: Normal
Mailer: Microsoft Outlook Express 6.00.2900.2180
Options: [View Full Header](#) | [View Printable Version](#) | [Add to Addressbook](#) | [View as plain text](#)
[Block Sender](#)
[Block Sender's Domain](#)

Thank you very much for all your efforts. I'm surprised to see how fast things got better after your involvement.

To my greatest surprise today our vendor sent their repair person to our office and replaced the faulty "Thermostat" of the air-conditioner. For improving the cooling the of the AC he suggested installing the AC at a different place. The AC Vendor has also promised to provide us the "Bill" of Air Conditioner within two days.

In future I will surely follow your instructions regarding the Bill and Warranty Card of the purchased material. I will let you know if I face any problem in this matter.

Thanks a lot for your support.

Regards
Govind Shukla

Subject: Bank Of India complaint
From: "jayant ogale" <jaogale@yahoo.co.in>
Date: Sun, June 19, 2005 1:27 pm
To: complaints@core.nic.in
Priority: Normal
Options: [View Full Header](#) | [View Printable Version](#) | [Add to Addressbook](#) | [View as plain text](#)
[Block Sender](#)
[Block Sender's Domain](#)

Attn. - Mr. A.K. Chandra

Dear Sir,

Bank has paid us the dues and the interest on the delayed payment.

They requested us not to press for any compensation.

We are enclosing herewith the letter written to them.

WE ARE VERY THANKFUL TO YOU FOR ALL THE EFFORTS YOU HAVE TAKEN TO SETTLE THIS MATTER.

It is a great pleasure to see that the institutes like yours are there to safe-guard the customers interests and rights.

**Thanks again,
for Box - pack,
ogale..**

Subject: Re:?MCI
From: "santosh agrawal" <skagrawal7@yahoo.com>
Date: Sun, July 3, 2005 2:02 pm
To: complaints@core.nic.in
Priority: Normal
[View Full Header](#) | [View Printable Version](#) | [Add to Addressbook](#)
Options: [Block Sender](#)
[Block Sender's Domain](#)

its my pleasure to inform you that MCI has recognized my degree i got copy from MCI as well as my college now no need to go to any court definitely its with your and others help though MCI didnt reply to you and me but due to pressure from your and health ministry side they might have done it. I sincerely thanks you once again for your kind cooperation in this case.

Thanks

Dr Santosh Kumar Agrawal

From: sunbanz@gmail.com
Date: Sun, July 17, 2005 7:05 pm
Priority: Normal
[View Full Header](#) | [View Printable Version](#) | [Add to Addressbook](#)
Options: [Block Sender](#)
[Block Sender's Domain](#)

This is with reference to my complaint against M/s Spice Telecom (Complaint ID no. 344). In this regard, I wish to express my heartfelt gratitude towards you and your organization as with your kind intervention the matter has been solved. The signal had improved a couple of weeks ago, but I waited for some time so as to be sure about it before intimating you about it, Secondly, can your organization provide me with a copy of "Consumer Protection Act" so that the consumers are aware of their rights and save themselves from being fleeced and encountering problems later on? In case, it is possible, could you please mail me a copy of the same at the address mentioned below.

Thanking you once again.

Sunil Bansal, #4271,
Phase-II, Urban Estate, Patiala 147 002
#0175-2285071 (Resi.)
#0-98140-79870 (Mobile)