



**Core** Centre  
Consumer Online Resource & Empowerment Centre

**Monthly Report**  
*For January 2007*

**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 53 Lac hits received from 50 countries across the globe to [www.core.nic.in](http://www.core.nic.in) till date
- ✓ Over 17 Lac Requests
- ✓ Over 4 Lac visits
- ✓ 16000 Subscribers of CORE Centre E-Newsletter
- ✓ Over 22 Thousand Complaints received from 15<sup>th</sup> March, 2005 to 31<sup>st</sup> January, 2007 from all parts of India and abroad
- ✓ Total 2958 complaints (13.12% of all complaints handled) were resolved by CORE Centre from 15<sup>th</sup> March 2005 to 31<sup>st</sup> January 2007
- ✓ For January 2007 199,344 hits, 154,713 Pages views, 30,048 visits respectively
- ✓ Top 15 most popular Search Engines are able to identify key words relating to CORE Centre
- ✓ 1293 Complaints received in January 2007

## CONTENTS

S. No.	Topics	Page No.
1	<b><u>Preface</u></b>	04
	<ul style="list-style-type: none"> <li>◆ <u>Proposed Action Plan for Generating Revenues for CORE Project and Make it Self Reliant</u></li> <li>◆ <u>Online Registration &amp; Redressal of Complaints is one of the major day-to-day activities of the CORE Centre.</u></li> </ul>	05 07
	<b><u>Online Database / Portal</u></b>	08
	<b><u>National Resource Centre</u></b>	10
4.	<b><u>Newsletter Service</u></b>	12
5.	<b><u>Online Complaint Registration &amp; Mediation Mechanism</u></b>	13
	<ul style="list-style-type: none"> <li>◆ <u>Comparative analysis of the complaints received from 15<sup>th</sup> March 2005 to 31<sup>st</sup> January 2007</u></li> <li>◆ <u>State wise breakup of Complaints for January 2007</u></li> <li>◆ <u>Analysis of Unresolved Complaints as on 1<sup>st</sup> February 2007</u></li> <li>◆ <u>Subject wise Breakup of Complaints</u></li> </ul>	13 14 15 17
	<b><u>Core Staff Strength</u></b>	18
	<b><u>Our Rewards</u></b>	18
	<b><u>Meeting Attended by Senior Officials of CORE Centre</u></b>	19
9.	<b><u>Annexure – 1 (Electronic News Letter)</u></b>  <a href="http://www.corecentre.org/guest/newsletter/">http://www.corecentre.org/guest/newsletter/</a>	20
10.	<b><u>Annexure- 2 (Our Rewards)</u></b>	24

## **Preface**

### **Consumer Online Resource & Empowerment (CORE) Centre Project:**

Consumer Coordination Council had 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 Senior Officials of the M/o C.A., F&PD for their positive response, and sanctioning CORE Centre Project Proposal.

The CORE Centre was located in the premises of the National Institute of Training for Standardization of BIS, Sector-62, NOIDA, in February 2005 itself and was inaugurated on 15<sup>th</sup> March 2005 — **World Consumer Rights Day** — by Shri Sharad Pawar, Hon'ble Minister for M/o C.A., F&PD. CCC has also entered into Memorandum of Understanding (MOU) with the Ministry on 30<sup>th</sup> June 2005, incorporating the Terms & Conditions under which the project will be supported by the Ministry and managed by CCC.

### **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 6<sup>th</sup> 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 22 months since its inauguration on 15<sup>th</sup> 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 pending final security audit. Substantial regular improvement to the CORE Website is undertaken. Special attention is being paid to Home page, complaint section and legal–cum-judgment sections to make the website attractive and informative.

We have **ten subscribers** to CORE Centre who have registered themselves by paying an Annual Subscription of Rs.2200 for accessing our Website. 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:–

- Discussions were held by Director with National Consumer Disputes Redressal Commission for accessing of Legal Information & Judgments. Special arrangements need to be worked out in view of the move to put judgments of more and more consumer Fora on the net. For this purpose a letter has been sent by Director to NCDRC recently. Their response is awaited.
- Similar proposals for linking the State Commissions will also be taken up. Landmark judgments of Apex Court, NCDRC & HCs etc. being available now or in near future we have started loading landmark judgments and will be categorizing them, to create value for reader. We are proposing 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 slated 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. Phone calls are being made to Opposite parties and holding face-to-face meetings with service providers/ manufacturers to improve the results before the last step of filing complaints in consumer forum will also begin soon. As no response from states was forthcoming, CCC has taken action 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 under “Content” budget. In the first instance, translations in Hindi have already started and about 50 pages have been uploaded and balance of about 30 pages will be uploaded by March 2007. thereafter, additional pages will be added and existing pages updated as and when required. Telugu, Tamil and Malayalam will be taken up, but as we have no facility to cross check, we propose to ask translator to assure us on that score as a term of employment. Greater outreach and increased activity is expected to offer more opportunities and options for revenue generation.

- An agreement was signed with a technology firm, which included improvement in process of handling complaints through automation and exploring avenues for raising revenues to make the project self sustainable. It was recast as per suggestions of Governing Council of Consumer Coordination Council and has been put into action from 3<sup>rd</sup> week of October. It is expected to become operational stage by stage. Final version of Home page has been received and process of trial run and debugging is expected to be completed and site becomes operational by March, 2007.
- 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.
- Judgments are being clubbed categorywise to add value for consumer-visitors. We propose to make them accessible on payment.
- 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. This initiative has shown some more positive response from some Member Organisations (MOs), but is still not drawing out all the MOs in the manner anticipated.



## 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.

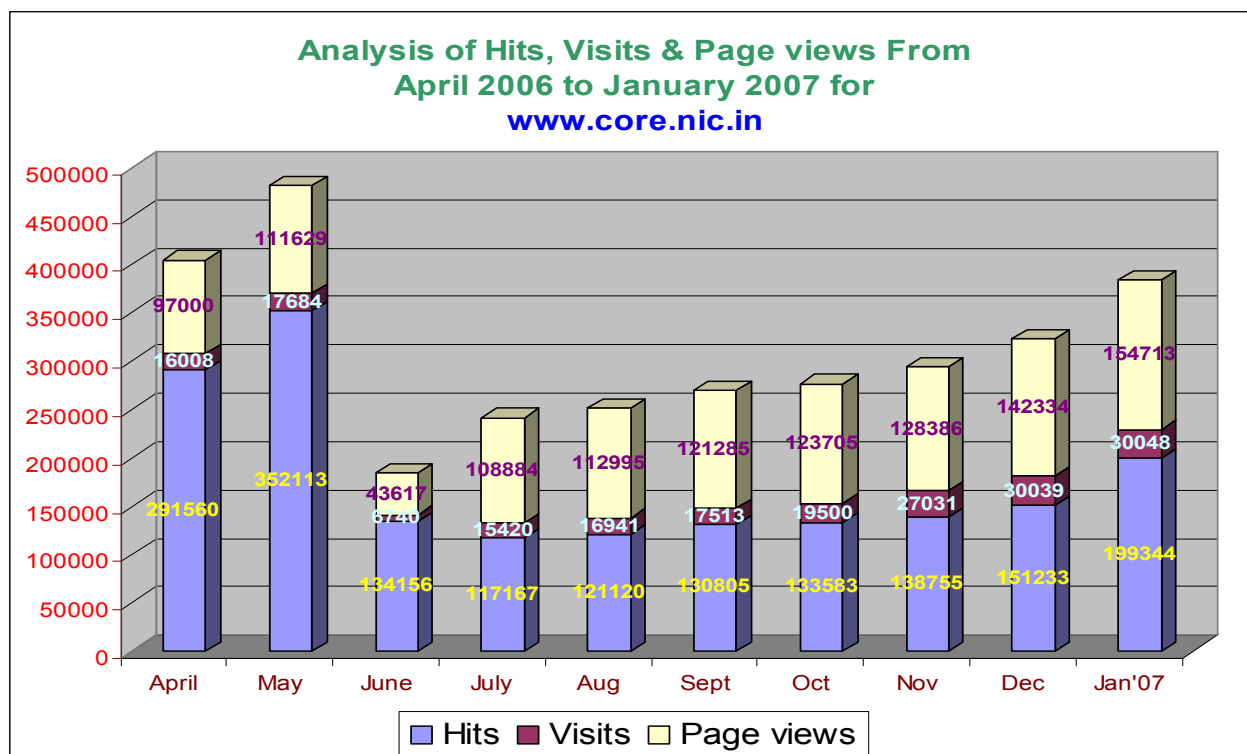
**Stage # 2:** If the Grievance/Complaint is still not redressed, a final letter was being written to the Opposite Party, mentioning that their name will be included in a *List* titled "Beware of such Organisations", maintained by the CORE Centre and posted on the Website. ***This is now being changed with the introduction of new system and should come into operation by March 07.***

## 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 15<sup>th</sup> March 2005 to 31<sup>st</sup> January 2007.

1.	Total Number of Hits	53,32,332
2.	Total Number of Requests	17,49,637
3.	Total Number of Visits	4,05,960
4.	Total Number of pages viewed in <b>January 2007</b>	1,54,713
5.	Average No. of Requests per visit	4:31
6.	Average Visit Duration (in Minutes)	00:04:31



Note:

1. Sever was down for several days in June 2006 leading to drop of hits, visits & page views
2. Hits are rising again from July 2006 onwards
3. Though number of hits is down, there is an increasing trend in Visits & Page Views, which is a positive sign

**Hit:** Any connection to the Website;

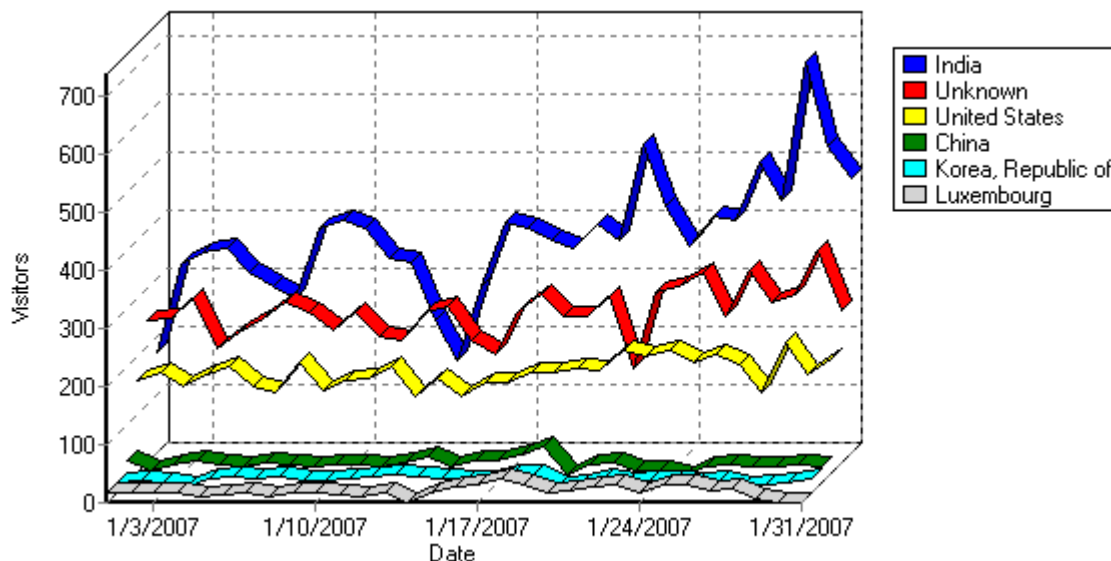
**Request:** Any hit that successfully retrieves contents;

**Visit:** Series of consecutive requests from a user;

**Visit Length:** Time between first & last request of a visit.

**Page Views:** Total Number of pages viewed.

**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

	Search Engine	Searches
1	Google	5,979
2	Yahoo	125
3	MSN	47
4	AskJeeves	14
5	AOL	6
6	Search.com	2
7	MetaCrawler	2
8	Dogpile	2
9	T-Online	1
10	WiseNut	1
11	Tiscali	1
12	Lycos	1
13	AllTheWeb	1
14	Seznam	1
15	Mamma	1
	<b>Total</b>	<b>6,184</b>

**Table 1** show that 15 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:

- ◆ Reports & Surveys
- ◆ CCC's Member Activities
- ◆ Consumer Focus
- ◆ Campaigns
- ◆ Consumer Judgments
- ◆ About CCC
- ◆ Test Reports
- ◆ Acts and Rules
- ◆ Frequently Asked Questions
- ◆ Articles
- ◆ Standards
- ◆ Health & Tobacco
- ◆ Gist of Judgments ([New Link](#))
- ◆ 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
- ◆ Career

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.***

***The new feature added that of receiving queries online and providing response within a specified time limit has started generating fair number of queries and are promptly replied. Numbers of queries received during January was 79. 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.***

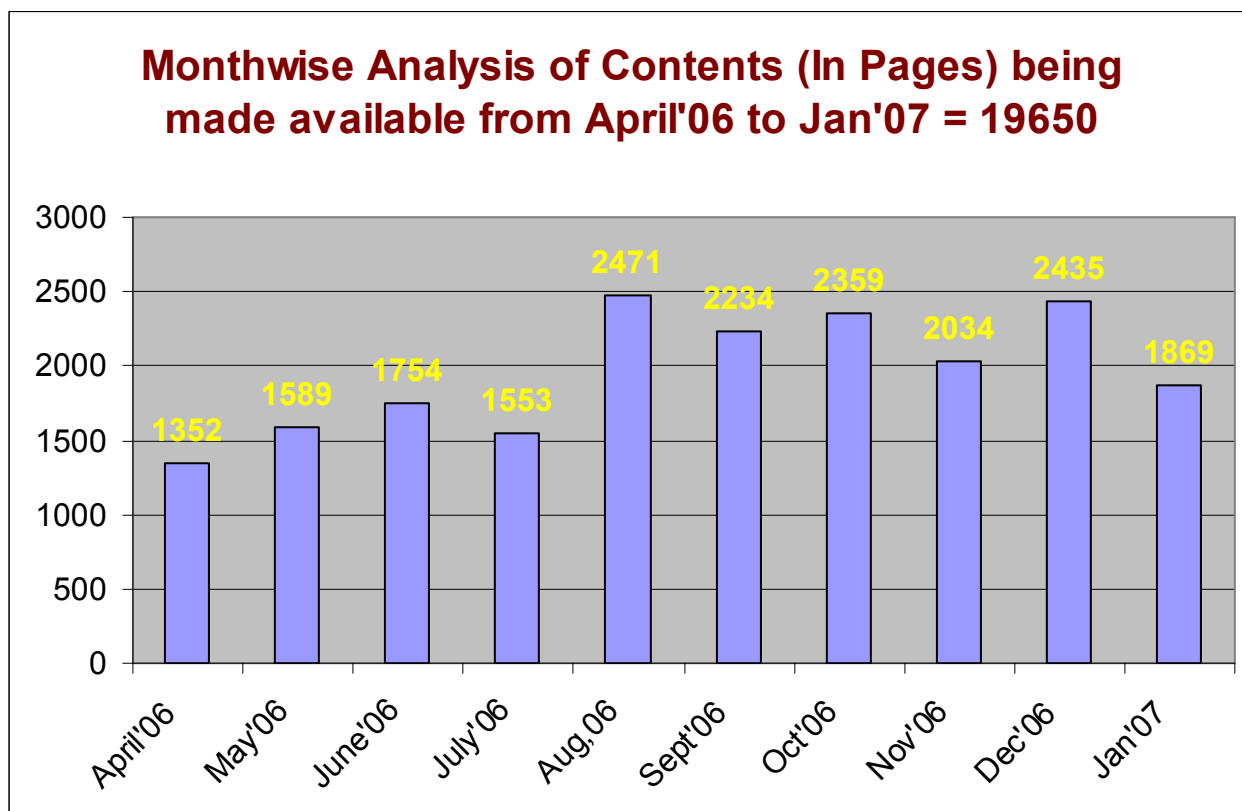
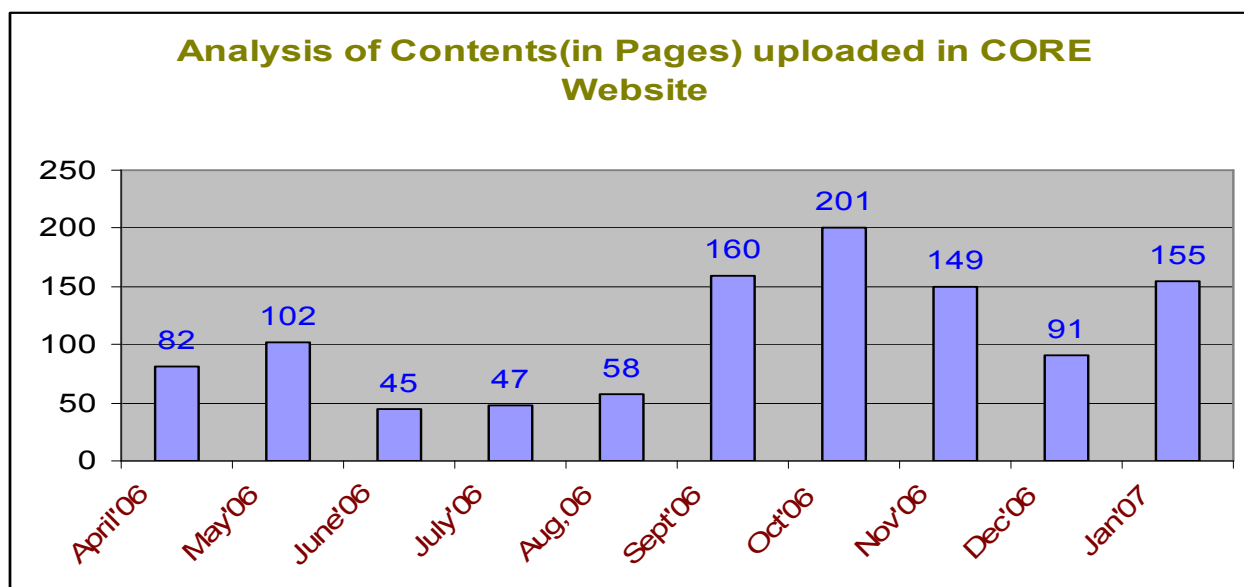
***Preparatory Work relating to filing of complaints in Indian languages is simultaneously being taken up, but will be introduced as soon as a workable system of handling complaints at various levels is devised. A draft proposal has also been sent to Department of Consumer Affairs in this regard.***



### New Contents (Pages) added in January 2007

CORE Status:	30 Pages.	Caselaws:	15 Pages.
About Us (Hindi):	3 pages.	Newsletter Archive:	3 Pages.
Consumer Article (Hindi):	50 Pages.	Consumer News:	26 Pages.
		FAQ	8 Pages.

In addition editing is done continuously in reselect of articles and links.





## **Newsletter Service:**

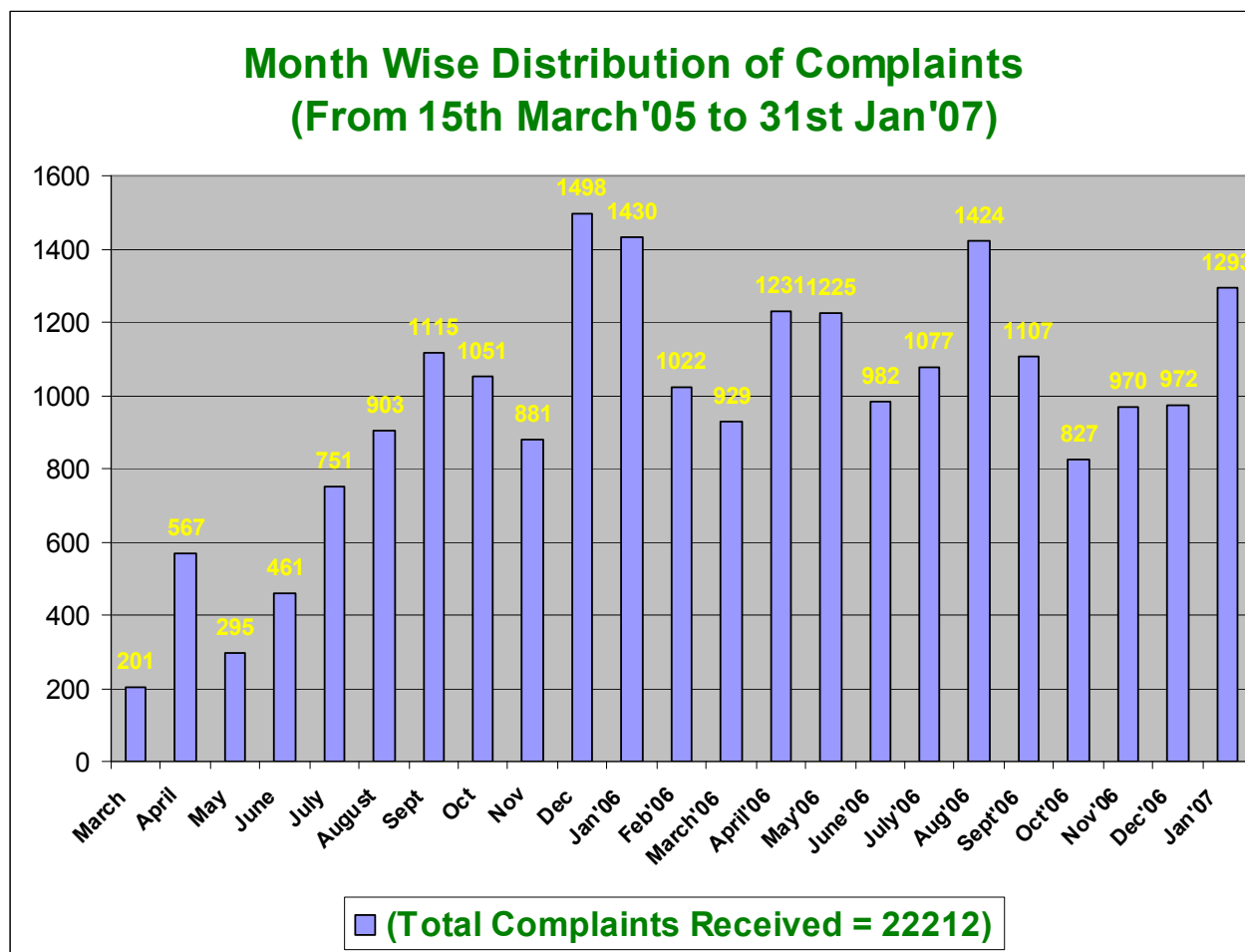
Currently the Weekly/Fortnightly/Monthly/Quarterly Newsletters are accessible free of cost in CORE Centre. The list of Newsletters is uploaded onto the CORE Website, in the following link <http://www.corecentre.org/guest/newsletter/> . At present **16000** subscribers are registered themselves for accessing CORE Centre E-newsletter. Possibility of tapping this market as revenue earner is being examined. January 2007 issue of E-newsletter is enclosed as **Annexure-1**.

## Online Complaint Registration & Mediation Mechanism

In the month of January 2007, **1293** Complaints were received from various corners of the country, as against 972 for the month of December 2006.

**Figure-2** shows the comparative picture of complaints received by CORE Centre from 15<sup>th</sup> March 2005 to 31<sup>st</sup> January 2007. As will be seen there from, though there has been a steady increase in the number of complaints received from 15<sup>th</sup> 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.

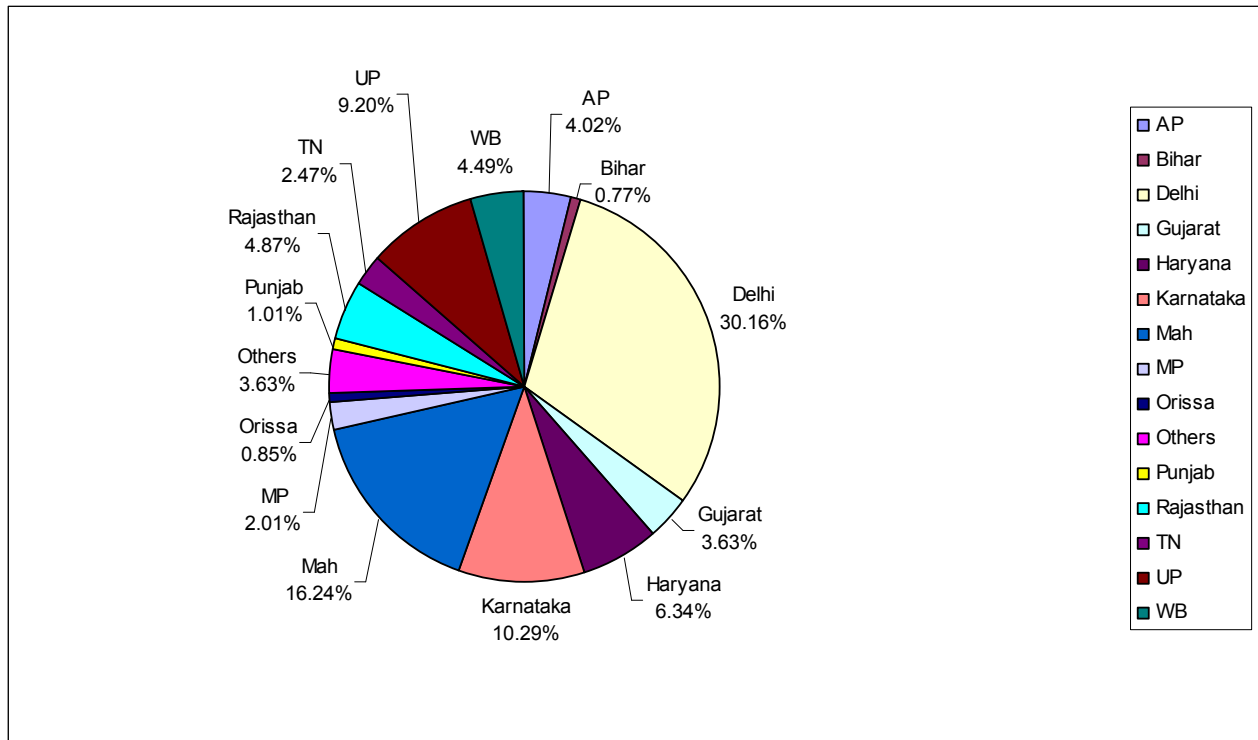
### Comparative analysis of the complaints received from 15<sup>th</sup> March 2005 to 31<sup>st</sup> Jan 2007.



**Figure-2**

## State wise breakup of Complaints

**Total Complaints Received in January 2007 – 1293**



**Figure-3**

## Analysis of Complaints remaining unresolved as on 1<sup>st</sup> February 2007

**Table 2**

S. No.	Details	Numbers
1.	Total no. of complaint received from 15 <sup>th</sup> March 2005 to 31 <sup>st</sup> Jan 2007	<b>22212</b>
2.	Total No. of complaints resolved till 31 <sup>st</sup> January 2007	<b>2958</b>
3.	Balance no. of complaints remaining unresolved as on 1 <sup>st</sup> February 2007	<b>19254</b>

**Table 3 shows Stage wise analysis of complaints remaining unresolved as on 1<sup>st</sup> February 2007. These include the complaints, in which stage 3 action has been taken.**

S. No.	Stages	Numbers
1.	<b>Unresolved complaints which are more than 45 days old</b> (These are complaints received from 15 <sup>th</sup> March to 30 <sup>th</sup> Nov 2006 on which Stage 3 action has already been taken, as on 1 <sup>st</sup> February 2007. If responses are still received from the opposite party, they will be dealt with appropriately)	<b>17465</b>
2.	<b>Unresolved complaints which are between 31 to 45 days old</b> (These are complaints received from 16 <sup>th</sup> Dec 2006 to 31 <sup>st</sup> Dec 2006 on which Stage 3 action has already been taken, as on 1 <sup>st</sup> February 2007, and response is awaited)	<b>516</b>
3.	<b>Unresolved complaints which are between 16 to 30 days old</b> (These are complaints received from 1 <sup>st</sup> Jan 2007 to 15 <sup>th</sup> Jan 2007 on which Stage 2 action has already been taken, as on 1 <sup>st</sup> February 2007, but are still remaining unresolved)	<b>474</b>
4.	<b>Unresolved complaints which are between 1 to 15 days old</b> (These are complaints received from 16 <sup>th</sup> Jan 2007 to 31 <sup>st</sup> Jan 2007 on which Stage 1 action has already been taken, as on 1 <sup>st</sup> February 2007, but are still remaining unresolved)	<b>799</b>
<b>Total Unresolved Complaints as on 1<sup>st</sup> February 2007</b>		<b>19254</b>

**Table 3**

### Stagewise Analysis of Unresolved Complaints as on 1st February 2007

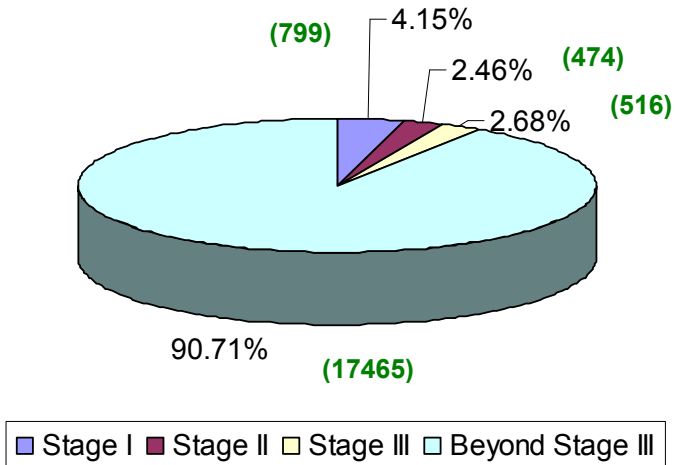
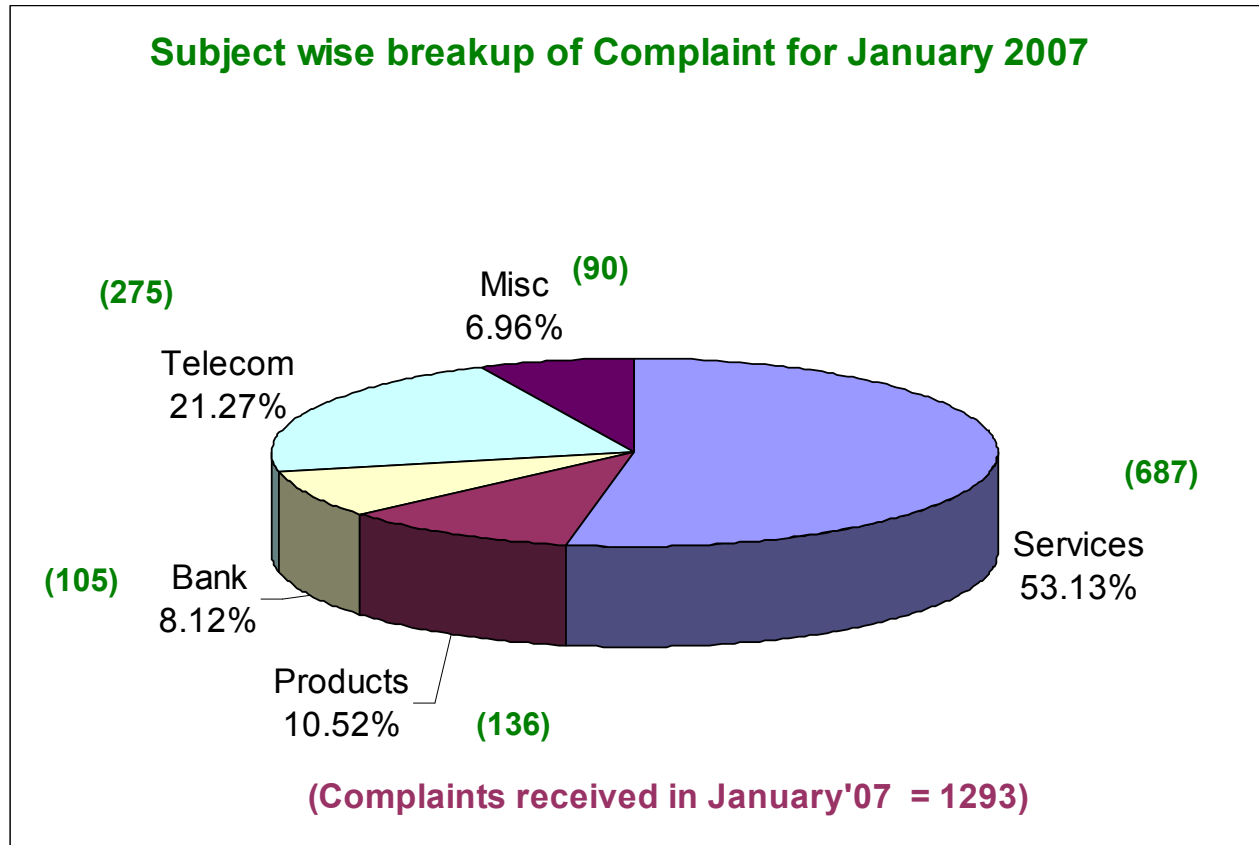


Figure-4

## SUBJECT WISE BREAK UP OF COMPLAINTS

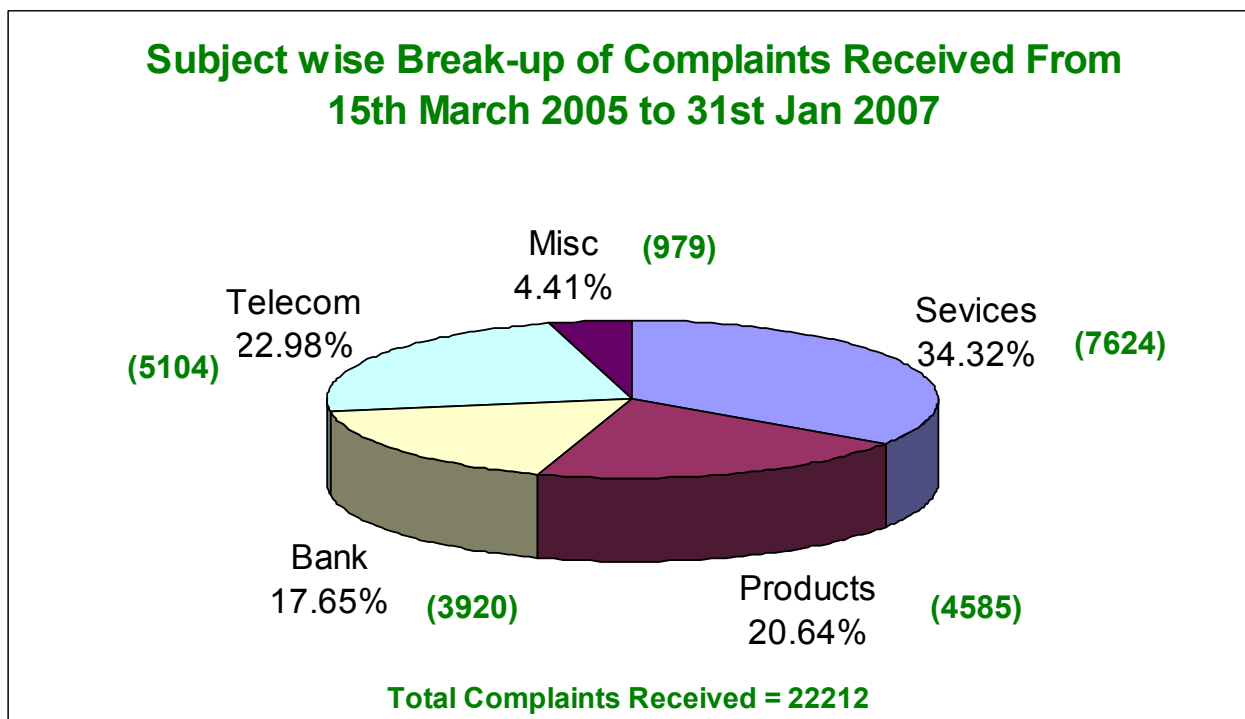
Complaints received in the CORE center can be categorized into following major heads for analytical purpose:

- Services
- Products
- Banking
- Telecom
- Miscellaneous



**Figure-5**

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



**Figure-6**

Figure 6 shows the Subject wise breakup of the total complaints received from 15<sup>th</sup> March 2005 to 31<sup>st</sup> January 2007

### **CORE Staff Strength**

The total staff strength, as on 31<sup>st</sup> January 2007 is : Director, Jt. Director, Deputy Director, Accounts/Administrative Officer, 5 Managers handling complaints, one Manager Technical, a Computer Executive, Office assistant, a Caretaker and a part time cleaner (Total 14). The set up is being divided into 4 distinct sections and will be communicated to the Executive Committee after the same has been approved by the Project Management Committee.

### **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 December'06 are annexed for information. **(Annexure-2)**



**Meetings Attended by Senior Officials of**  
**CORE Centre and Office bearers of CCC in January 2007**

<b>Sl. No.</b>	<b>Recd Date</b>	<b>Ref. No. &amp; Date</b>	<b>From whom recd.</b>	<b>Subject</b>	<b>Date, Time &amp; Venue</b>	<b>Attended by</b>
	-	-	Ministry of Consumer Affairs, New Delhi	Meeting Review of Film for Consumers	8/1/07 at Krishi Bhawan	Director
	-	-	M/o Health	Awareness among Rural peoples on Health issues	9/1/07 at Lady Irwin College	Director
	3/1/07	By Fax	TRAI	Chairman, TRAI a meeting is being held at TRAI Office to discuss issues coming out of our presentation at IIPA on NCRD on 22/12/06	at Mahanagar Door Sanchar Bhawan, Jawaharlal Nehru Marg (Old Minto Road), Opp Ram Lila Maidan on January 10, 2007 at 3.00 pm.	Director
	5/1/07	By Email	ABN Amro Bank	Meeting regarding redressal of consumer complaints	At I Energizer Building-B-148 sector 10 NOIDA Time 11.30 am on 5/1/07	Manager Complaint (Legal)

## ANNEXURE -1

(Electronic Newsletter of January 2007)

# Core Centre

Consumer Online Resource & Empowerment Centre

Vol :36, January 2007

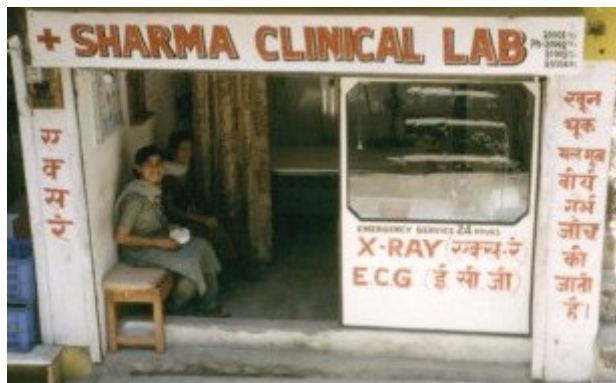
## Your E-Newsletter

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](http://www.core.nic.in).

Happy Reading.

## CONSUMER FOCUS ↓



## Consumers, Beware of Pathology Labs...

Recently, several news reports have pointed to wrong diagnosis made by pathology labs in several part of the country. Last week, the Consumer Forum in Headband found a pathology laboratory guilty of deficiency of service for providing misleading test reports to a patient. It is ironical that pathology labs which are tools to enable diagnosis of the patients' illness could also unwittingly threaten their well-

being. In this issue we deliberate as to how without licensing norms and a regulator, the pathology lab business has turned out to be a virtual free-for-all with the ultimate sufferer being the consumer...

- [What is wrong with Pathology labs business in India?](#)
- [To Save Lives- Pathology Labs require to be Regulated](#)
- [The Medical Council, Lab Technicians and Pathologists](#)

## CONSUMER NEWS ↓

[TRAI instructs access providers to use five-digit code for services](#)(Thursday, January 04, 2007)

The Telecom Regulatory Authority of India (TRAI) has instructed access providers to use a five digit code starting with 5 for allocation of short codes to their content providers.

[TRAI proposes speedy resolution at service providers' level](#)(Wednesday, January 03, 2007)

The Telecom Regulatory Authority of India (TRAI) has proposed a service provider centric



institutional mechanism for handling consumer complaints and their speedy and effective resolution at the company level.

[SC asks Centre to evolve mechanism to check blackmarketing of coal](#) (Sunday, December 31, 2006)

The Supreme Court has directed the Centre to set up a committee headed by the Union Coal Secretary to evolve a viable mechanism for checking the blackmarketing of coal.

[MoU Signed Between Ficci And Department Of Consumer Affairs](#) (Friday, December 22, 2006)

Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution and the Federation of Indian Chambers of Commerce and Industry (FICCI) signed a Memorandum of Understanding to set up a dedicated center called FICCI Alliance for Consumer Care'.

[SC for Implementation of Laws to Check Fraud on creditors](#) (Thursday, December 21, 2006)

The Supreme Court has ruled that it seems that time has come to consider whether the enactments bringing amendments in the Companies Act should be notified by the government to checkmate the misuse of laws by unscrupulous debtors to defraud unsuspecting creditors.

[All India Consumer Price Index For Agricultural And Rural Labourers Rises](#) (Wednesday, December 20, 2006)

The All-India Consumer Price Index for Agricultural and Rural Labourers (Base 1986-87 = 100) increased by four points each during November 2006 to stand at 390 points for Agricultural Labourers and 391 points for Rural Labourers.

[Hallmarking of Gold Jewellery Must from Jan 1: BIS official](#) (Tuesday, December 19, 2006)

The Centre has decided to make hallmarking of gold jewellery mandatory from January one, 2008, Bureau of Indian Standards Southern Regional Director T B Naryana said today.

[Composition Of Competition Commission](#) (Tuesday, December 19, 2006)

Keeping in view the judgement of the Apex Court, the Government has introduced the Competition (Amendment) Bill, 2006 in the Lok Sabha on 9.3.2006 proposing amendments to the Competition Act, 2002.

[Voluntary price reduction of medicines](#) (Monday, December 18, 2006)

The Minister of State in the Ministry of Chemicals & Fertilizers, Shri B.K. Handique in a written reply in the Rajya Sabha, said that pharma companies have agreed to voluntarily restrict the trade margins for generic medicines to 15% for wholesalers and 35% for retailers.

[Action plan to curb leakage in Public Distribution System](#) (Monday, December 18, 2006)

An Action Plan has been prepared by the Central Government on ways to curb leakages/diversions under the Targeted Public Distribution System (TPDS) after consulting the state governments.

[Amendments To The Electricity Act](#) (Monday, December 18, 2006)

The Union Cabinet today gave its approval for making necessary official amendments in the Electricity (Amendment) Bill, 2005 for more effective controlling of theft of electricity, based on the recommendations of the Standing Committee, the Group of Ministers and the advice of Department of Legal Affairs.

[SC Imposes No Restriction On Ongoing Field Trials Of GM Crops : Environment & Forests Ministry](#) (Monday, December 18, 2006)

The Ministry of Environment and Forests says that Supreme Court has imposed NO RESTRICTION on the ongoing field trials of GM crops.

[SEBI to start gradation option for issuers](#) (Saturday, December 16, 2006)

For the first time in the history of Indian capital markets, the SEBI has introduced a gradation

option for the issuer in the capital market.

---

## PREVIOUS ISSUES



The process for introducing the Conditional Access System (CAS) for transmission of TV programmes in Delhi, Mumbai and Kolkata by December 31 this year has more or less been finalised by the Government. This weeks issue focuses on this new system, various safeguards and Guidelines for a consumer friendly roll-out of CAS in the four metros. [Read more...](#)

---

## CORE CENTRE ACHIEVEMENTS

[List of Resolved Complaints through the Intervention of CORE Centre](#)

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

---

## CONSUMER NOTIFICATIONS & CIRCULARS

[1-20/2006-B&CS \(19/12/2006\)](#)

The Telecommunication (Broadcasting and Cable) Services (Third)(CAS areas) Tariff (Second Amendment) Order, 2006

---

## CONSUMER RULES

[Drugs and Cosmetics \(Fifth Amendment\) Rules, 2006](#)

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

---

## CONSUMER JUDGMENTS

[United India Insurance Company Limited v Messrs Kiran Combers and Spinners](#) 08/12/2006 (SUPREME COURT OF INDIA)

Consumer Protection Act Held, Insurance company cannot escape the liability to compensate the claimant for collapse of the building on...

[Mahanagar Telephone Nigam Limited v A.C. Aggarwal](#) 05/12/2006 (NATIONAL CONSUMER DISPUTE REDRESSAL COMMISSION)

Complainant approached the District Forum contending that he is entitled to the benefit of 25% rebate in rentals in respect of his...

[Bihar State Sugar Corporation Limited v State Bank of India, General Manager](#), New Delhi 05/12/2006 (NATIONAL CONSUMER DISPUTE REDRESSAL COMMISSION)

Consumer Protection Act, 1986 - Prayer that Bank be directed to pay a sum of Rs.68.35 lacs to the complainant along with interest @ 24% per annum for the negligence and deficiency in service for



dishonouring the cheque which was drawn in favour of the Oriental Insurance ...

[Arjandas Brijlal and Company v Oriental Insurance Company Limited](#) 04/12/2006 (NATIONAL CONSUMER DISPUTE REDRESSAL COMMISSION)

Kandla Port was affected by cyclonic storm and rains - Claim for insurance coverage for the rice bags which were lying at the Kandla Port for export - Claim repudiated - Held, Complainant has committed fraud and is not entitled for the claim - There is no question of any ...

[Cadbury India Limited v L. Niranjana](#) 04/12/2006 (NATIONAL CONSUMER DISPUTE REDRESSAL COMMISSION)

Prevention of Food Adulteration Act, 1954; Standards Of Weights And Measures Act, 1976 - Chocolate infested with worms - Held, with the bad storage conditions which are largely prevalent at the retail outlets, such fungal growth can occur - Not only Local Authority should ...

[Messrs Universal Paper Mills Limited v Oriental Insurance Company Limited, New Delhi and Others](#) 04/12/2006 (NATIONAL CONSUMER DISPUTE REDRESSAL COMMISSION)

Fire broke out in mill premises - Assessed loss at Rs.3, 12, 61, 587/- - Whether the assessment made by the Surveyor is to be accepted?; whether the Insurance Company is justified in repudiating the claim? - Held, there is no reason to doubt the findings of Surveyors - They ... .



## ANNEXURE -2 (Our Rewards)

A few Case Studies of the month of January 2007 are reproduced below by way of samples

### **CASE # 1**

#### **The Complainant**

Name : Gaurav Saraswat  
Email : [gsaraswat@in.ibm.com](mailto:gsaraswat@in.ibm.com)  
Address : IBM India Pvt Ltd  
Gurgaon Haryana  
Zip : 122001

#### **Brief facts of the case:**

Reliance General Insurance had contacted the consumer for renewal of his car insurance. He told them that he was not keen in getting renewal from them as he had planned to get the same from ICICI but they insisted that he get the car insurance policy renewed within their new scheme which would get him a Chinese Vacuum Cleaner. He agreed and got the policy renewed. Subsequently, amount of Rs 6837 was deducted from his Account vide Cheque no. 445890 on 12th Dec 2006. He called them many times to inquire about the policy and gift but he got no reply. Eventually, after a month, he got his policy but still could not get his gift. Harassed and totally helpless, he approached CORE reference

#### **Action Taken:**

The case was initiated at CORE and a letter was sent to the respective brand regarding the grievance of Mr. Gaurav Saraswat. The gift was send to him within a week.

#### **Comments of Mr. Gaurav Saraswat :**

Hi Deepa,

Thanks a lot for helping me in this regard. I have received my gift on 23rd Jan after the involvement of Core Center. I am very thankful to you and your organization. Now we can close this Complain. Once again, thanks a lot.



## **CASE # 2**

### **The Complainant**

Name : Wg Cdr.. Tandon  
Email : [tandoniaf@gmail.com](mailto:tandoniaf@gmail.com)  
Address : CO TETRA School  
OMQ 150/2,  
New Project,  
Air Force Station,  
Gorakhpur  
Uttar Pradesh 273 002

### **Brief Facts of the case :**

Samsung had come out with the “Awesome Twosome “ offer in Feb/March '06 wherein they had promised a free ML Laser Printer (price Rs 8490) on the purchase of a 43 cm Samsung TFT monitor (Rs 15740). In order to claim for the same, the claimant was required to send a draft of Rs 999/- as delivery charge along with purchase invoice, price tag on the carton and online registration form. In spite of having complied with the requisite requirements, on March 29<sup>th</sup> 2006, the consumer did not receive the promised product. Numerous letters and telephonic conversation took place between the brand and the consumer, leading to mental agony of the consumer, inconvenience, wastage of time and money on phone calls besides hindering his work performance. Aggrieved the consumer approached the CORE.

### **Action Taken :**

The case was initiated at CORE and a letter was sent to the respective brand regarding the grievance of Wg Cdr. S. Tandon. The printer was sent to him within a week.

### **Comments of Wg Cdr. S Tandon :**

This is to inform you that the said printer has been delivered to me by Samsung India Limited. I thank you very much for the efforts taken by your organization to impress upon the company to make the delivery on priority. I am sure, without your personal intervention and care; this would not have been possible. I thank you once again.

### **CASE # 3**

#### **The Complainant**

Name : Ajay Thatte  
Email : [ajay.thatte@jsw.in](mailto:ajay.thatte@jsw.in)  
Address : Flat # 6 Building 2A  
Sushil Nagar, Boisar (E)  
Palghar  
Boisar  
Maarastra – 401 501

#### **Brief facts of the case:**

An advance of Rs 100,000/- was given by the consumer towards the booking of a Maruti Wagon R (silver) on the 27<sup>th</sup> of November 2006 and an agreement form was also filled up with the ICICI Bank Limited. As per the ICICI personnel with whom the consumer was dealing, the Bank had sent the RO on 29<sup>th</sup> of December 2006 to the dealer M/s Excell Autorickshaw. However, to the utter dismay of the consumer, the RO was not delivered but only a letter stating that the loan had been approved had been sent. The same was also not authenticated as it bore no signature. This led to blocking of an amount of Rs 100,000/- by the consumer for a period of one and a half month for a product which attracted no waiting, thereby causing mental agony to him.

#### **Action Taken :**

The case was initiated at CORE and a letter was sent to the respective brand regarding the grievance of Ajay Thatte. The matter was amicably settled.

#### **Comments of Mr Ajay Thatte:**

With reference to the complaint ID 17421, I would like to withdraw the complaint as the matter has been amicably settled. Thank you for taking the issue on priority. Thanks and regards.



#### **CASE # 4**

Name : Mridupom Borohain  
Email : [mridupom\\_8003@yahoo.com](mailto:mridupom_8003@yahoo.com)  
Address : PO Box No 75  
White Field Post Office  
Bangalore  
Karnataka 560 066

#### **Brief Facts of the case:**

Mr Mridupom had purchased a Nokia N-70 mobile phone from M/s Computer Music, Guwahati, an authorized dealer of Nokia on 11.06.2006. On 02.09.06 the mobile was sent for repairs of manufacturing defect to Guwahati service centre. The mobile was returned on 0.10.2006 and returned on 25.10.2006. The set again developed problem within half an hour. The consumer, fed up with the recurring problem with set, approached CORE for help in getting the set replaced.

#### **Action Taken :**

The case was initiated at CORE and a letter was sent to the respective brand regarding the grievance of Mridupom Borohain . The set was replaced by the brand in the month of January.

#### **Comments of Mr Mridupom Borohain:**

I have got my handset replacement today on 19<sup>th</sup> of January. Thank you for giving me the replacement. Hope that this handset will work smoothly. Thank you again.