



Monthly Report, For October 2005

Consumer Online Resource and Empowerment (CORE) Project

Supported by

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

and

Managed by
Consumer Coordination Council (CCC)



By:

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Chairman, CCC**

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About CCC

Consumer Coordination Council (CCC) is a National Coalition of over 50 Leading Consumer Organizations in the country, working on issues relating to consumer interests as well as on various government policies affecting consumers and other related matters. CCC is also an Affiliate Member of Consumers' International (CI) U.K. 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.

CCC presently has a membership reach of 55 leading Consumer Organisations, spread over different parts of the country. Its Governing Council of 12 Members consists of well-known consumer activists belonging to established Consumer Organisations of long standing.

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.

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.

Consumer Online Resource & Empowerment (CORE) Centre Project:

In the background of what has been stated above 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 proposed was initiated by CCC in October 2004 and was approved and sanctioned by the Ministry after a few rounds of presentation on record time by February 2005.

The CORE Centre was 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 Helpline Project & the Consumer VOICE Project, were also integrated with CORE Centre project for an Integrated Publicity & Promotion Policy through a joint MOU between the three Projects.

Details of the CORE Project:

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.

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.

**MONTHLY SUMMARY OF HITS, VISITS, REQUESTS etc. TO THE CORE WEBSITE
(From 15th March 2005 to 31st October 2005)**

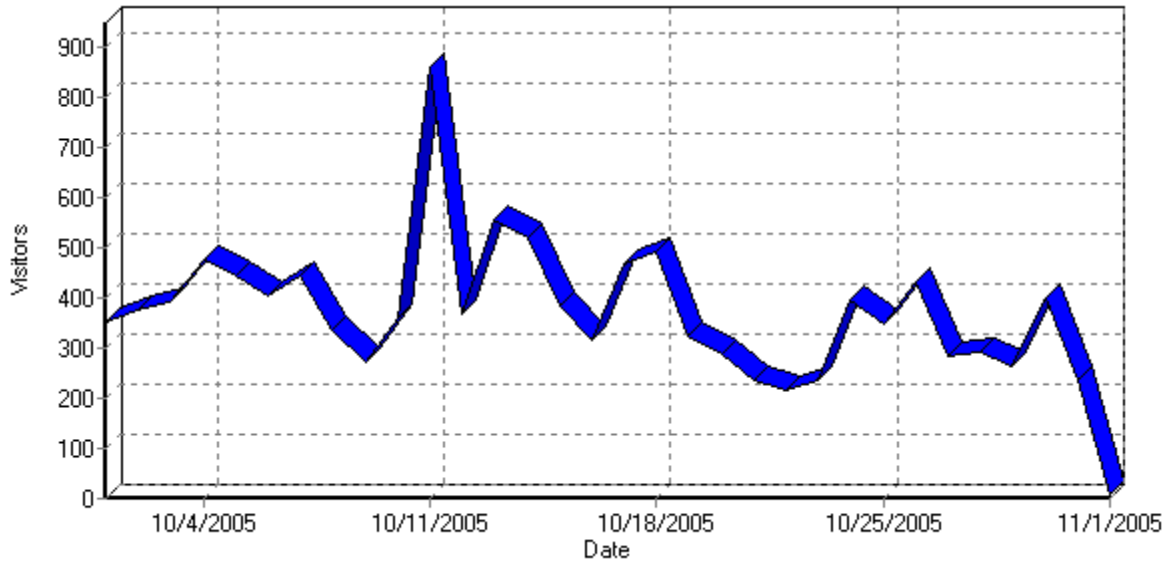
	31 st March	30 th April	31 st May	30 th June	31 st July	31 st Aug	30 th Sept	31 st October
Hits								
Total Hits	69,372	82,292	104,010	260,119	249,088	202,600	304,495	287,120
Cached Requests	24,861	28,061	37,229	97,067	88,463	73,508	104,846	97,955
Failed Requests	135	186	189	733	720	1,010	693	716
Visitors								
Total Visitors	1,726	3,956	3,612	6,963	8,024	8,074	11,352	11,792
Avg. Visitors Per Day	53	127	112	224	250	252	366	368
Total Unique IPs	1,053	2,015	2,351	4,926	5,650	5,153	7,582	7,527
Avg. visit length (mints.)	NA	NA	NA	NA	00:02:06	00:02:53	00:08:34	00:07:27
Page Views								
Total Page Views	25,363	28,837	36,675	82,131	77,047	62,706	94,827	92,098
Avg. page views per day	792	930	1,114	2,649	2,407	1,959	3,058	2,878
Avg. page Views per Visitor	14.69	7.29	9.88	11.80	9.60	7.77	8.35	7.81

**CUMULATIVE SUMMARY OF HITS, VISITS, REQUESTS etc. TO THE CORE WEBSITE
(From 15th March 2005 to 31st October 2005)**

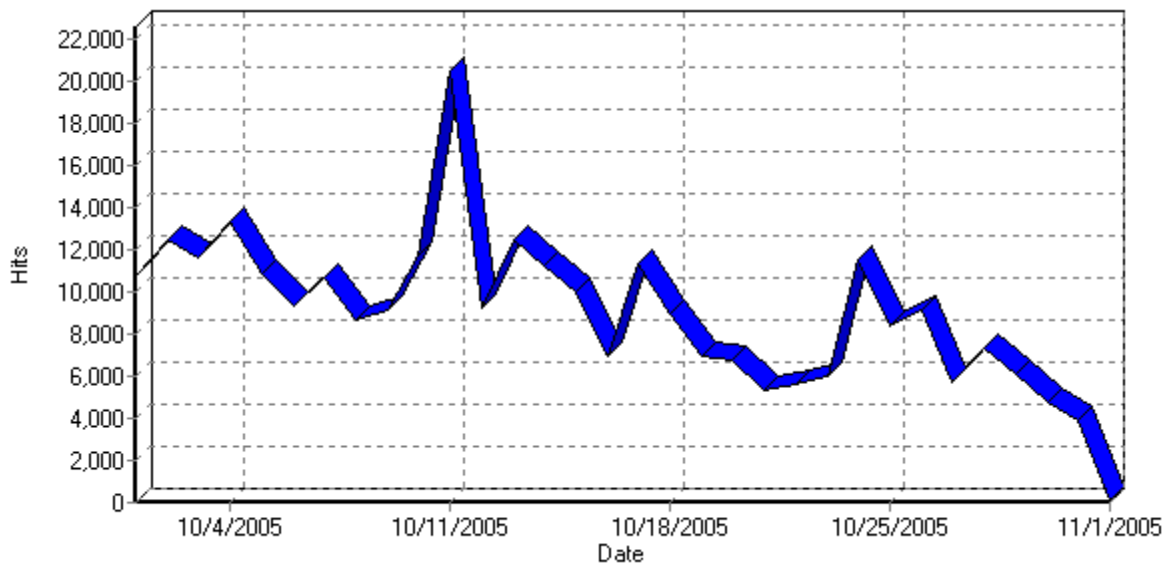
1.	Number of Hits	16,91,491
2.	Number of Requests	6,55,348
3.	Number of Visits	1,23,579
4.	Average No. Requests per visit	5:30
5.	Average Visit Duration (in Minutes)	00:03:53

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

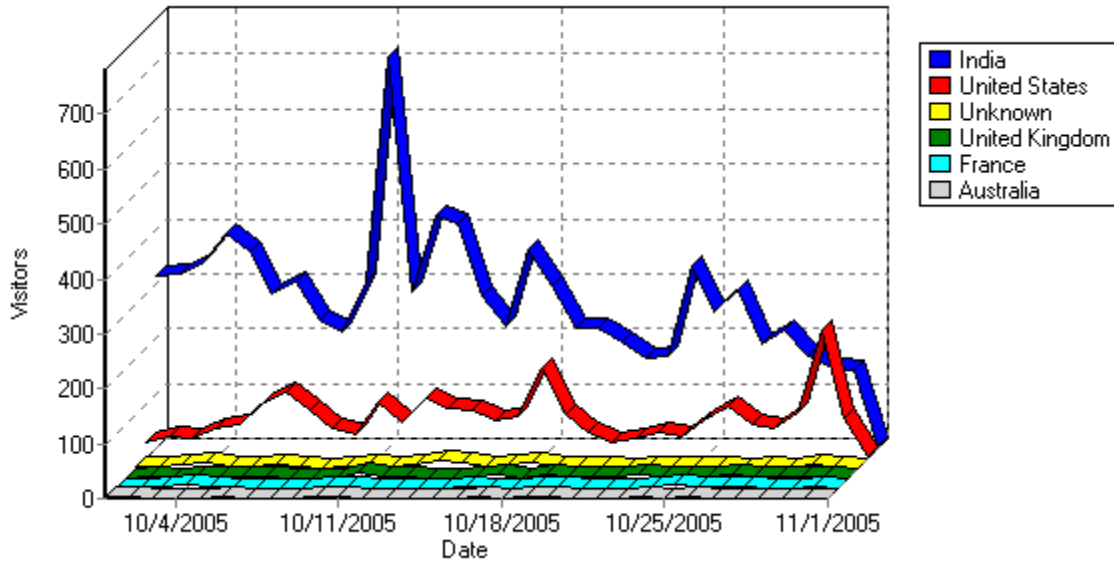
Daily Visitors



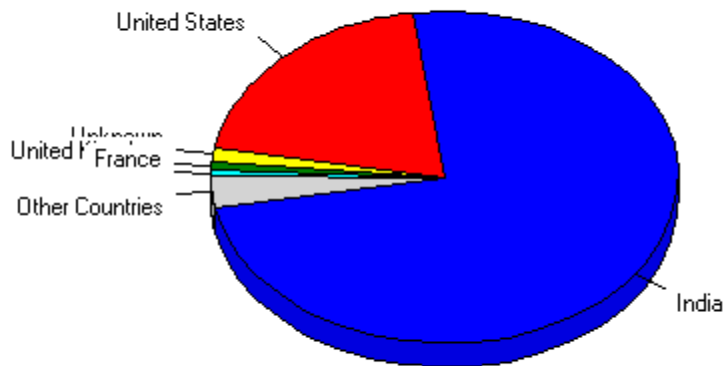
Daily Hits



Daily Countries Activity



Most Active Countries

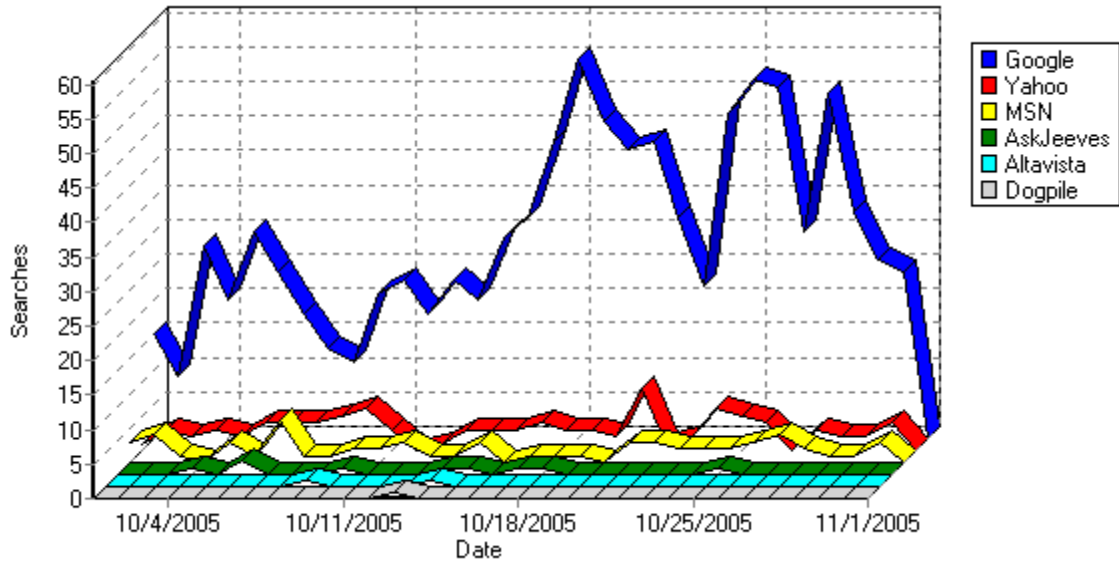


Most Active Countries

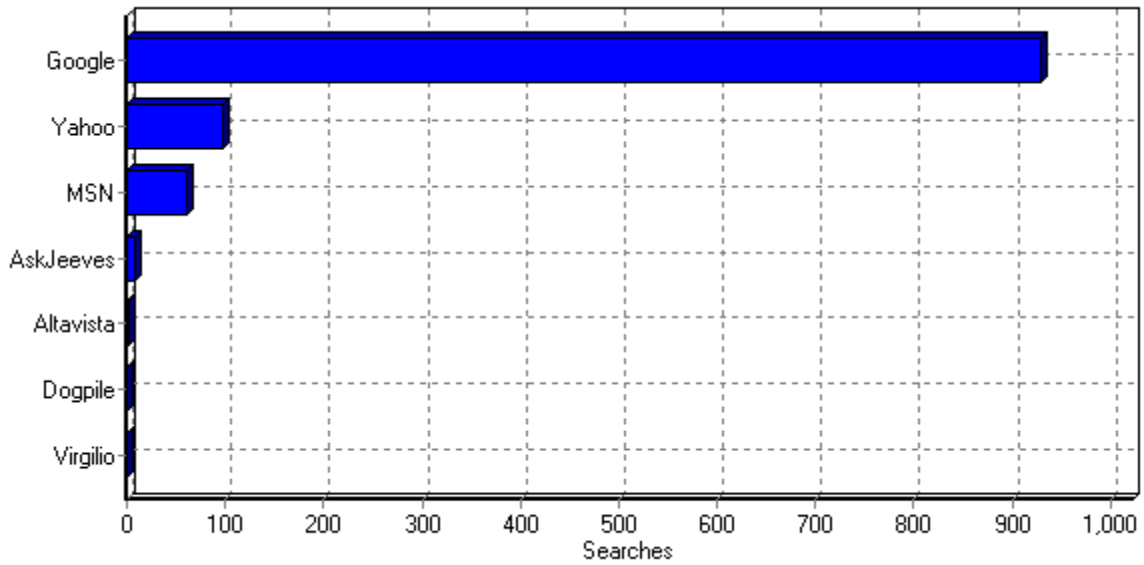
	Country	Hits	Visitors	% of Total Visitors	Bandwidth (KB)
1	India	261,506	8,740	74.12%	2,467,682
2	United States	14,805	2,354	19.96%	359,822
3	Unknown	4,511	162	1.37%	37,763
4	United Kingdom	1,021	96	0.81%	16,166
5	France	868	57	0.48%	8,737
6	Australia	744	32	0.27%	8,024
7	Canada	330	31	0.26%	5,823
8	Israel	58	30	0.25%	395

9	Germany	212	28	0.24%	1,890
10	Hong Kong	212	28	0.24%	1,978
11	Singapore	284	27	0.23%	3,018
12	Japan	391	23	0.20%	3,506
13	Sweden	257	23	0.20%	3,487
14	United Arab Emirates	94	17	0.14%	2,106
15	Saudi Arabia	67	15	0.13%	1,112
16	Pakistan	613	13	0.11%	24,283
17	Switzerland	265	10	0.08%	2,240
18	Ireland	31	7	0.06%	656
19	Netherlands	29	6	0.05%	318
20	Kuwait	54	6	0.05%	2,087
21	Korea, Republic of	56	6	0.05%	373
22	Spain	26	6	0.05%	545
23	Thailand	63	5	0.04%	509
24	China	5	5	0.04%	136
25	Oman	114	5	0.04%	1,480
26	Belgium	55	4	0.03%	416
27	Philippines	61	4	0.03%	684
28	South Africa	15	4	0.03%	499
29	Norway	37	3	0.03%	356
30	Malaysia	37	3	0.03%	523
31	Turkey	5	3	0.03%	137
32	Iran	25	3	0.03%	146
33	Bahrain	19	3	0.03%	187
34	Italy	17	3	0.03%	199
35	Mexico	2	2	0.02%	54
36	Greece	11	2	0.02%	51
37	Taiwan	2	2	0.02%	29
38	Indonesia	42	2	0.02%	241
39	Romania	40	2	0.02%	972
40	Belize	15	1	0.01%	56
41	Cote d'Ivoire	9	1	0.01%	56
42	Slovenia	3	1	0.01%	0
43	Slovakia	9	1	0.01%	55
44	Vietnam	1	1	0.01%	27
45	Antigua and Barbuda	2	1	0.01%	58
46	Argentina	1	1	0.01%	27
47	Trinidad and Tobago	2	1	0.01%	58
48	Austria	1	1	0.01%	27
49	Finland	1	1	0.01%	27
50	Ethiopia	9	1	0.01%	67
	Subtotal	287,037	11,783	99.92%	2,959,110
	Total	287,120	11,792	100.00%	2,960,009

Daily Search Engines



Top Search Engines



Top Search Engines

	Search Engine	Searches
1	Google	930
2	Yahoo	97
3	MSN	61
4	AskJeeves	9
5	Altavista	2
6	Dogpile	1
7	Virgilio	1

Present Status Of the CORE Centre Website

Major Links provided in the CORE Centre Website are the following:

- ◆ Core Achievements
- ◆ Reports & Surveys
- ◆ CCC's Member Activities
- ◆ Consumer Focus
- ◆ Campaigns
- ◆ Consumer Judgments
- ◆ About CCC
- ◆ Test Reports
- ◆ Acts and Rules
- ◆ Frequently Asked Questions
- ◆ Articles
- ◆ Standards
- ◆ Consumer Alerts
- ◆ Press Releases
- ◆ News Desk
- ◆ File A Complaint
- ◆ Discussion Desk
- ◆ Advocacy Campaign
- ◆ Consumer Events
- ◆ Sites of Interest
- ◆ Core Centre Status
- ◆ Publications
- ◆ 4NC of CCC

Other Major Links are:

- ◆ State and District Wise Names and Addresses of the Consumer Forums
- ◆ State and District Wise Names and Addresses of the Consumer Courts
- ◆ State and District Wise Names and Addresses of the Consumer Organizations

Contents:

The Contents of the CORE Website is proposed to be as comprehensive as possible to make it a truly National Resource Centre. These contents are not only in the process of being built up but are also updated as frequently as possible.

MOU's have also been entered into with the 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.

Contents (Pages) As on 31st October 2005

- Articles – 49
- Consumer Focus – 252
- Press Release- 20
- Case Laws - 87,353
- Consumer Studies – 516
- FAQ's – 91
- Legislations – 821
- Rules - 221
- News – 691
- Consumer Alert – 6
- Report & Surveys – 125
- Member Activities – 63
- Advocacy Campaign – 18
- About CCC – 6
- Test Report – 11
- CORE Status – 116
- Publications – 18
- National Conventions- 22

Details of the Content Uploaded on to the CORE Website

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

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ANALYSIS OF THE COMPLAINTS RECEIVED

In the month of October, 1051 Complaints were received from various corners of the country, as against 1115 for the month of September 2005.

Figure-1 shows the comparative picture of complaints received by CORE Centre from 15th March 2005 to 31st October 2005. As will be seen there from that though there has been a steady increase in the number of complaints received, there is a marginal decrease of 5.74% in the complaints received during October as compared to September.

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

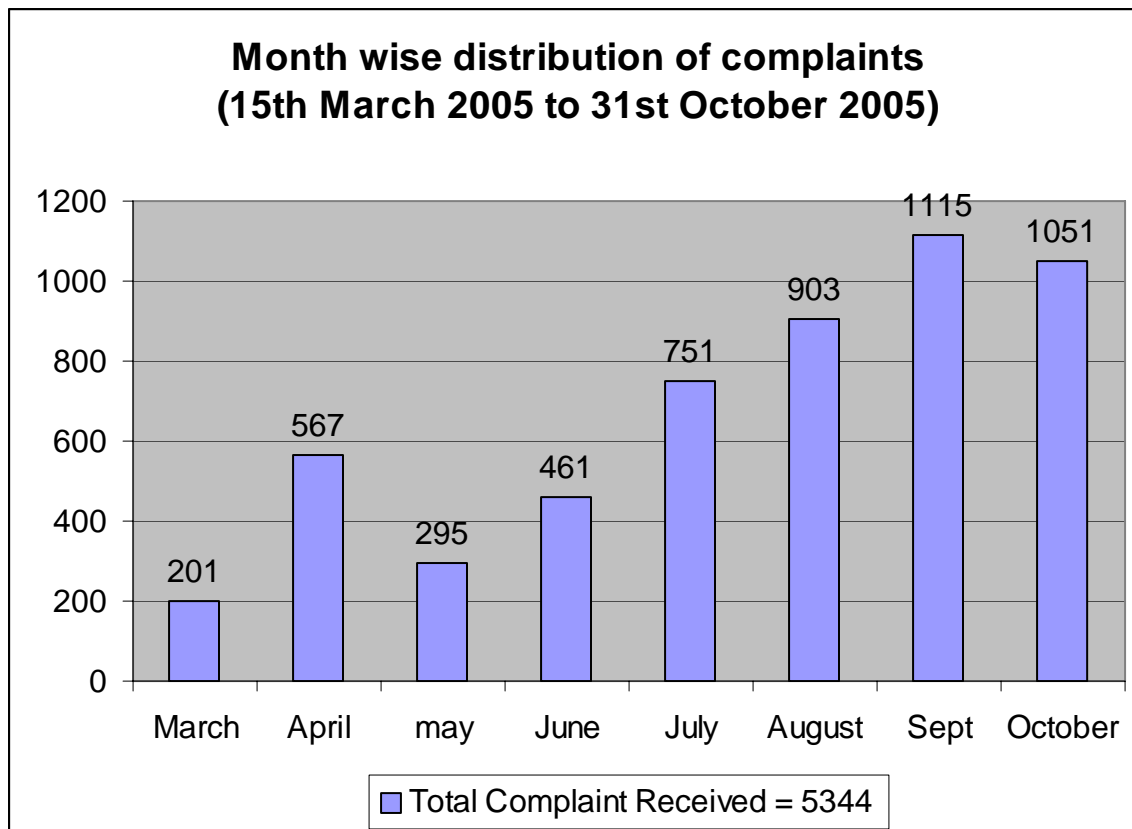


Figure-1

Comparative Geographical analysis of the complaints handled during the months of September & October, 2005 are shown in Table- 1:

GEOGRAPHICAL BREAK OF COMPLAINTS

S. No.	NAME OF THE STATE	COMPLAINTS HANDLED			
		SEPTEMBER 2005		OCTOBER 2005	
		PERCENTAGE	NUMBERS	PERCENTAGE	NUMBERS
1	Assam	1	14	1	15
3	Andhra Pradesh	2	25	1	14
4	Bihar	0	5	1	10
5	Chhattisgarh	1	12	1	6
6	Delhi	33	363	36	361
7	Goa	0	0	0	1
8	Gujarat	5	53	5	45
9	Haryana	7	76	7	65
10	Jharkhand	1	14	1	8
11	Nagalandr	0	0	0	2
12	Kerala	1	9	1	10
13	Karnataka	3	33	1	23
14	Madhya Pradesh	3	29	1	17
15	Maharastra	15	159	12	122
16	Meghalya	0	4	0	1
17	Sikkim	0	1	0	0
18	Orissa	1	9	1	9
19	Punjab	6	64	5	56
20	Pondicherry	0	3	0	2

S. No.	NAME OF THE STATE	COMPLAINTS HANDLED			
		SEPTEMBER 2005		OCTOBER 2005	
		PERCENTAGE	NUMBER	PERCENTAGE	NUMBER
21	Rajasthan	3	31	3	31
21	Tamil Nadu	2	25	3	38
22	Himachal Pradesh	1	8	1	9
23	Uttar Pradesh	9	99	6	63
24	Uttranchal	0	5	1	14
25	West Bengal	6	71	12	129
26	Chicago	0	1	0	0
27	USA	0	1	0	0
TOTAL		100	1115	100	1051

Table-1

As can be seen from **Table-1**, there is a clear demographic distribution of the complaints with Delhi State taking the lead followed by West Bengal & Maharashtra. This distribution also shows that majority of complaints have come from places where advertisements and Publicity of the Consumer Online Resource Centre are frequent.

As can be seen from **Figure-2**, major share of the complaints have come from four states namely Delhi, West Bengal, Maharashtra, Uttar Pradesh and Haryana. Similarly on region wise demarcation, it is seen that complaints from states like Tamil Nadu, Uttaranchal, Nagaland, Bihar, are on the increase.

State wise breakup of Complaints for October 2005

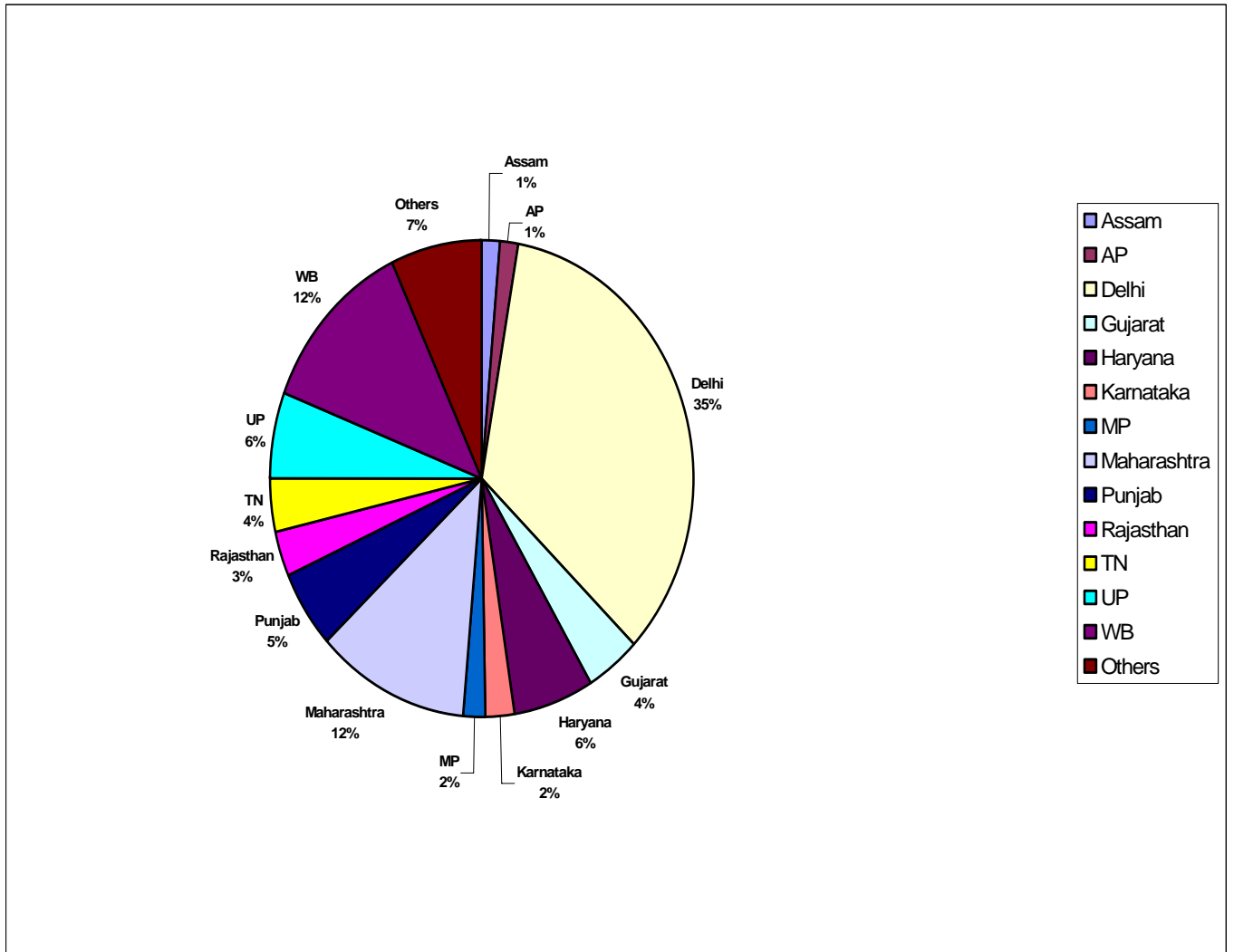


Figure-2

Online Registration & Redressal of Complaints is one of the major day-to-day activities of the CORE Centre.

The procedure followed, to deal with Complaints Registered on the Website directly and received by email as also written complaints mostly forwarded by the Ministry of Consumer Affairs & other sources, is as follows:

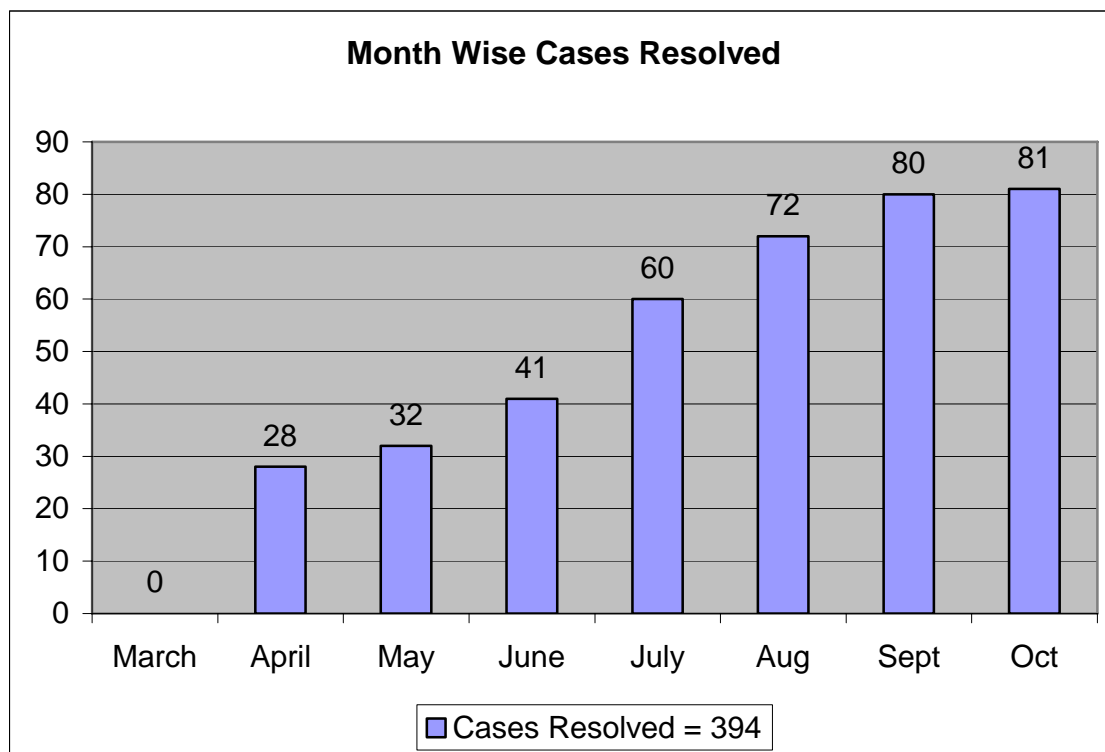
- Stage # 1** : Acknowledgement immediately to the Complainant and forwarding the Complaint with a letter to the Opposite Party within 24 to 72 hours, requesting them to resolve the Grievance/Complaint within 15 days.
- Stage # 2** : If the Complaint is not resolved within 15 days and/or no response is received from the Opposite Party another letter in stronger language is written requesting resolution of the dispute within another 15 days.
- Stage # 3** : If the Grievance/Complaint is still not redressed a final letter is written to the Opposite Party mentioning that their name will be included in a *List* titled “ Beware of such Organisations “ maintained by the CORE Centre and posted on the Website . It is also added in the letter that the Complainant was being advised to take the matter to the appropriate Consumer Court.

As for the Complainant, he is advised that it is up to him to decide, whether he would like to take the matter to the Consumer Court. For this, necessary support by way indication of the procedure and the contact address of the nearest Member Organisation of CCC, who can provide assistance in this regard is also provided to the Complainant.

- Stage # 4:** When a Complaint is happily resolved to the satisfaction of the Complainant, a suitable letter of thanks is written to the Opposite Party as also to the Complainant, thanking him for approaching the CORE Centre and to continue his contacts with the Centre and to subscribe to the Consumer Network Magazine of CCC as also pass on the message to other friends and relatives, who may need assistance.

Thank you letters and letters of appreciation are also posted in the Website by way of success stories for the information those who visit the Website about the achievements of the Centre. A “CORE” + List of 10 best Opposite Parties who have taken keen interest in resolving the Grievance/Complaint is also mentioned and posted on the Website.

Month wise Distribution of Resolved Complaints
From 15th March 2005 to 31st October 2005



Analysis of Complaints remaining unresolved as on 1st November 2005

Table 3 shows details of total number of complaints received till 31st October 2005, total number of complaints resolved, till 31st October 2005 and the balance complaints remaining unresolved as on 1st November 2005.

Table 3

S. No.	Details	Numbers
1.	Total no. of complaint received from 15 th March 2005 to 31 st October 2005	5344
2.	Total No. of complaints resolved till 31 st October 2005	394
3.	Balance no. of complaints remaining unresolved as on 1st November 2005	4950

Table 4 shows stage wise analysis of complaints remaining unresolved as on 1st November 2005.

S. No.	Stages	Numbers
1.	Unresolved complaints which are more than 45 days old (These are complaints received from 15 th March to 15 th September 2005 on which Stage III action has already been taken, as on 1 st November 2005, but are still remaining unresolved)	3275
2.	Unresolved complaints which are between 31 to 45 days old (These are complaints received from 16 th September 2005 to 30 th September 2005 on which Stage III action has already been taken, as on 1 st November 2005, but are still remaining unresolved)	624
3.	Unresolved complaints which are between 16 to 30 days old (These are complaints received from 1 st October 2005 to 15 th October 2005 on which Stage II action has already been taken, as on 1 st November 2005, but are still remaining unresolved)	597
4.	Unresolved complaints which are between 1 to 15 days old (These are complaints received from 15 th October 2005 to 31 st October 2005 on which Stage I action has already been taken, as on 1 st November 2005, but are still remaining unresolved)	454
Total Unresolved Complaints as on 1st November 2005		4950

Figure-4 shows Stage Wise analysis of unresolved complaints as on 1st November 2005

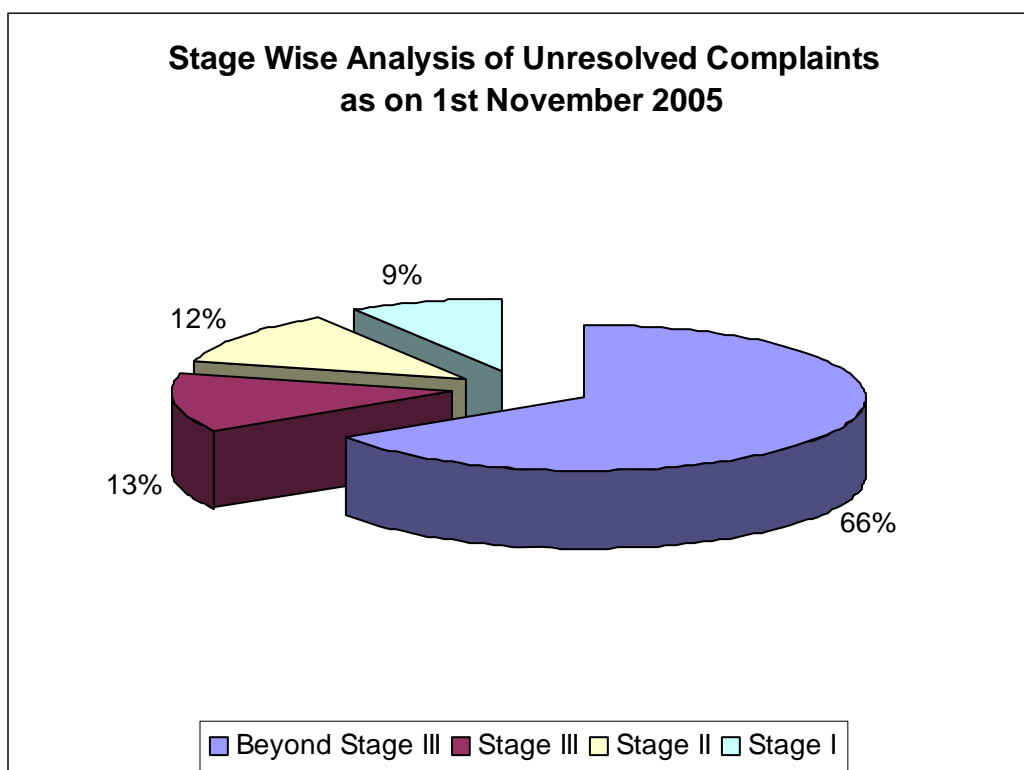


Figure-4

- **Table 4 & Figure 4** shows that there are 66% of unresolved complaints numbering 3275, as on 1st November 2005, which are beyond Stage III.
- In the case of 370 complaints out of the above, relating to M/S Bharti Cellular Ltd., Standard Chartered Bank & M/S NOKIA India Ltd., their names have been posted in a “**Shame List**” under the heading **CONSUMERS BEWARE**, in the CORE Centre website, after writing a final letter to the head of the companies concerns. http://www.corecentre.org/core_achivements
- Further possible course of action is to bring together, the defaulting parties and the complainants in suitable groups for an on the spot resolution of complaints to the extent possible, in a workshop.
- Now that we have completed 6 months, the pending complaints are proposed to be analyzed product /service wise, company/organization wise, for organizing a workshop.
- A suitable software is also proposed to be developed for easy stage wise analysis of both resolved & unresolved complaints as also categorizing them suitably.

SUBJECT WISE BREAK UP OF COMPLAINTS

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

- Services
- Products
- Telecom
- Banking & Insurance
- Miscellaneous

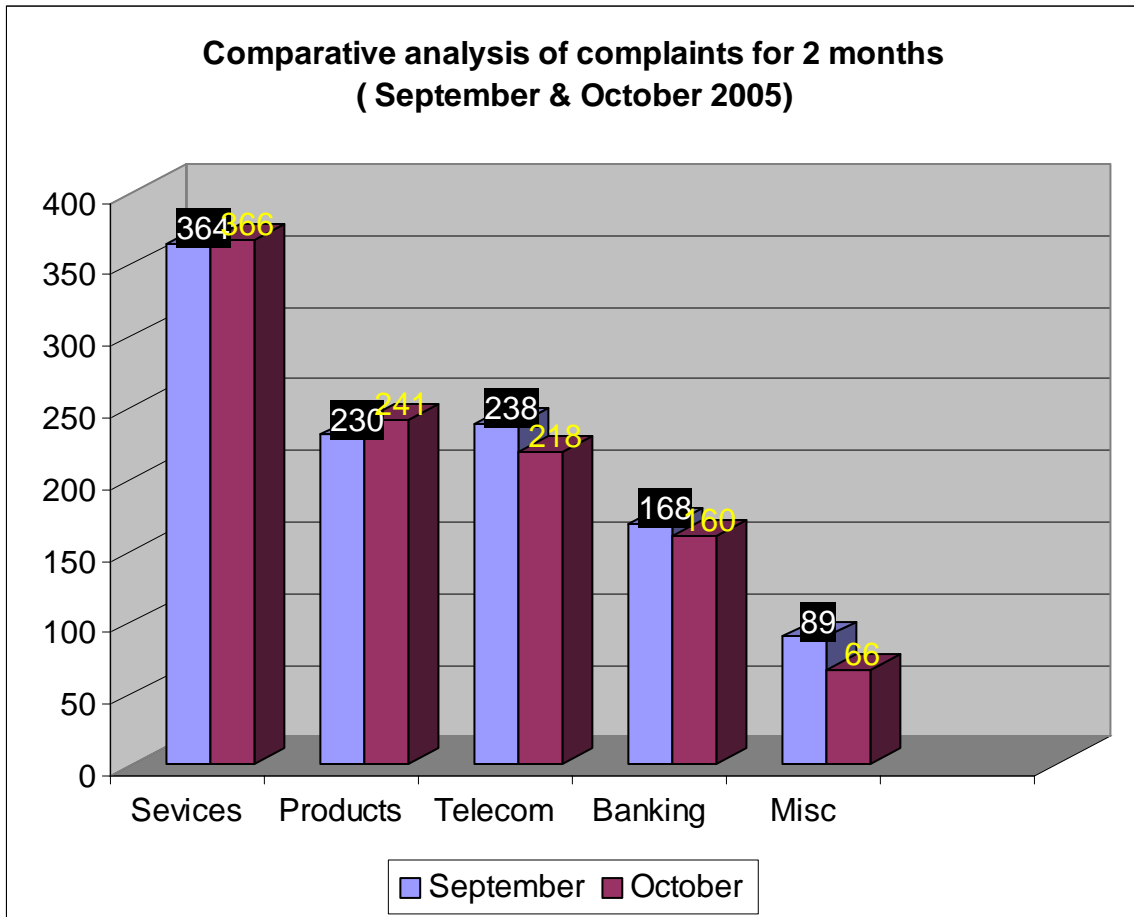


Figure-4

As can be seen from the **Figure 4 and 5**, highest percentage of complaints is from the Services category. Product Category shows an upward percentage trend in October, while the trend in the Banking & Product sector shows a downward trend.

As is apparent, owing to the consumerism, there appears to be some fall in complaints from Banking Sector, which entails in its ambit various consumer items. However, another area, which is showing an increased trend is the Product and the Service industries, is of concern and may need more emphasis in the future.

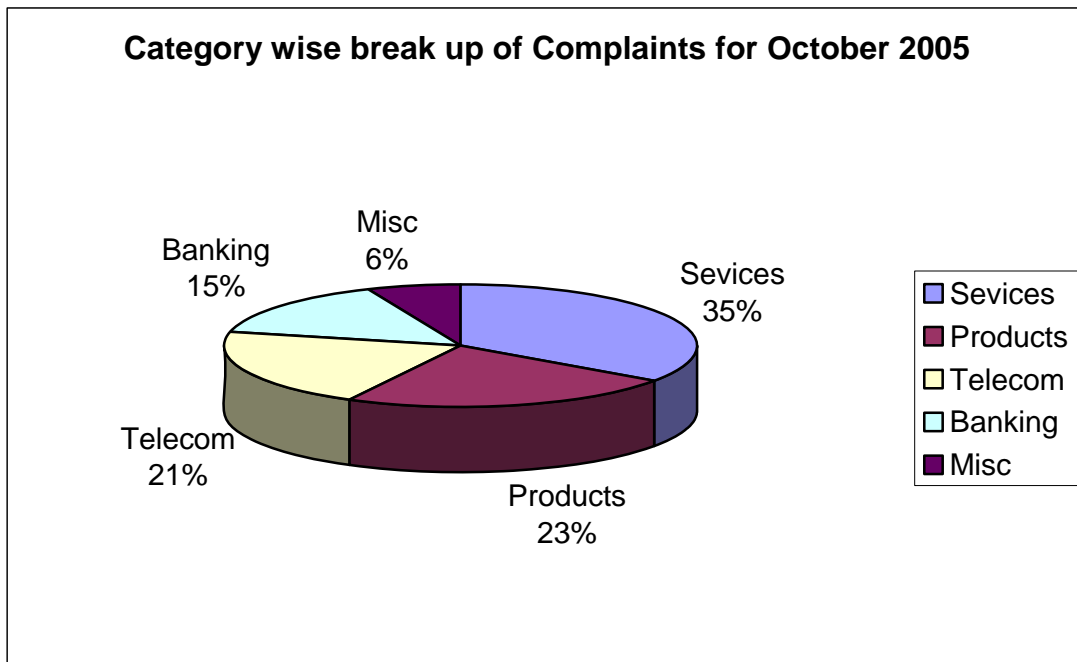


Figure-5

The further breakup of complaints within each sector is as follows:

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

Table-2

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

Table-3**INSURANCE**

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

Table-4**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

Table-5**OTHER RELEVANT AREAS****ELECTRICITY**

BSES, MSEB, DESU, GSEB

- BILLING
- DEFICIENCY IN SERVICE

EDUCATIONAL

NIIT, IGNOU, MEDICAL

- FEES
- DEFICIENCY IN SERVICE BY TEACHERS
- DELAYED SESSION

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.

MEDICAL

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

- MEDICAL NEGLIGENCE
- CORRUPTION BY HOSPITAL STAFF
- BILLING

POSTAL & COURIER SERVICES

GPO, BLAZE FLASH, DTDC

- DELAY
- ITEMS LOST

CONSTRUCTION

DDA, GDA, HUDCO

- FRAUD
- CHEATING
- ILLEGAL CONSTRUCTION
- DEFICIENCY IN SERVICE

FREQUENTLY ANSWERED QUESTIONS (FAQ'S)

LEGAL

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

BIS

- 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.

OMBUDSMAN (BANKING & INSURANCE)

- THE ROLE PLAYED BY OMBUDSMAN
- ADDRESS

LPG, PETROL (HPCL, INDIAN OIL, BPCL)

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

VAT

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

RECEIPT

- 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.

CORE Staff Strength

The total staff strength, as on 1st November 2005 is 11. This consist of eight Managers handling complaints, a Program Executive handling Contents of the CORE Centre Website and compiling the Consumer Network Magazine, Manager Technical who takes care of the Technical expertise and the Chief Operating Officer who ensures that the work runs smoothly under his guidance.

Besides these, there is an Accounts/Administrative Officer, an Accountant, A Computer Executive, Office assistance, a caretaker, a Driver and a part time cleaner.

OUR REWARDS

We have received number of appreciation letters from the consumers whose grievances have been resolved amicably through Consumer Online Resource and Empowerment (CORE) Centre as also from those whose redressal is in process, for taking prompt action on their complaints. The opposite parties have also been responding positively and promising further support in resolving complaints referred to them by us. Such responses have encouraged us in our efforts. We consider this as our reward for our efforts. Some of the letters of appreciation/thanks are annexed for information. **(Annexure-3)**

ANNEXURE- 1

List of the Contents Uploaded On the Website

Sl. No.	Name of the Document	Type of the Document	Source of the Document	Content (In Pages)
JUNE 2005				
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	4
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	2
3.	Service Model on Solar Geysers and Cookers In the States of Gujrat and Maharashtra, India 2005"	Reports and Survey	Survey Conducted By CCC in association with Maharashtra Govt. and Mumbai Grahak Panchayat	72
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	5
5.	CONSUMER FORUM CHANDIGARH celebrated "World Consumer Rights Day – 12 th to 15 th March, 2005"	Member Activities	Consumer Forum Chandigarh	14
6.	BHAVNAGAR GRAHAK SURAKSHA MANDAL celebrated "World Consumer Rights Day on 15 th March 2005"	Member Activities	Bhavnagar Grahak Surakhsha Mandal,	7
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	9

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	4
9.	"CERS Opposes Move to Change Power Tariff for Schools "	Press Release	CERC Ahmedabad	1
Total Number of Pages			118	
JULY 2005				
10.	294 th Monthly Meeting of the CONSUMERS FORUM, Chandigarh held on 25th June, 2005	Member Activities	Consumer forum Chandigarh	3
11.	Power Supply Restores to Ashram and 24 Others	Press Releases	CERC Ahmedabad	1
12.	Banking Ombudsman- A Cure To Deficiency In Banking Services	Consumer Studies	Website of Reserve Bank of India	7
13.	CERC Urges RBI to Direct Banks to Protect Customers in Bank Premises	Press Release	CERC Ahmedabad	1
14.	Fifth State-level Conference A Report by FEDCOT	Report and Surveys	FEDCOT, Tamilnadu	11
15.	Article on "Good Governance through protecting Consumer Rights"	Article	Prof S. S Singh, Prof. Of Justice & Administration, IIPA	3
16.	Banking Ombudsman	FAQs	Website of Reserve Bank of India	3
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	17
Total Number of Pages			46	

AUGUST 2005				
18.	Public Interest Litigation	Article	Shri V. S Vadivel , FCA ACS, Chartered Accountant, Chennai	3
19.	“The Right to Information Act, 2005”	Rules and Acts	The Gazette of India	26
	About Consumer Coordination Council	About CCC	CCC	2
20.	Frequently Answered Questions On PIL	FAQs	Human Touch March 2005	3
21.	Latest TRAI Guidelines	Consumer Alert	Money Magazine	1
22.	CORE Centre Project	About CCC	CCC	4
23.	CORE’s Monthly Report of July 2005	CORE Status	CCC	31
24.	Memorandum of Understanding between CASE, Singapore and CCC, India	CORE Achievements	CCC	2
25.	Report on the First National Convention 1999 of CCC	National Conventions	CCC	2
26.	Report on 2 nd National Convention 2001 of CCC	National Conventions	CCC	1
27.	Report on the 3 rd National Convention 2003 of CCC	National Conventions	CCC	2
	Total Number of Pages		77	
SEPTEMBER 2005				
28.	National Rural Health Mission (NHRM): Will it Make A Difference? - Article 4P	Article	National Rural Health Mission : Indian Pediatrics 2005 42:783- 786 Submitted by Dr. Umesh Kapil, Public Health Nutrition, Dept of Human Nutrition	4
29.	Indian Oil: LPG Services	FAQs	Website of Indian Oil: www.iocl.com	4
30.	Improved Service Delivery and Role of NGOs	Reports and Surveys	Department of Administrative Reforms	42

	Role of NGOs		and Public Grievances, Ministry of Personnel, Public Grievances and Pensions, Govt. of India	
31.	Photographs of the Inaugural Function of the 4 th National Convention, 2005	National Conventions	CCC	11
32.	Photographs of the Overseas Invitees Participated in the National Convention	National Conventions	CCC	6
33.	Country wise International Speed Post Rates (Merchandise), Govt of India	Consumer Alerts	Express Mail Services-Speed Post	2
34.	Country wise List of International EMS Speed Post Tariff	Consumer Alert	Express Mail Service	3
35.	Comparing the Life Insurance Products in the Indian Market: A Consumer Perspective	Consumer Studies	R. Rajagopalan, Dean(Academic Affairs) T.A Pai Management Institute Manipal- 576104	16
36.	CORE Activity Report for the Month of September 2005	CORE Status	CORE Team, CCC	43
37.	Public Audit and the National Mission of Developed India	Publications	Speech of the President of India at Vigyan Bhawan	18
38.	Meter Testing Campaign	Campaigns	Guidelines given by the Electricity Department, Govt. of India	4
39.	Court Fee Applicable to Consumer Complaints	Consumer Studies	International Consumer Rights Protection Council	2
	Total Number of Pages		155	
OCTOBER 2005				
40.	CORE Activity Report for the Month of September 2005	CORE Status	CORE Team, CCC	42