



Core centre
Consumer Online Resource & Empowerment Centre

Monthly Report, For August 2006

**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)



**Chairman, CCC
Prof. Durai Singham**



Highlights

- ✓ Over 45 Lac hits received from 50 countries across the globe to www.core.nic.in till date
- ✓ Over 14.8 Lac Requests
- ✓ Over 2.8 Lac visits
- ✓ 3900 Subscribers of CORE Centre E-Newsletter
- ✓ Over 17 Thousand Complaints received from 15th March 2005 to 31st August 2006 from all parts of India as also from abroad
- ✓ Total 2458 complaints (14.43% of all complaints handled) were resolved by CORE Centre from 15th March 2005 to 31st August 2006
- ✓ For August 2006 121,120 hits, 368 requests, 16,941 visits respectively
- ✓ Top 10 most popular Search Engines are able to identify key words relating to CORE Centre
- ✓ 1424 Complaints received in August 2006



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Preface

About CCC

Consumer Coordination Council (CCC) is a National Coalition of over 57 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 registered under the Societies Registration Act, and 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.

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 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.

The CORE Centre was located in the premises of the National Institute of Training for Standardization of BIS, Sector-62, NOIDA, 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 CCC with the Ministry has also entered into Memorandum of Understanding (MOU) 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 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.

PROPOSED ACTION PLAN FOR GENERATING REVENUE FOR CORE PROJECT AND TO MAKE IT SELF RELIANT

Paragraphs 8 & 9 of the MOU entered into by CCC with the Ministry of Consumer Affairs, Food & Public Distribution read as follows: -

- “8. *The Second Party shall make every effort to make the project self supporting to the maximum extent within the project period of 5-years and in any case ensure that the project becomes fully self supporting commencing from the 6th year, by generating sufficient revenue on its own from the project.*
9. *The Second Party shall report regularly to the First Party about the status of progressive self-reliance of the CORE Centre.”*

CORE Project has completed 17 months since its inauguration on 15th March 2005. As such the project is now at take off stage of implementations and is getting geared for realizing its full potential. The process of migrating the CORE Website and its database from a private server where these are presently located to the NIC Server is nearing completion. Substantial improvement to the CORE Website is under way in gradual manner.

We have **ten subscribers** to CORE Centre who have registered themselves by paying an Annual Subscription of Rs.2200 for accessing our Website. There have been 5 additions during last two months. It is expected that with restructuring now under way will attract more subscribers on account of value addition.

The following are some tentative proposals under consideration for raising revenue for the project: –

- Holding of discussions with the National Consumer Disputes Redressal Commission and the Ministry of Consumer Affairs to enable the CORE Website to act as a Resource Centre and Database for the National Commission for accessing of Legal Information & Judgments. Initiative in this regard will be taken after transfer to the NIC Server is completed. Suitable financial arrangement in this regard will also be worked out thereafter.
- Similar proposals for linking the State Commissions are also under consideration with landmark judgments of Apex Court, NCDRC & HCs etc. being available now or in near future. We propose to create value for reader for including all judgments and making composite set available on payment .
- Though currently the Weekly/Fortnightly/Monthly/Quarterly Newsletters are accessible free of cost, possibility of making selected links available to members or on payment of subscription is also being examined and is awaiting technical up gradation.
- Presently, complaints are being handled free of cost. However, the rate of resolving of complaints is still not sufficiently encouraging and those whose complaints are not resolved are advised to take the case to Consumer Forum. Holding face-to-face meetings with service providers/ manufacturers to improve the results before the last step of filing complaints in consumer forum is taken is on the anvil. Two State Governments, viz Andhra Pradesh and Tamilnadu have been approached to translate selected portions of the website with a view to improving our outreach and provide facility for filing complaints in these languages on pilot basis. We have also written to Ministry for help in getting the website and selected links into Hindi, but have decided to set the ball rolling by doing translation ourselves under “Content” budget.



- MOU entered into with a Technology firm viz Mobile Mantra to automate and improve the process of handling complaints and exploring avenues for raising revenues to make the project self sustainable, led to an agreement , which was signed in July, but is being recast as per suggestions of Governing Council of Consumer Coordination Council.
- Possibility of providing Consultancy Services, for generating data and for research on various consumer issues, proposed to be explored is expected to take shape once the recast of website is over in a couple of months.
- These initiatives are expected to lead to successful launch of levying a handling fee as well.
- CCC had entered in the MOU with 29 member consumer organisations for providing contents and interesting activities related to CORE project. The MOU was reviewed and its scope expanded with approval of Governing Council members of CCC so that members can take up relevant activities on a wider scale and also add to the content portion of Consumer Network magazine and CORE website.



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

The procedure followed, in dealing 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 known to the Ministry. A few changes have been made as follows:

Stage # 1: Acknowledgement is sent immediately to the Complainant and the complaints are sorted according to sectors, such as services, white goods etc. and sent to designate Complaint Managers.

Stage # 2: If the Grievance/Complaint is still not redressed, a final letter was being 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. ***However, it was noticed that often the same respondent would act favourably in some cases while others met a different fate. It has now been decided to work out a formulation in consultation with Voice Society and NCH, with whom we have an MOU, to work out a more rational system.***



Online Database/Portal:

MONTHLY SUMMARY OF HITS, VISITS, REQUESTS etc. TO THE CORE CENTRE

Cumulative Number of Hits, Visits, Requests Etc. to the CORE Centre from 15th March 2005 to 31st August 2006.

1.	Total Number of Hits	45,78,825
2.	Total Number of Requests	14,87,431
3.	Total Number of Visits	2,81,829
4.	Average No. of Requests per visit	5:28
5.	Average Visit Duration (in Minutes)	00:04:43

Highest Number of Hits, Visits, Requests Etc. to the CORE Centre was in the Month of December'05

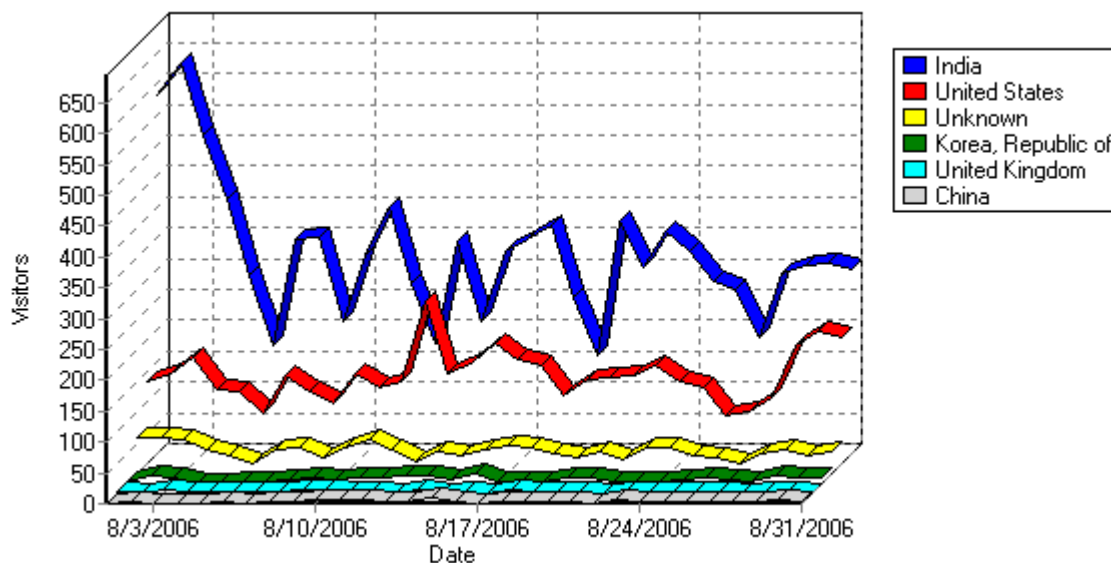
1.	Hits	373,580
2.	Requests	118,619
3.	Visits	16,562
4.	Average No. of Requests per visit	7:61
5.	Average Visit Duration (in Minutes)	00:05:01

Last Two months comparison of Hits, Visits, Requests Etc. to the CORE Centre

		July 2006	August 2006
1.	Hits	296,037	121,120
2.	Requests	77,455	368
3.	Visits	18,420	16,941
4.	Average No. of Requests per visit	4.2	--
5.	Average Visit Duration (in Minutes)	00:04:39	00:04:43

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 Countries Activity
Figure1**



Figures 1 show interesting statistics regarding the countries from which access were made to the CORE Centre website. Since as many as 50 countries are listed, it can be inferred that the CORE Centre website is becoming popular. Incidentally there are substantial visits from the United States.

**Top Search Engines
Table 1**

	Search Engine	Searches
1	Google	3,919
2	Yahoo	185
3	MSN	62
4	AskJeeves	12
5	Search.com	5
6	Tiscali	1
7	AOL	1
8	Seznam	1
9	MetaCrawler	1
10	Altavista	1
	Total	4,188

Table 1 show that 10 most popular Search Engines are able to identify key words relating to CORE Centre website & enable visitors to access it easily. This we consider as a measure of the visibility & popularity of the CORE Centre website.

National Resource Centre:

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
- ◆ Press Releases
- ◆ News Desk
- ◆ File a Complaint
- ◆ Discussion Desk
- ◆ Advocacy Campaign
- ◆ Consumer Events
- ◆ Sites of Interest
- ◆ Core Centre Status
- ◆ Publications
- ◆ 4NC of CCC
- ◆ MOU
- ◆ Consumer Alerts

Other Links are:

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

However the website is being restructured in collaboration with technology partners, M/s MM, to bring about corrections, reorganizing links and making it more attractive. This work is expected to be completed by September 06, barring periodical updating.

The new feature added that of receiving queries online and providing response within a specified time limit has generated fair number of queries during June and were promptly replied. Numbers of queries received during August 06 was 89. This has also helped us to identify issues to be added to the list of FAQs and links in respect of areas of interest to our readers and visitors. This is also a part of website restructuring.



New Contents (Pages) added in August 2006

CORE Status:	45 Pages
Consumer Article:	2 Pages
Publications:	6 Pages
Consumer Alert:	1 Page
Newsletter Archive:	4 Pages

Newsletter Service:

Currently the Weekly/Fortnightly/Monthly/Quarterly Newsletters are accessible free of cost in CORE Centre. The list of Newsletters is uploaded onto the CORE Website, in the following link <http://www.corecentre.org/quest/newsletter/> . At present **3900** subscribers are registered themselves for accessing CORE Centre E-newsletter. August 2006 issues of E-newsletter are enclosed as **Annexure – 1**.

Online Complaint Registration & Mediation Mechanism

In the month of **August 2006**, **1424** Complaints were received from various corners of the country, as against 1077 for the month of July 2006.

Figure-2 shows the comparative picture of complaints received by CORE Centre from 15th March 2005 to 31st August 2006. As will be seen there from, though there has been a steady increase in the number of complaints received from 15th March 2005 onwards, there are small variations in the numbers in between the months. This reflects the impact of advertisements being issued by the Ministry of Consumer Affairs, Govt. of India.

Comparative analysis of the complaints received from 15th March 2005 to 31st August 2006.

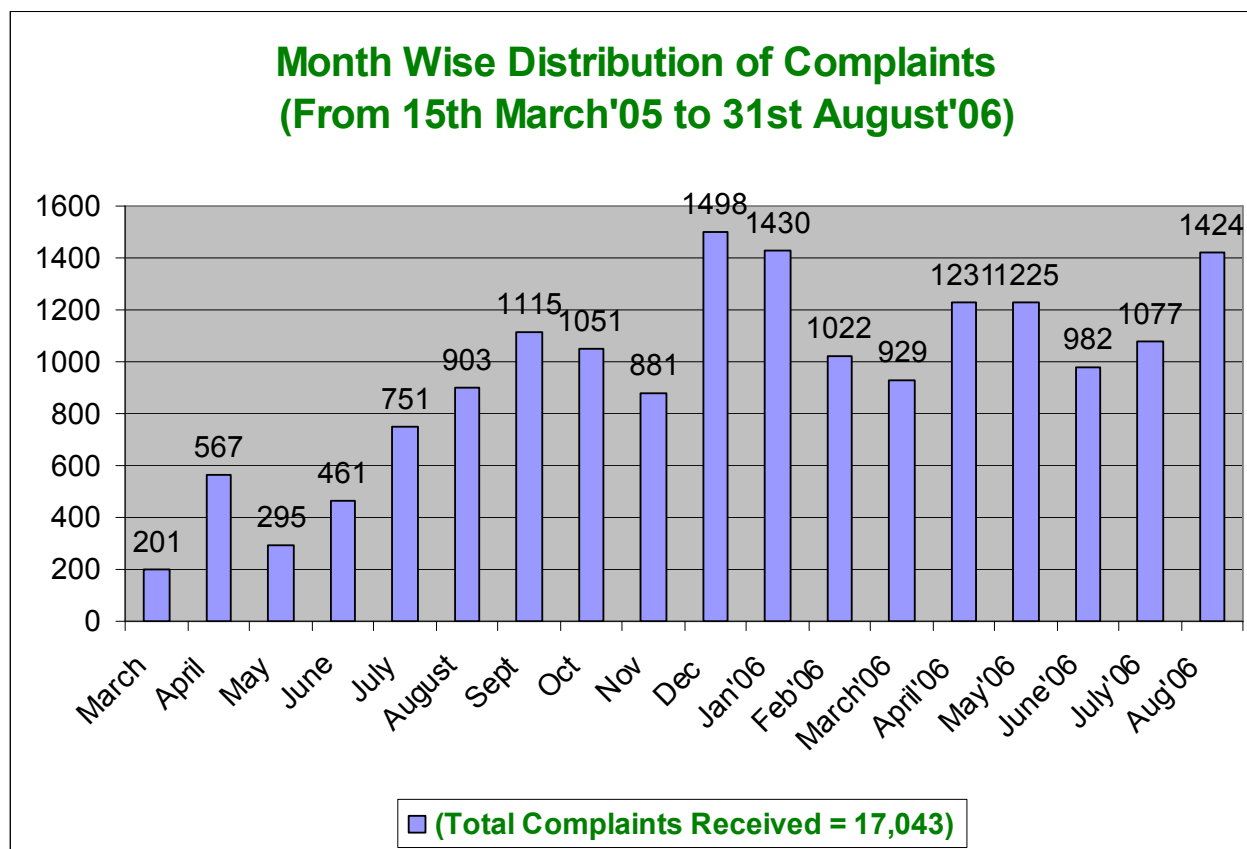


Figure-2

State wise breakup of Complaints

Total Complaints Received in August 2006 – 1424

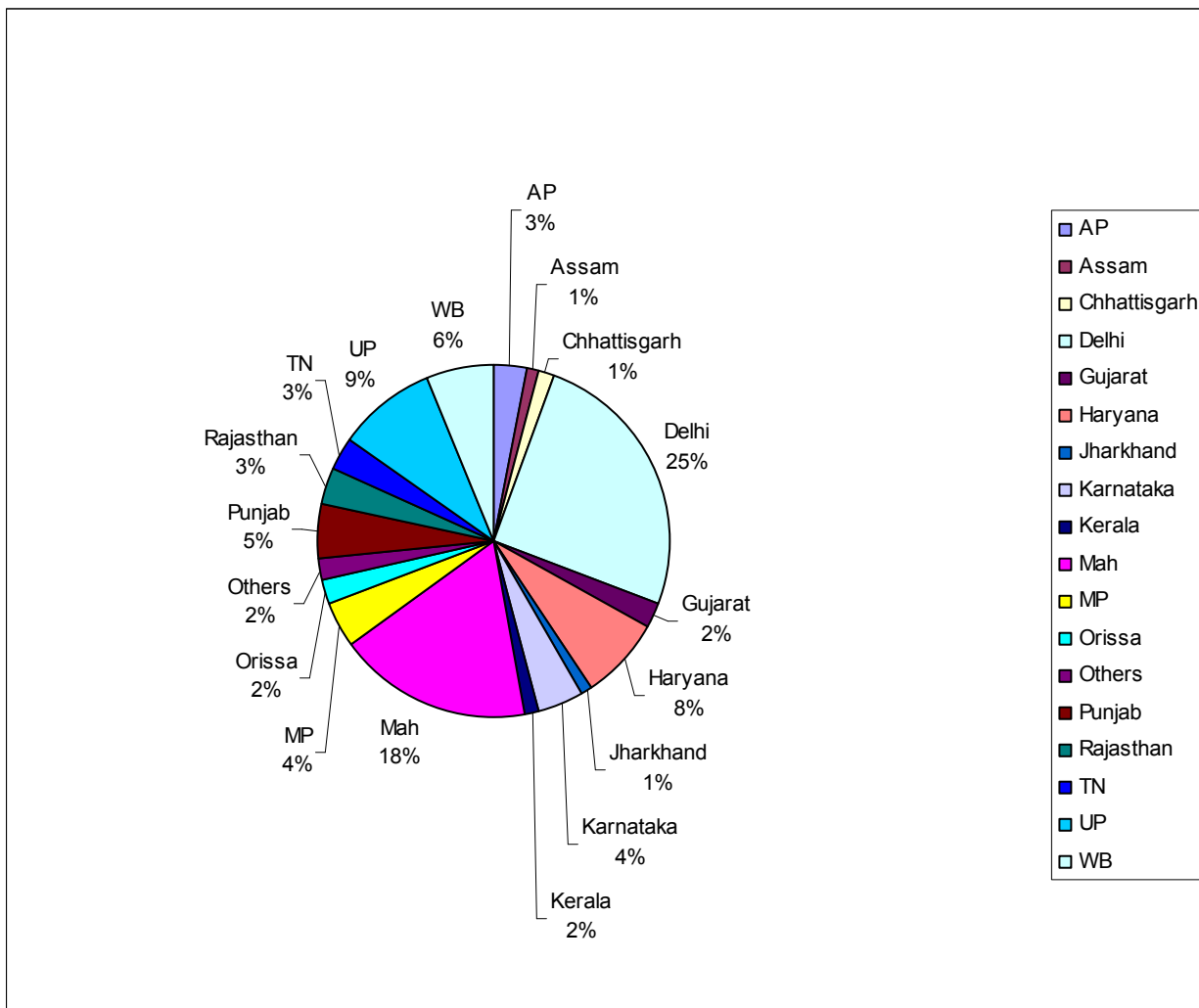


Figure-3

Analysis of Complaints remaining unresolved as on 1st September 2006

Table 2

S. No.	Details	Numbers
1.	Total no. of complaint received from 15 th March 2005 to 31 st August 2006	17043
2.	Total No. of complaints resolved till 31 st August 2006	2458
3.	Balance no. of complaints remaining unresolved as on 1 st September 2006	14585

Table 3 shows Stage wise analysis of complaints remaining unresolved as on 1st September 2006.

S. No.	Stages	Numbers
1.	Unresolved complaints which are more than 45 days old (These are complaints received from 15 th March to 31 st June 2006 on which Stage 3 action has already been taken, as on 1 st September 2006. If responses are still received from the opposite party, they will be dealt with appropriately)	12769
2.	Unresolved complaints which are between 31 to 45 days old (These are complaints received from 16 th July 2006 to 31 st July 2006 on which Stage 3 action has already been taken, as on 1 st Sept 2006, and response is awaited)	462
3.	Unresolved complaints which are between 16 to 30 days old (These are complaints received from 1 st August 2006 to 15 th August 2006 on which Stage 2 action has already been taken, as on 1 st September 2006, but are still remaining unresolved)	575
4.	Unresolved complaints which are between 1 to 15 days old (These are complaints received from 16 th August 2006 to 31 st August 2006 on which Stage 1 action has already been taken, as on 1 st September 2006, but are still remaining unresolved)	779
Total Unresolved Complaints as on 1st September 2006		14585

Table 3

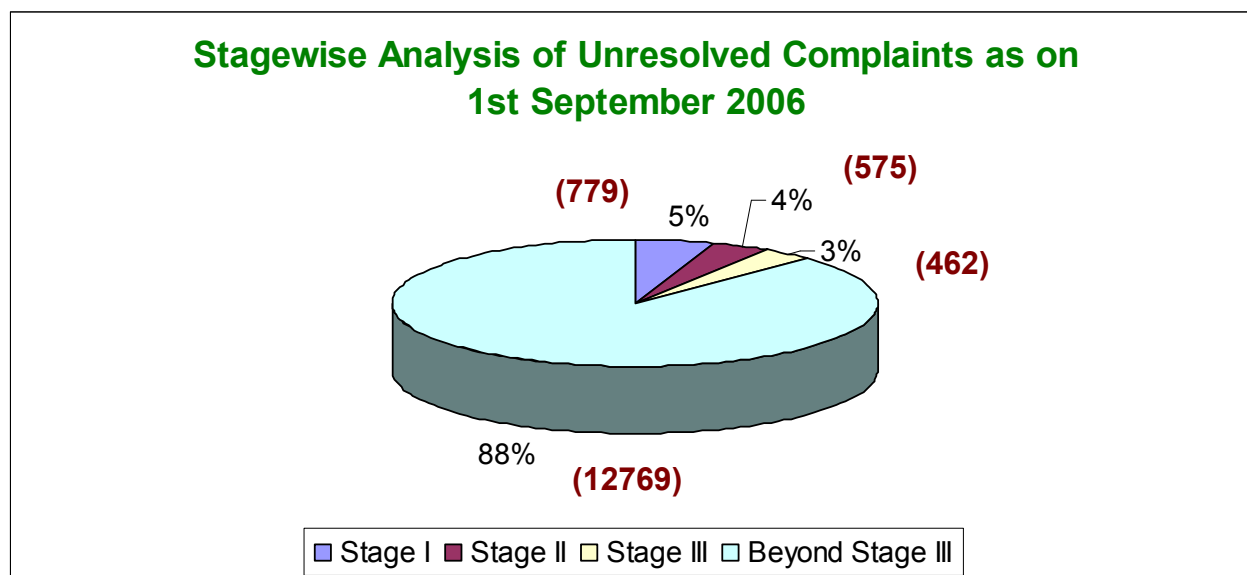


Figure-4

SUBJECT WISE BREAK UP OF COMPLAINTS

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

- Services
- Products
- Banking
- Telecom
- Miscellaneous

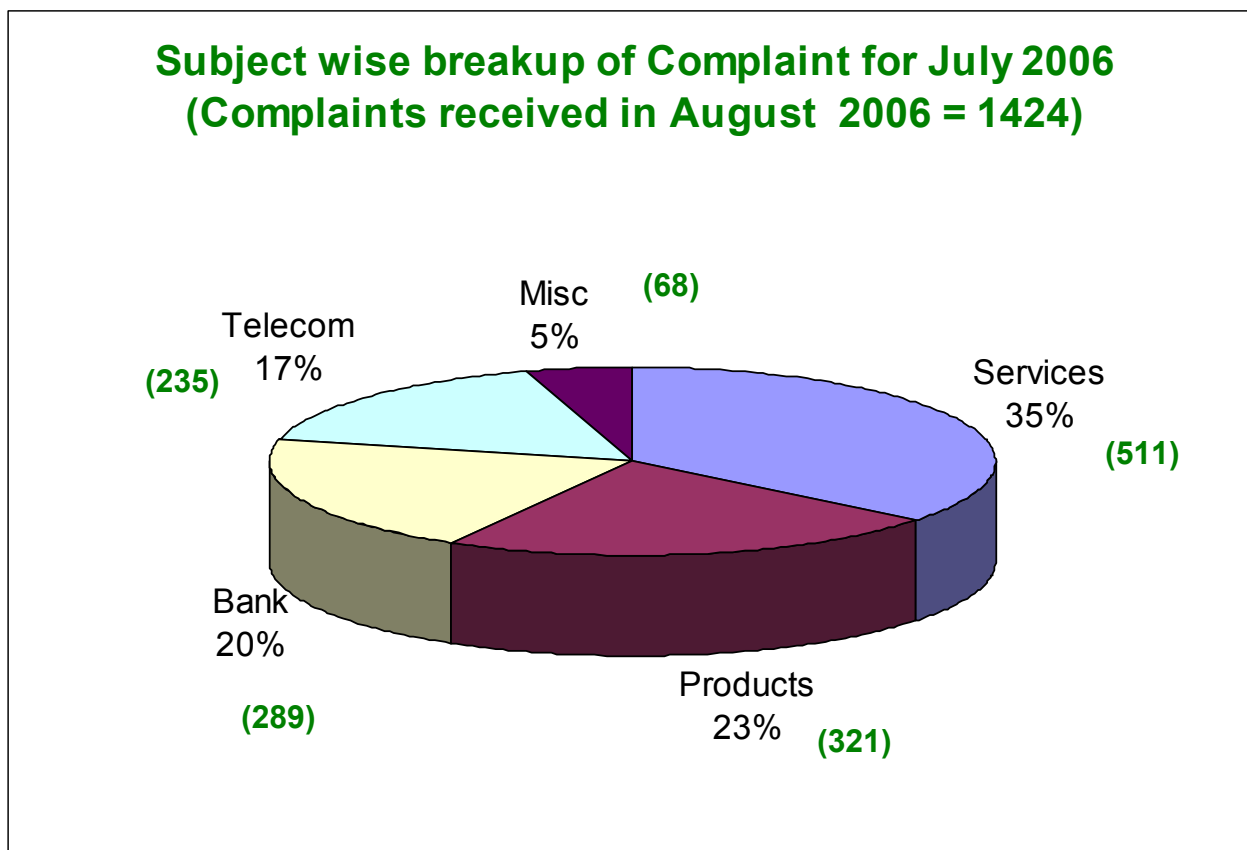


Figure-5

As can be seen from Figures 5, highest percentage of complaints is from the Services & Product category.

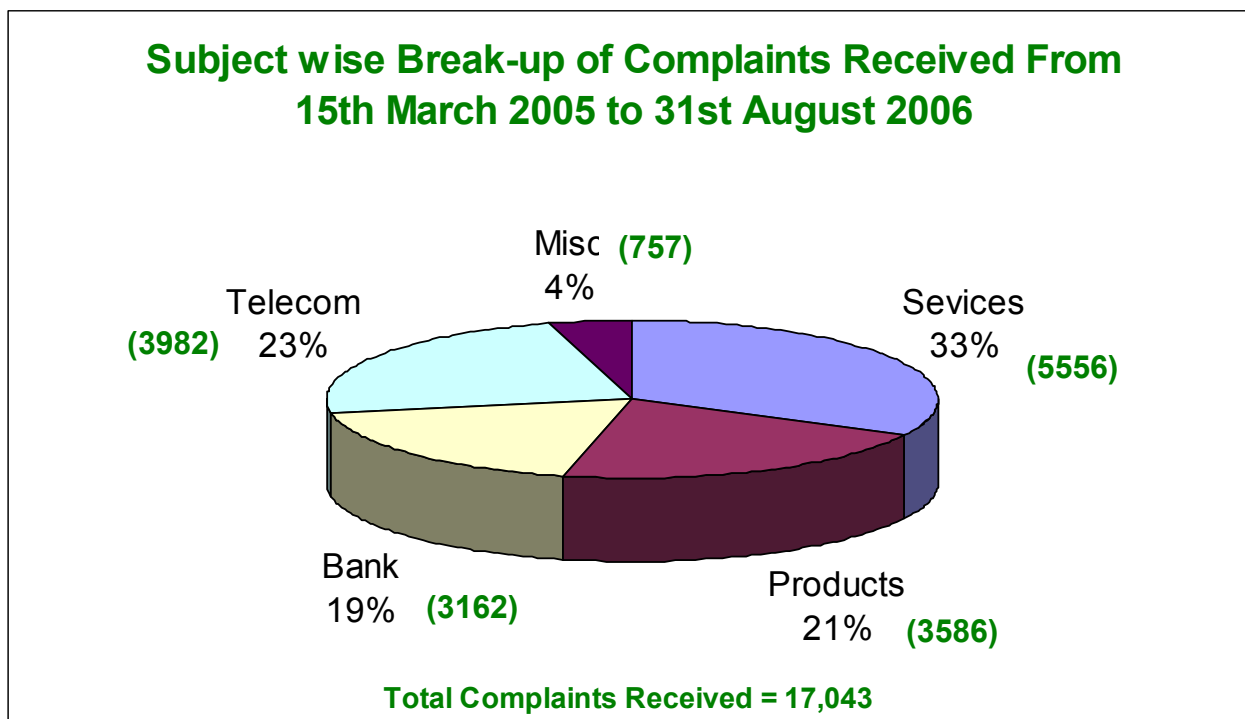


Figure-6

Figure 6 shows the Subject wise breakup of the total complaints received from 15th March 2005 to 31st August 2006

CORE Staff Strength

The total staff strength, as on 31st August 2006 is 9. This consist of seven Managers handling complaints, a Program Executive handling Contents of the CORE Centre Website and compiling the Consumer Network Magazine, a Manager Technical who takes care of the Technical expertise & ensures that the work runs smoothly. Besides these, there is a Director, Jt. Director, Accounts/Administrative Officer, an Accountant, A Computer Executive, Office assistant, a Caretaker, a Driver and a part time cleaner.

OUR REWARDS

We have been receiving a 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 received in August'06 are annexed for information. **(Annexure-2)**



Meetings Attended by Senior Officials of
CORE Centre and Office bearers of CCC in August 2006

Sl. No.	Organization	Subject of Meeting	Date	Place	Attended by
1	M/o Consumer Affairs, New Delhi	Multi Media Committee Meeting	Wednesday, 2 August 06	Krishi Bhawan, New Delhi	Arun Kumar, Director
2	Bureau of Indian Standards, New Delhi	Meeting Notice for first Meeting of Social Responsibility Sectional Committee, MSD10	Thursday, 3 August 06	Manak Bhawan, Bureau of Indian Standards, 9 Bahadur Shah Zafar Marg, New Delhi-2.	Arun Kumar, Director
3	VOICE, New Delhi	Talk on the subject "Jago Grahak Jago"	Friday, 4 th August 06	At India Habitat Centre, Gulmohar Hall.	CORE Presentation given by Shri Ashok Chandra & Anurag
4	Bureau of Indian Standards, New Delhi	Meeting with Head of Department from ISO – Social Responsibility Sectional Committee	Wednesday, 9 August 06	Manak Bhawan, New Delhi	Arun Kumar, Director
5	National Consumer Dispute Redressal Commission	Meeting regarding	Thursday, 17 August 06	New Delhi	Arun Kumar, Director
6	-	Meeting regarding Agreement with MM	Friday, 18 August 06	K.G. Marg, New Delhi	Arun Kumar, Director
7	BSNL, Noida	Meeting with GM Telephones, BSNL	Monday, 21 August 06	BSNL, Noida	Arun Kumar, Director
8	NIC, New Delhi	Meeting regarding CORE Services	Tuesday, 22 August 06	NIC, New Delhi	Arun Kumar, Director
9	Secretary Chemicals	Meeting regarding Drug Policy	Tuesday, 22 August 06	New Delhi	Arun Kumar, Director
10	VOICE, New Delhi	Seminar on Quality of Banking Services in India	Saturday, 26 th August 2006	Habitat Centre, New Delhi	Arun Kumar, Director
11	-do-	Meeting regarding Banking Services	Monday, 28 August 06	New Delhi	Arun Kumar, Director
12	-do-	Meeting regarding CLAAP Project	-do-	New Delhi	Arun Kumar, Director

ANNEXURE -1

(Electronic Newsletters of August 2006)

Your E-Newsletter

Dear CoreUser,

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

Happy Reading.

CONSUMER FOCUS ↓



UNSAFE DRUGS - CURE AT WHAT COST?

Research has shown that many of the drugs in the market (irrespective of whether they are over-the-counter drugs or prescription drugs) have several unintended side effects on innocent patients. But what is most disconcerting from a consumers point of view is that the safety recommendations given by manufacturers and 'drug-bans' appear to be relevant only for drugs and pharmaceutical products in the export market. Drugs banned in several countries are openly available in India. Potential health risks to the domestic consumers continue to be discounted. Read more...

- ▶ [Drugs & Medicines - Need for Better Surveillance in Consumer Interest](#)
- ▶ [The National Pharmacovigilance Advisory Committee](#)
- ▶ [Internationally Banned Drugs Available In India](#)
- ▶ [Supreme Court - Directions on Dangerous Drugs](#)
- ▶ [Heavy Metal in Drugs - Varying Standards for Local and Overseas Patients](#)

CONSUMER NEWS ↓

- ▶ [B'bay HC Tells Broadcasters to Give Undertaking](#) (Thursday, August 31, 2006)
The Bombay High Court has directed broadcasters to give an undertaking that they will abide by the December 21, 2005 court order.
- ▶ [Medical Negligence Case: Justice After 17 years](#) (Sunday, August 27, 2006)
A 17 year-long battle against medical negligence has been won with the National Consumer Commission directing a Kerala-based hospital to pay a compensation of Rs 11.29 lakhs to a couple for causing permanent mental retardation to their son right from his birth in 1989.

[HC Calls for Stern Action Against Erring Private Hospitals](#) (Wednesday, August 23, 2006)

The Delhi High Court has directed the Delhi government to initiate stern action against private hospitals which have failed to provide free treatment to at least 25 per cent of patients belonging to the economically weaker section in violation of the lease deeds.

[Kerala HC Issues Notice to State on Cola Ban](#) (Tuesday, August 22, 2006)

The Kerala High Court HAS issued a notice to the state government on the writ petitions challenging the ban imposed by the government on the manufacture and sale of Coca Cola and Pepsi in the state.

[Coca Cola, Pepsi Challenge Kerala Govt Ban Order](#) (Sunday, August 20, 2006)

Coca-Cola and Pepsi Cola have moved the Kerala High Court, challenging the ban imposed by the state government on the manufacture and sale of the two beverages in the state.

[Court Orders Personal Presence of Anil Ambani in Consumer Complaint Case](#) (Saturday, August 19, 2006)

A local court has ordered the Chairman of Reliance Communications Anil Ambani to be present before it on August 30 in connection with a complaint of a consumer whose connection was snapped and call charges registered before the call got connected.

PREVIOUS ISSUES ↓



Government Services elicit a large number of complaints from their consumers. This fortnight we focus on the initiatives of the Department of Public Grievances which have a stated aim to redress grievances of the public and consumers of Government services. The previous issue focused on public grievance redressal.

CORE CENTRE ACHIEVEMENTS ↓

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

[Report for the Month of June 2006](#)

CONSUMER NOTIFICATIONS & CIRCULARS ↓

[S.O. 1373](#) (E) (29/08/2006)

Removal of (Licensing requirements, Stock limits and Movement Restrictions) on Specified Foodstuffs (Amendment) Order, 2006

[G.S.R. 449](#) (E) (31/07/2006)

CORRIGENDUM - Ban on Advertisement of Tobacco products, further postponed to 2nd October, 2006.

CONSUMER RULES ↓

[Prevention of Food Adulteration \(Seventh Amendment\) Rules, 2006](#)

CONSUMER JUDGMENTS ↓

[New India Assurance Company Limited v Uppalapati Veera Swamy and Others](#) *22/08/2006 (NATIONAL CONSUMER DISPUTE REDRESSAL COMMISSION)*

Consumer dispute - Fire took place at a Cold Storage - District Forum directed the insurance company to reimburse the claimants by taking...

[J.L. Sethi and Others v Senior Citizen Home Complex Welfare Society \(Regd.\), Through Its Secretary, New Delhi](#) *21/08/2006 (NATIONAL CONSUMER DISPUTE REDRESSAL COMMISSION)*

Consumer Protection Act, 1986 - Complainants applied for a two bed room flat - Paid to the society the total sum of Rs.6.30 lakhs - Non...

Your E-Newsletter

Dear CoreUser,

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

Happy Reading.

CONSUMER FOCUS ↓



How to get your Public Grievances redressed?

Government Services elicit a large number of complaints from their consumers. This fortnight we focus on the initiatives of the Department of Public Grievances which have a stated aim to redress grievances of the public and consumers of Government services. Read more...

- ▶ [Redressal of Public Grievances?](#)
- ▶ [Guidelines to Ministries on Public Grievance Redressal](#)
- ▶ [Citizens' Charter](#)
- ▶ [Process of Redressal of Grievances](#)
- ▶ [Public Grievances Commission in Delhi](#)

CONSUMER NEWS ↓

▶ [HC Issues Notice to Bombay Hospital Dean](#) (Friday, August 11, 2006)

The Bombay High Court has issued a show cause notice to the Dean of Bombay Hospital, after the court initiated a suo moto writ petition based on a telegram sent to the Chief Justice in June.

▶ [MRTTP Cases Against Cement Cos For Arbitrary Pricing](#) (Friday, August 11, 2006)

Shri Prem Chand Gupta, Minister of Company Affairs disclosed details of the MRTTP Cases registered against cement companies for arbitrary fixing of prices.

▶ [Cotton Will Not Be Removed from Purview of the E.C. Act: Minister](#) (Monday, August 7, 2006)

Union Textiles Minister, Shankersinh Vaghela has expressed his inability to remove cotton from

the purview of the Essential Commodities Act as "there was difference of opinion within the ministry over the issue".

3 [SC Restrains Interference With Ten Sports Rights](#) (Saturday, August 05, 2006)

The Supreme Court has directed Prasar Bharati not to interfere with the exclusive rights of TEN Sports to telecast the tri-nation ODI in Sri Lanka and other tournaments like World Cup Hockey, Champion's Trophy Hockey and US Open Grand Slam tennis.

3 [Notification Issued On Conditional Access System](#) (Tuesday, August 01, 2006)

The Ministry of Information and Broadcasting has issued a Notification for the implementation of Conditional Access System (CAS) in the notified areas by 31st December, 2006.

3 [55 Persons Booked Under Essential Commodities Act](#) (Saturday, July 29, 2006)

Under Prevention of Blackmarketing and Supplies of Essential Commodities Act, 1980, 55 persons were detained in 2006, up to July 20.

PREVIOUS ISSUES



It is that time of the year where a majority of the citizens and especially the salaried class are worried about filing their tax returns. Unfortunately, the perceived harassment of honest tax payers, unnecessarily complicated Tax System and lengthy procedures more often than not contribute to the citizens dilemma about the system. In the previous newsletter, we provided you with essential information on filing your IT returns with peace and ease.

CORE CENTRE ACHIEVEMENTS

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

3 [Report for the Month of June 2006](#)

CONSUMER RULES

[Standards of Weights and Measures \(Packaged Commodities\) Amendment Rules, 2006.](#)
[Prevention of Food Adulteration \(Fifth Amendment\) Rules, 2006](#)