

Progress Report



JANUARY 2009

Supported by

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

And

Managed by

Consumer Coordination Council (CCC)



Director, CORE

S.C. Sharma

Chairperson, CCC

Ramaben R. Mavani

Highlights:

- ❑ Over **1.55 Crores** hits received from 50 countries across the globe on **www.core.nic.in** till date
- ❑ Over **7.34 Lakh** Visits
- ❑ **18025** Subscribers of CORE Centre E-Newsletter
- ❑ More than **1.18 lakh** of web pages of contents of different consumer related issues e.g. Caselaws, Acts, regulations, Gist of Judgments, Test Reports, Consumer Studies, Articles etc. are uploaded on CORE website. Every month's new pages of contents are being added into CORE website.
- ❑ More than **56 Thousand** Complaints received from March 2005 to January 2009 from all parts of India and also from abroad
- ❑ Total **4472** complaints (**32.38% of all complaints handled**) were resolved by CORE Centre from **April 2008 to January 2009**.
- ❑ **In the month of January 2009 CORE has received 1728 Complaints, in which 759 Complaints were resolved and 76 Complaints were closed.**
- ❑ **Hindi version** of CORE Centre website has been launched with selected links. More than **25 thousands** hits are being registered per month in the Hindi section of CORE website.
- ❑ Arrangements made for more regional languages such as **Punjabi, Telgu, Malayalam & Gujarati** being added.

Companies/Organisations visited office of CORE to discuss Consumer Grievances:

- | | |
|-------------------------|---------------------------|
| ❑ Ebay | ❑ Hutch |
| ❑ Idea Cellular Limited | ❑ TATA Teleservices |
| ❑ Reliance Infocom | ❑ Standard Chartered Bank |
| ❑ Vodafone | ❑ Club Mahindra |

What is new added to www.core.nic.in January 2009

- **More than 1540 web pages have been uploaded in the month of January – 2009.**
- **More than 1000 web pages of Consumer Articles, Consumer Studies etc. have been uploaded in CORE website.**

(Details are given on page: 6)

- **More than 400 web pages of Consumer Judgment have been uploaded in CORE website. (Details are given on page: 6).**

**Our Sanctioned Activities as per MOU with the Ministry of
Consumer Affairs, Food and Public Distribution,
Department of Consumer Affairs, Govt. of India:**

- 1. Development of National Information gathering mechanism on consumer related issues through National Resource Centre**
- 2. Dissemination of information on important consumer issues**
- 3. Establishing a research and documentation centre (Highlighting the work of partner members) on various consumer issues**
- 4. Providing information and analysis of consumer related laws & judgments**
- 5. To provide Online support and handling of consumer complaints**
- 6. CORE project to become self-supporting within a period of five years**

1. Development of National Information gathering mechanism on consumer related issues through National Resource Centre

1.1 Present Status of the Contents on the CORE Centre Website

Major Links provided in the CORE Centre Website has been reorganized; corresponding sub links has been attached with these major links. Following is the list of total **web pages** uploaded in the major links of CORE website.

- ❑ **Articles – 3253**
- ❑ **Articles (Hindi)- 114**
- ❑ **Consumer Focus – 292**
- ❑ **Press Release- 134**
- ❑ **Case Laws – 1,11,903**
- ❑ **Consumer Studies – 2462**
- ❑ **FAQ's – 136**
- ❑ **Legislations – 1348**
- ❑ **Rules - 1322**
- ❑ **News – 1360**
- ❑ **Consumer Alert – 56**
- ❑ **Report & Surveys – 170**
- ❑ **Member Activities – 194**
- ❑ **Advocacy Campaign – 58**
- ❑ **Gist of Judgments – 938**
- ❑ **Test Report – 163**
- ❑ **CORE Status – 1843**
- ❑ **News Snippets – 24**
- ❑ **Health & Tobacco – 234**
- ❑ **Human Rights - 205**

The website is being upgraded regularly including corrections, reorganizing links and making it more attractive and informative.

Number of queries received during **January 2009 were 105**. 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 one of the major aspects of value addition and service to consumers.

1.2 New Contents (Web Pages) uploaded on CORE website in January 2008:

	Content Uploaded in January - 2009	Web Pages
1	Article, History of Weights & Measures Department	6
2	Article, THE DELHI STANDARDS OF WEIGHTS AND MEASURES (ENFORCEMENT) RULES 1988 (Amended up to 31-12-2005)	22
3	Article, The Standards of W&M (Enforcement), Act, 1985	60
4	Article, Latest Guidelines on Packaged commodities Rules	16
5	Article, Maximum prices Consumer Author	7
6	Article, Order Approving Proposed Rule Change	45
7	Article, Weights and Measures (Packaged Commodities) Rules, 1977	50
8	Article, Valuation of excisable goods with reference to retail sale price	25
9	Article, THE STANDARDS OF WEIGHTS AND MEASURES ACT, 1976	55
10	Article, Standards of Weights & Measures Act in Detail	42
11	Article, Responsibility of the Centre and the States in relation to weights and measures	52
12	Article, FEES FOR VERIFICATION/STAMPING OF WEIGHTS AND MEASURES &	11
13	Article, The Standards of W&M (Enforcement), Act, 1988	11
14	Studies, consumer protection act	15
15	Article, Application Forms	111
16	Article, National Telecom Policy 1994	13
17	Article, Appointment Regulation 2008	17
18	Article, Recommendations of Telecom Regulatory Authority of India	61
19	Article, Telecom Regulatory Authority of India	70
20	Article, New Indian anti-terror laws would violate human rights	100
21	Amnesty International Open Letter	3
22	Human Rights in India	55
23	Core Progress Report	25
24	judgment, Original Petition No. 152 of 1997	45
25	judgment, ORIGINAL PETITION NO.72 OF 1999	55
26	judgment, ORIGINAL PETITION NO. 284 OF 1997	20
27	judgment, REVISION PETITION NO. 2722 OF 2005	7
28	judgment, FIRST APPEAL No. 359 OF 2003	31
29	judgment, REVISION PETITION NO. 2337 OF 2006	12
30	Judgment, REVISION PETITION NO. 3446 OF 2006	43
31	Judgment, FIRST APPEAL NO. 295 OF 2005	16
32	Judgment, Original Petition No. 118 of 1998	50
33	Judgment, FIRST APPEAL No.362 OF 2006	21
34	Judgment, FIRST APPEAL NO. 158 OF 1999	50
35	Judgment, CONSUMER COMPLAINT NO. 82 OF 2006	24
36	Judgment, ORIGINAL PETITION NO. 62 OF 1998	16
37	Judgment, ORIGINAL PETITION No. 166 of 1996	30
38	Judgment, FIRST APPEAL No.166 OF 2003	19
39	Article, Liquefied petroleum gas	14
40	Article, NDIAN WIRELESS TELEGRAPHY ACT, 1933	87
41	Article, THE TELECOM REGULATORY AUTHORITY OF INDIA (AMENDMENT) ORDINANCE,2000	32
42	Article, Telecom Regulatory Authority of India1	99
	Total No. of pages uploaded in the month of January.	1543

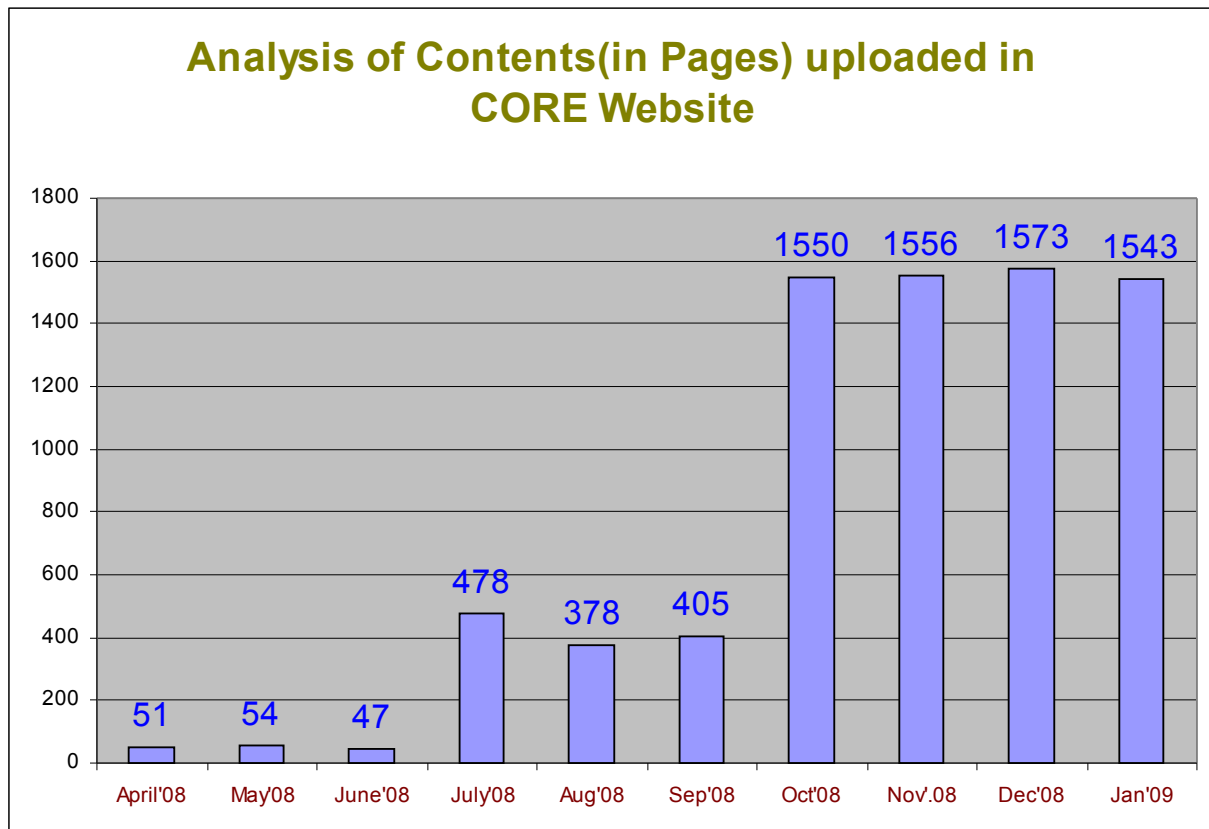


Figure: 2

1.3 Updated Information

Complete and updated information related to District Consumer Courts, State Commissions, VCOs of all over India as well as International VCOs, Banking Ombudsman and other similar information are available on CORE.

- ❑ 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

2. Dissemination of information on important consumer issues

CORE Centre is publishing fortnightly E-newsletter, which is free of cost and being sent to more than 17000 subscribers across the country. This newsletter consists of consumer focus, consumer news, circulars, legislations, judgments etc. More than 50 newsletters have been developed and distributed so far. All these newsletters are available in archive section of CORE Centre website.

CORE is publishing E-Newsletter, which is circulated free of cost to its subscribers and is also available on CORE website. You can subscribe this free E-Newsletter by clicking the following link: <http://www.corecentre.co.in/guest/newsletter>

	<p>Core centre Consumer Online Resource & Empowerment Centre eNewsletter</p>	
<p>Supported By, DEPARTMENT OF CONSUMER AFFAIRS (Ministry of Consumer Affairs, Food & Public Distribution, Govt. of India)</p>		
<p>Volume : 54</p>	<p>www.core.nic.in</p>	<p>January 2009</p>
<p>Your E-Newsletter</p>		<p>In This Issue:</p>
<p>Dear CoreUser,</p>		<ul style="list-style-type: none"> • Consumer Focus • Consumer News • Gist Of Judgments • CORE Progress Status
<p>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...</p>		<p><i>File Your Consumer Complaints !!</i></p>
	<p>Consumer Focus: "Human Rights "</p>	
<p>The history of human rights covers thousands of years and draws upon religious, cultural, philosophical and legal developments throughout recorded history. Several ancient documents and later religions and philosophies included a variety of concepts that may be considered to be human rights.</p>		
<p>To Read More Click Here...</p>		
<p>Consumer News</p>		
<ul style="list-style-type: none"> • Bubblegum company told to pay Rs.300,000 compensation Jan 2009 • builders fined Rs. 27.3 lakhs for not handing over an apartment on time Dec 2008 		

The details are as follows till **January. 2009**: -

Sl. No.	Particulars	Numbers
1	E-Newsletter published	54
2	Subscribers of CORE E-Newsletter	18025
3	Subscribers of CNW Magazine	314

3. Establishing a research and documentation centre (Highlighting the work of partner members) on various Consumer issues:

CCC had entered in the MOU with **35 member consumer organizations** 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. One of the objectives was to add value to special links, which will encourage visitors to access information on payment. This will be tested as soon as possible after some more material has been added. From these MOs we are regularly receiving consumer related materials.

Progress on MOU with FACC

As per MOU with FACC, one thousand unresolved complaints were sent to FACC and recently on 25th Feb 2008 a meeting took place with FACC and **23,000 complaints** received from March 2005 to April 2007 have been sent to FACC. A meeting was held with FACC in the month of June 2008 and as per FACC that they have segregated all the complaints by sector wise, Brand wise and also State wise. It was also decided in the meeting that at the beginning FACC will took up the complaints related to Telecom, Banking, white goods & Automobiles Sector for the resolution. Report from FACC is awaited.

4. Providing information and analysis of consumer related laws & judgments

More than one lakh web pages of judgments, legislations, acts, rules etc have been uploaded in CORE website. The landmark judgments are now being uploaded on regularly basis. Following is the list of various legal contents till **January 2009**:

SI. No.	Particulars	Web Pages
1	Case Laws	1,11,903
2	Legislations	1,348
3	Rules	1,322
4	Acts	780
5	Notifications	2,100
6	Circulars	10
7	Gist of Judgments	700

This is a paid section and Consumers have to pay Rs.2200 per annum to access these judgments etc.

The New Feature **Gist of Judgments of various Consumer Courts** including Apex court has been introduced in CORE Centre website. These judgments are listed in various categories and whichever is required can be selected by denoting particular category. CORE Centre hopes that it will help consumers to know latest and important consumer judgments. More than 500 judgments have been uploaded in this section containing more than 700 pages. This section is available for consumers free of cost.

Following is the list of gist of judgment covering various sectors till January 2009:

Sl. No.	Particulars	Web Pages
1	Banking	30
2	Electricity	08
3	Insurance	250
4	Medical	20
5	Products of Daily Use	30
6	Real-estate	25
7	Services	200
8	Telecom	30
9	Tours & Travels	35
10	White Goods	40
11	Miscellaneous	20

5. To provide online support and handling of consumer complaints

5.1 Comparative analysis of the complaints received in April 2008 to January 2009.

In the month of **January, 2009**, **1728** Complaints were received from various corners of the country, as against **1644** for the month of **December 2008**.

In January 2009 Complaints Received Online = 1610

In January 2009 Hardcopy Complaints Received from MoCA = 118

***Total Complaints Received in Jan 2009 = 1728**

Analysis of Complaints Received from April 2008 to January 2009

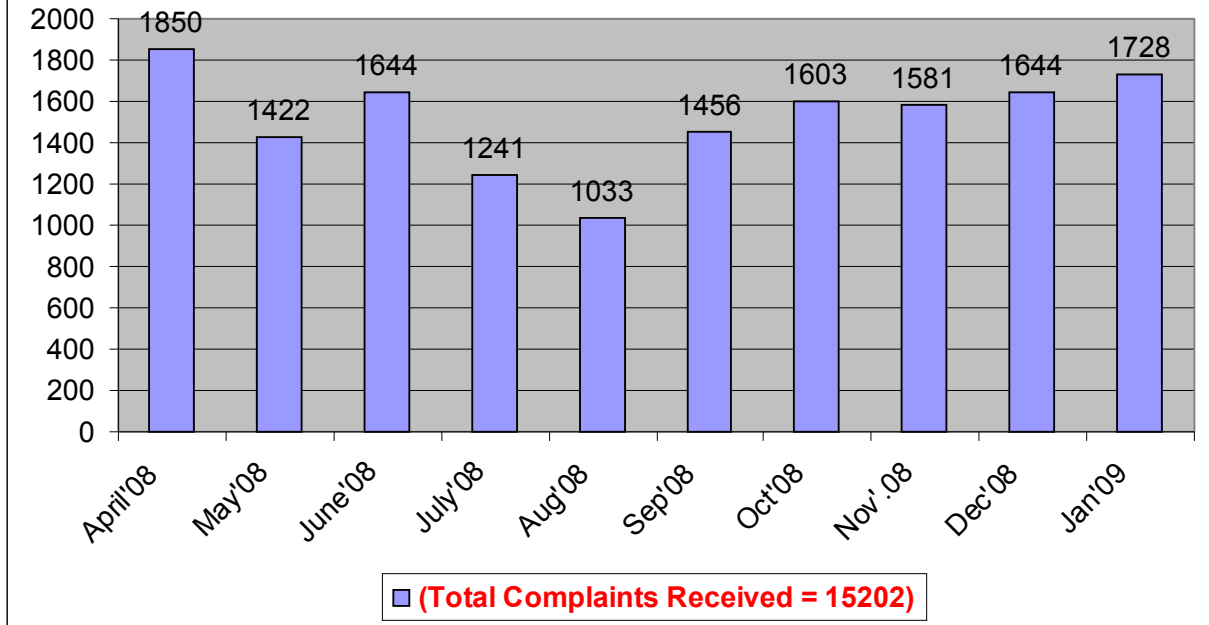


Figure: 3

Total Complaints Received by CORE Centre from:

Duration	Complaints Received
1st April 2008 to 30th December 2008	15202
1st April 2007 to 31st March 2008	14996
1st April 2006 to 31st March 2007	15002
15th March 2005 to 31st March 2006	11104
TOTAL	56304

5.2 State wise breakup of Complaints Of the month of January 2009

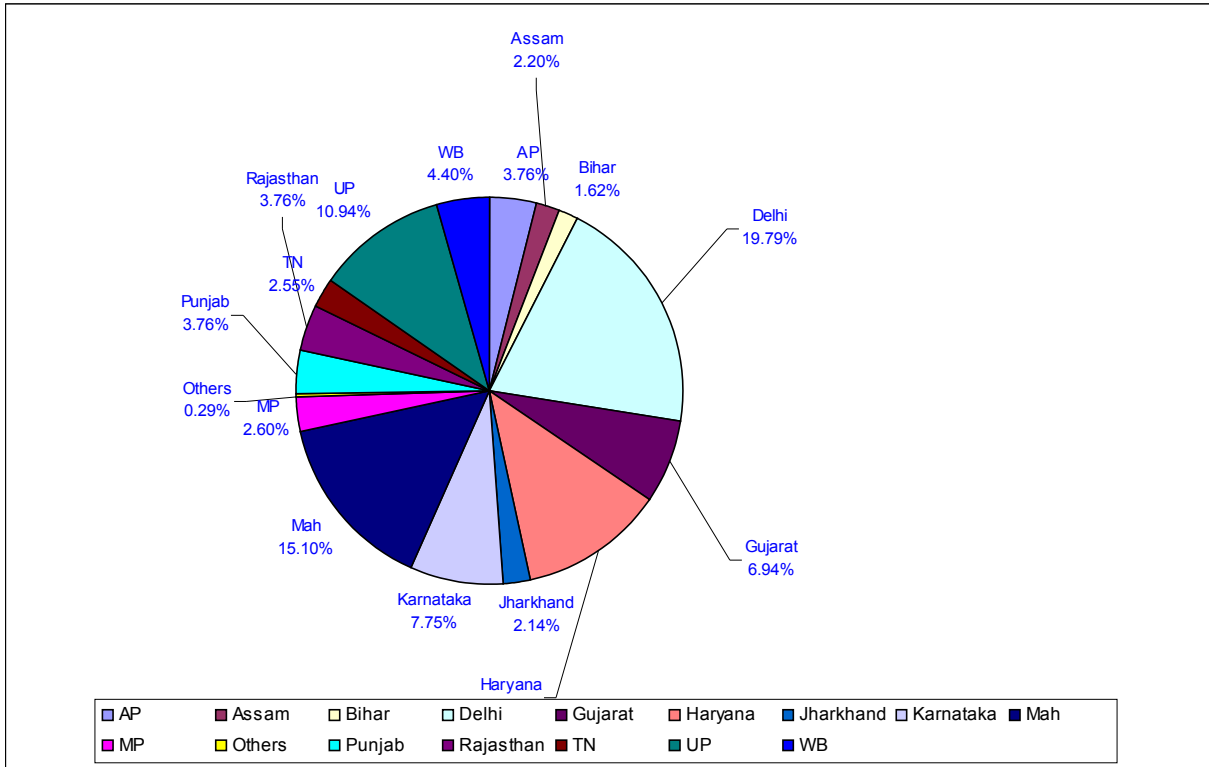


Figure: 4

Total Complaints Received in January 2009 – 1728

As can be seen from the Figure-4, there is a clear demographic distribution of the complaints with Delhi State taking the lead followed by Maharashtra and Uttar Pradesh. This distribution also shows that majority of complaints have come from places where advertisements and Publicity of the Consumer Online Resource Centre are frequent. As can also be seen that the major share of the complaints have come from four states namely Delhi, Maharashtra, Uttar Pradesh and West Bengal. Similarly on region wise demarcation, it is seen that complaints from smaller states like Assam, Chhattisgarh, Bihar, Gujarat, Orissa and Jharkhand are on the increase.

5.3 Sector Wise breakup of Complaints

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

- Services
- Products
- Banking
- Telecom
- Miscellaneous

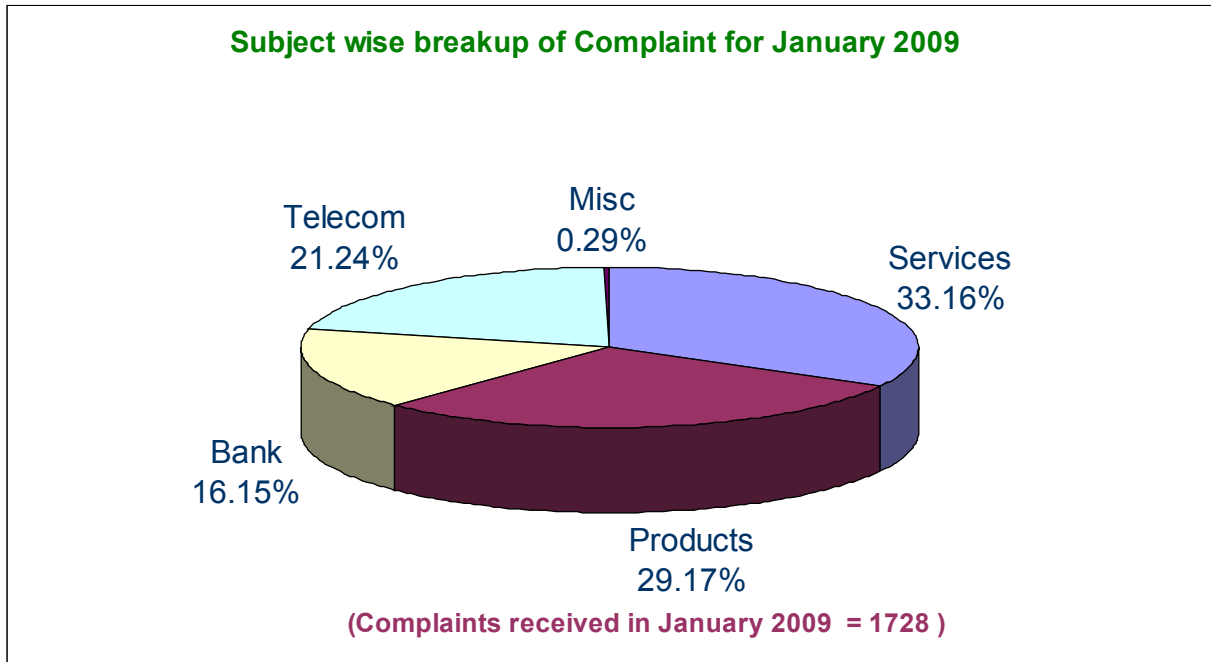


Figure: 5

Sector	No. of Complaint Received
Services	573
Products	504
Bank	279
Telecom	367
Misc	5
Total	1728

Table: 1

As can be seen from Figure 5, that highest percentage of complaints is from the Services sector followed by Products and Telecom sector.

5.4 Sector Wise breakup of Complaints received from March 2005 to January - 2009

**Sector wise Break-up of Complaints Received From
15th March 2005 to 31st January - 2009**

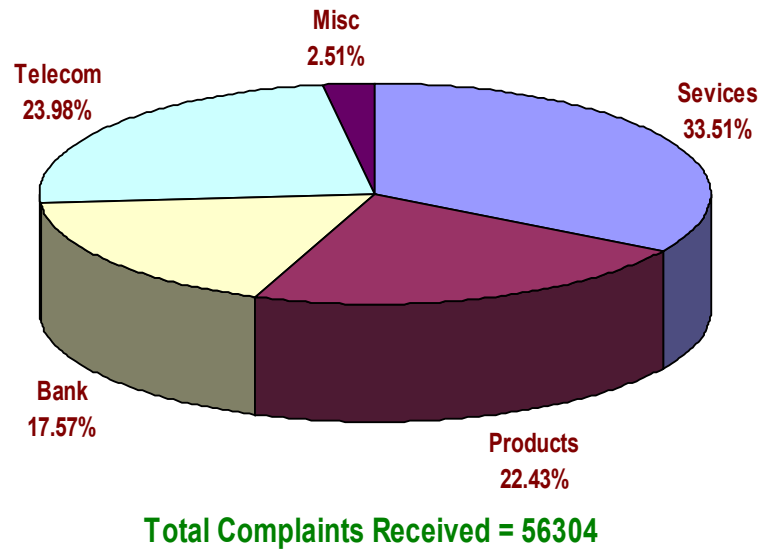


Figure: 6

Sector	No. of Complaint Received
Services	18867
Products	12628
Bank	9895
Telecom	13501
Misc	1413
Total	56304

Table: 2

Figure 6 & Table 2 shows the Subject wise breakup of the total complaints received from **15th March 2005 to 31st January 2009**. Again here it shows that highest percentage of complaint received is from Service Sector, followed by Telecom Sector. Service Sector consists of Postal Services, Railways, Insurance, Medical, Electricity etc.

5.5 Analysis of Complaints Remaining Resolved/Unresolved as on 1st February 2009

Analysis of Complaints Resolved from April 2008 to January 2009

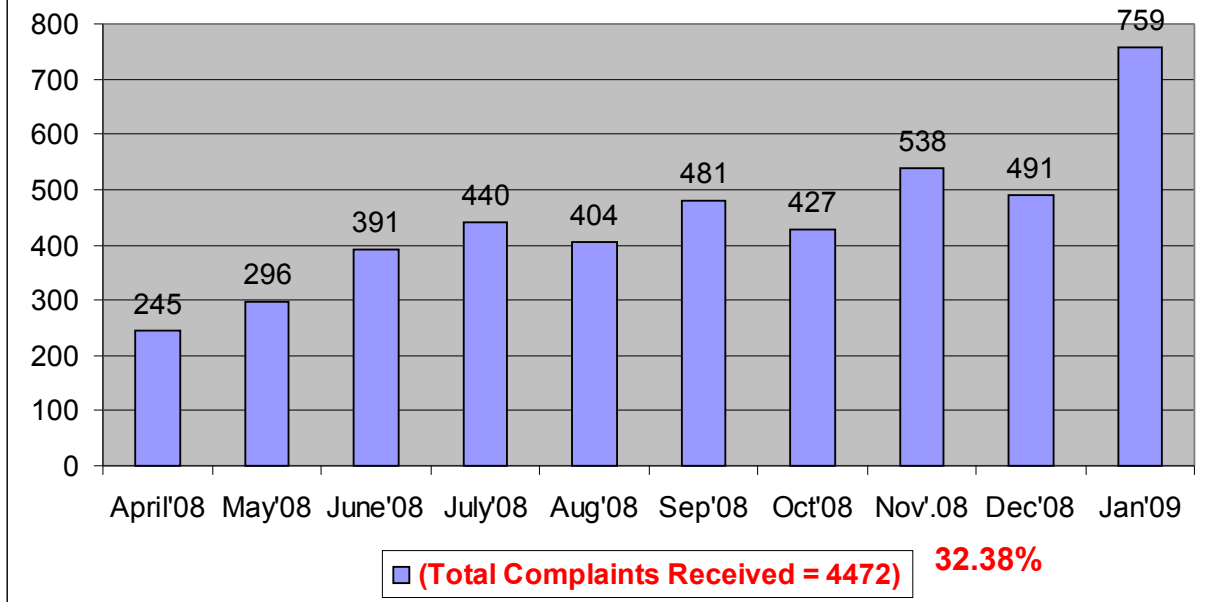


Figure: 7

Total Complaints Received in January 2009 = 1728

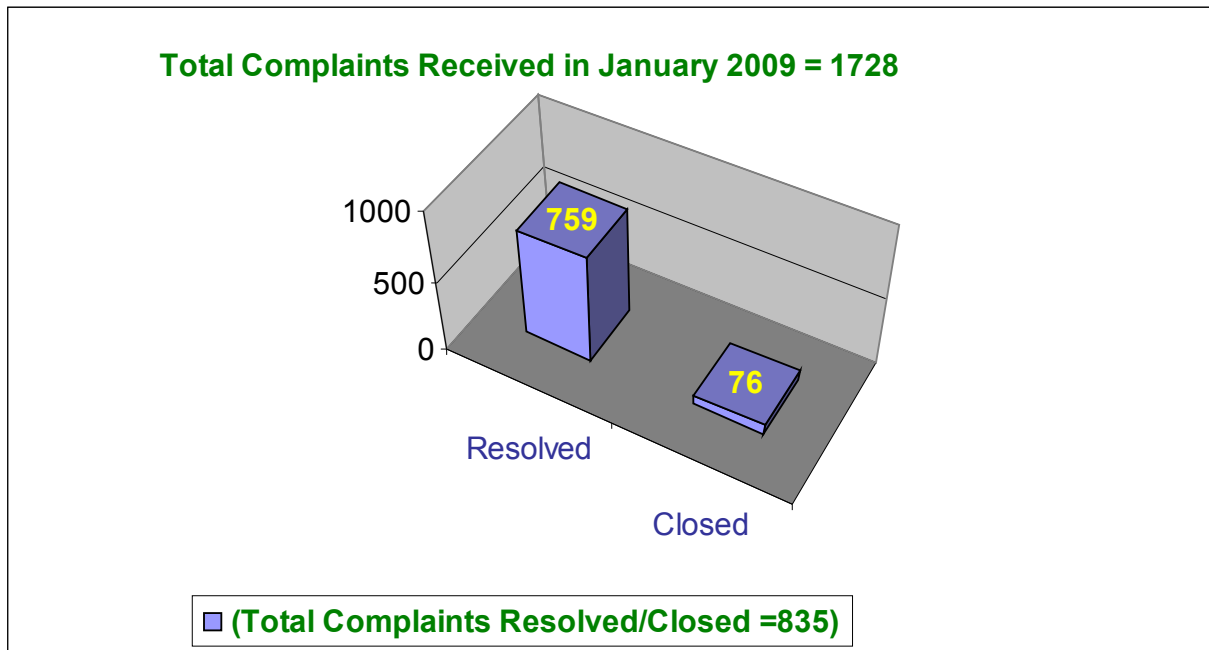


Figure: 8

Analysis of Complaints Resolved Year wise:

Duration	Complaints Resolved	% age of Resolution
1st April 2008 to 31st January 2009	4472	32.37%
1st April 2007 to 31st March 2008	5154	38.6%
1st April 2006 to 31st March 2007	1863	12.5%
15th March 2005 to 31st March 2006	1526	13.8%
TOTAL	13015	

During Month of January Complaints Recd

1728

759

44%

S. No.	Details	Numbers
1.	Total no. of Complaint Received from 15 th March 2005 to 31 st January 2009	56304
2.	Total No. of Complaints Resolved till 31 st January 2009	13015
3.	Total No. of Complaints Closed till 31 st January 2009	3031
4.	%age of Complaints Resolved from 15 th March'08 to 31 st Jan 2009 (Complaints Received - Complaints Closed)	24.43 %
5.	Unresolved complaints transferred to FACC	23042
6.	Balance no. of Complaints Remaining Unresolved at CORE as on 1 st February 2009	17216

Table: 3

6. CORE project to become self supporting within a period of five years

Revenue Generation & Complaint Handling Agreement with Mobile Mantra (MM)

As per MOU with Ministry of Consumer Affairs, CORE project had to raise resources and become self supporting by the end of five years. Hence after the series of meetings, discussions, presentations and amendments CORE had an agreement with a technology Firm Mobile Mantra to develop an Online Consumer Grievance Redressal System (OCGRS) and to build self sustainable operations for CORE. The final MOU was signed between CORE & Mobile Mantra on October 2006. As per this MOU Mobile Mantra has agreed to work for CORE on the following four main areas:

- ❑ Technology to file complaints which also build community and accelerate movement among consumers
- ❑ Bring technology & know how and processes to build efficiency and scalability in monitoring, supervising, handling and tracking the complaints
- ❑ Build relationship with brands to show them value in proactively handling complaints
- ❑ Build sustainable, scalable revenue streams

Now After the series of meetings and discussions initiated by new management team of CORE, it has been agreed between CORE & Mobile Mantra that the complete administrative and technical control of technology and software, as well as whenever new version on this software is released it will be physically handed over to CORE.. Simultaneously, we are looking for developing New Application of our own. We hope to restore this system very soon and in the coming months revenue generation is very much expected.

Appreciation Letters received in the month of January 2009.

CASE # 1

The Complainant

Complaint ID : 13071

Name : Safal Karki

Email : safal.karki@bt.com

Address : 166,humanypur,Safdarjung Enc.

City : New Delhi

Zip : 110029

Brief facts of the case:

Complaint: My outgoing call has been barred since 27th Jan"09 due to nonpayment but I have deposit my cheque on 8th Jan"09 and the same has been credited to Airtel account on 12th Jan"09 as per my bank statement. After numerous call to Airtel customer care services they asked me to fax/email the bank statement to them and have already done yesterday but still my cell phone services barred.

Consequences : As a result of this carelessness on part of Airtel, I have faced great inconvenience as well as harassment, because this was the only number I had, to get in touch with my family and friends plus my office, which was the most important part as I have missed my office cab twice because the cab control officer could not get in touch with me on the cell phone number I have, resulting in shelling out Rs. 1400/ for taking the conveyance to my Office in NOIDA from New Delhi. Kindly resolve the issue at your earliest and oblige.

.Action Taken

The case was initiated at CORE and a letter was sent to the Airtel for needful action.

Comments of the complainant

Hello,

Thanks you so much for looking into my complaint. My issue with Airtel has been resolved. My call has been activated and things have been resolved.

Regards,

Safal

CASE # 2

The Complainant

Complaint ID : 12926

Name : Amitesh Madhur

Email : amitesh.madhur@gmail.com

Address : 1116, 2nd Floor, 26th B Main, 41st Cross, Jayanagar 9th Blk,
Bangalore, Karnataka

Zip : 560069

Phone : 9886852276

Brief facts of the case:

I transferred 1 Lakh rupee from my ICICI bank a/c to HDFC bank a/c using NEFT because I had to give a cheque, as I had cheque book of HDFC bank I thought of transferring money from ICICI bank to HDFC bank. I did this transaction on 20th Of Jan 2009. According to RBI specification money should be credited within 48 hrs of time, but so far my money has not been credited to HDFC a/c my RBI ref no – 89135740. I am calling everyday to HDFC bank and also ICICI bank

Whenever I call HDFC, they say ;Sir, we have not received money from RBI our backend department is checking with RBI with respect to your complaint, please call us tomorrow end of the day. I have been practicing this pretty well for last 8 days;

Whenever I call ICICI they say Sir, we have transferred the money to HDFC and we have already given you a RBI ref no. we do not know anything other than this about your transaction, also because everything is successfully processed from our end so, we cannot register your complaint also, please check with beneficiary bank; and they stop listening to me.

I have almost begged them to solved my problem and nothing happened from last 8 days. I have no clue where my money is. I am from a middle class family and to save that 1 Lakh I had done lots of sacrifices. This is a true mental torture for me and my family. I have become rolling stone. Because of this issue I have lost my integrity with whom I issued the cheque trusting that the transfer is not going to take more than 2 working days/48 hours. Also have got lots of mental pain, have spent money just in calling both of the bank up and being on hold over

phone while they check and talk to people around them. Because of this mental pressure I had to get doctor consultancy and have spend 1000 Rupees there also. Still I see no progress they just buy time and nothing happens. Its simply unbelievable that in the era of computers fund transfer within city between well known banking brands are going to take this long and still perpetual. I am in big trouble.

I need help from consumer forum for this. kindly help me.

Amitesh madhur

Action Taken

The case was initiated at CORE and a letter was sent to the HDFC Bank as well as ICICI Bank..

Comments of the complainant,

Respected Sir,

Reference number Core S8/07/6110, Just now I checked my money has been credited to my HDFC bank a/c.

Thanks a lot for the help.

Amitesh Madhur

CASE # 3

The Complainant

Complaint ID : 11068

Name : Pragnesh Patel

Email : pragneshcs@yahoo.com

Address : C/25, Vaibhavlaxmi society, Manjalpur

Gujarat, Zip : 390011

Phone : 9428767327

Brief facts of the case:

Complaint: I have requested for reissue new Debit card as i lost my debit card in August. I have filled up form and submit to my Manjalpur branch on 20th July08. Then after, I have followed up on 1st aug08 to directly to Mumbai through debitbin@bobcards.com. They inform me that the form did not reach to them. so I again fill up form twice and resubmit to Manjapur Branch. Now, Still Today, I have not got the Debit card. I think, service has been very poor of Manjalpur Branch particularly. Some fault can be of Main Mumbai branch in issuing the debit card. FYI Reissue of card takes approx 15 days as per Bank of Baroda guidelines. Can you please look at matter for me?

Thanks,
Pragnesh

.Action Taken

The case was initiated at CORE and a letter was sent to the Bank of Baroda for needful action.

Comments of the complainant

Hello All,

My complaint has been resolved. I got my debit card today only.

I was really frustrated from the BOB service. That is why, I had launched a complaint to CORE. Thank you very much for your help otherwise, I do not know if i get my debit card in this year!!!!

Thanks Again!!!

Hope to get Better quality service from BOB in my life!!!

**Kind Regards
Pragnesh Patel | Quality Assurance Team Lead
Tel: (+91) 2653919121 | Mob: 9428767327
Priya International Ltd**

CASE #4

The Complainant

Complaint ID : 9687

Name : Sanjay Bulsara

Email : sanjaybulsara@hotmail.com

Address : 102, Gayatri Apartment, S.V. Patel Road, Borivali (W), Mumbai

Maharashtra, Zip : 400092

Phone : 022 28935056

Brief facts of the case:

Complaint: on 15/11/08, bought exhaust fan model & Power flow & 225 mm of Orient fans, from Ganesh Electronics, Subodh Kunj, Opp. Dena Bank, Near Traffic Signal, S.V. Road, Kandivli (west), Mumbai 400 067.

After making payment of Rs. 1125, fans was checked, but it made loud noise. The dealer arranged with another only piece in stock, which also upon switching on made loud noise. As the dealer had no 3rd piece in stock, he asked to take the delivery of fan and he would arrange for company technician to visit us to repair the fan so that it made no noise.

Under complain no. 704 lodged with Orient fans Mumbai office (Tel No. 2266 2121/2266 1852, their technician visited us on 19/11/08 and replace a defective bearing in the fan, which was never used. But even after replacement of defective part, the fan still made loud noise. Finally the technician gave a replacement note for the dealer to replace the fan. Upon contacting Mr. Mukesh at Ganesh Electronic, we were informed that exhaust fans of Orient fans were not silent and did make loud noise. When I asked for refund of money, as the exhaust fan was of not good quality, I was asked by Mukesh of Ganesh Electronics to contact Orient fans for refund, as it is not possible for him to refund the money. I contacted Mr. Balram on 022 22662121, he flatly refused to refund the money and asked me to use the fan, even though the quality is not up to mark.

I am contacting you in this regard, to help / guide me to get refund from Orient fans. As I am not intend to use a sub quality product after paying premium price for the same.

Consequences : they is no physical damage. The fan does not function properly or with out making noise. I want refund of Rs. 1125/ from the company. As I have never used their product, as it had problem right at the time of purchase.

Action Taken

The case was initiated at CORE and a letter was sent to the Orient fans company for needful action.

Comments of the complainant

Dear Sir,

Thank you for the interest shown towards my complaint.

**Orient Fans has realized that quality of their exhaust was not up to mark and hence refunded the full amount.
The issue is sorted out.**

**Thank you.
Sanjay Bulsara.**

--XX--