



Core centre
Consumer Online Resource & Empowerment Centre

Monthly Report, For July 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 44 Lac hits received from 50 countries across the globe to www.core.nic.in till date
- ✓ Over 14.8 Lac Requests
- ✓ Over 2.5 Lac visits
- ✓ 3860 Subscribers of CORE Centre E-Newsletter
- ✓ Over 15 Thousand Complaints received from 15th March 2005 to 31st July 2006 from all parts of India as also from abroad
- ✓ Total 2290 complaints (**14.7%** of all complaints handled) were resolved by CORE Centre from 15th March 2005 to 31st July 2006
- ✓ For July 2006 296,037 hits, 77,455 requests, 18,420 visits respectively
- ✓ Top 11 most popular Search Engines are able to identify key words relating to CORE Centre
- ✓ 1077 Complaints received in July 2006



CONTENTS

S. No.	Topics	Page No.
1	<u>Preface</u> <ul style="list-style-type: none">• <u>About CCC</u>• <u>Proposed Action Plan for Generating Revenues for CORE Project and Make it Self Reliant</u>• <u>Online Registration & Redressal of Complaints is one of the major day-to-day activities of the CORE Centre.</u>	04 04 06 08
2.	<u>Online Database / Portal</u>	09
3.	<u>National Resource Centre</u>	11
4.	<u>Newsletter Service</u>	12
5.	<u>Online Complaint Registration & Mediation Mechanism</u> <ul style="list-style-type: none">• <u>Comparative analysis of the complaints received from 15th March 2005 to 30th June 2006</u>• <u>State wise breakup of Complaints for June 2006</u>• <u>Analysis of Unresolved Complaints</u>• <u>Subject wise Breakup of Complaints</u>	13 13 14 15 16
6.	<u>Core Staff Strength</u>	17
7.	<u>Our Rewards</u>	17
8.	<u>Meeting Attended by Senior Officials of CORE Centre</u>	18
9.	<u>Annexure – 1 (Electronic News Letter)</u> http://www.corecentre.org/guest/newsletter/	19
10.	<u>Annexure- 2 (Our Rewards)</u> http://www.corecentre.org/core_achivements	



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 16 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 **eight subscribers** to CORE Centre who have registered themselves by paying an Annual Subscription of Rs.2200 for accessing our Website. There have been 4 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 and the District Fora will also be considered. However, with NCDRC's decision to publish landmark judgments with State Commissions to follow suit, likelihood of attracting more subscribers is diminishing.
- The current subscription rate of Rs.2200 per annum is being reviewed to see how this can be rationalized and differential rates fixed, for various stages of accessibility of Information on the Website.
- 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.
- 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.

- 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.



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 July 2006.

1.	Total Number of Hits	44,57,705
2.	Total Number of Requests	14,87,063
3.	Total Number of Visits	2,64,888
4.	Average No. of Requests per visit	5:62
5.	Average Visit Duration (in Minutes)	00:04:39

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

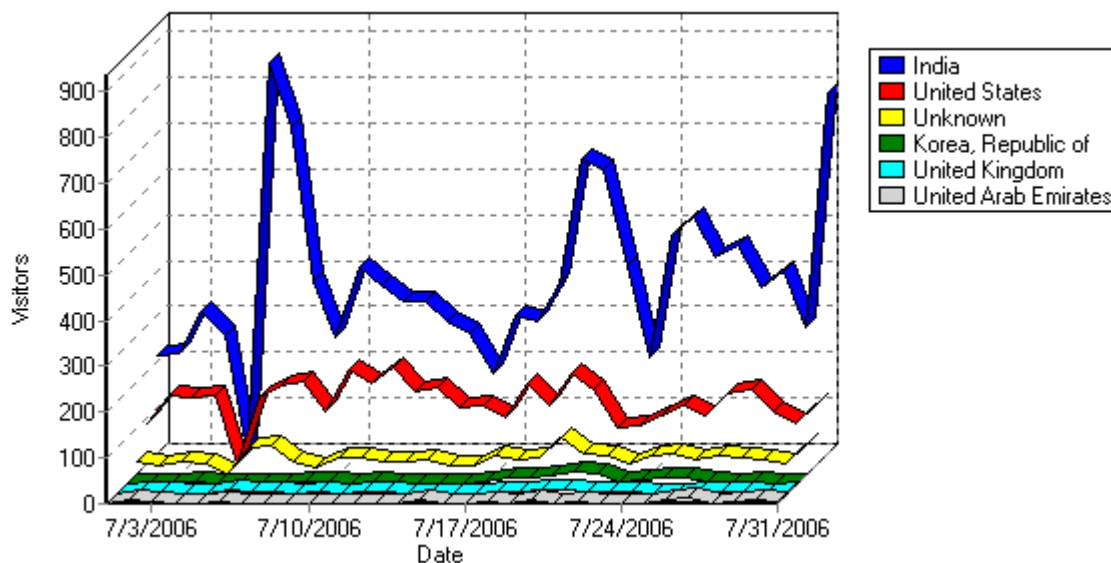
Last Two months comparison of Hits, Visits, Requests Etc. to the CORE Centre

		June 2006	July 2006
1.	Hits	268,312	296,037
2.	Requests	85,736	77,455
3.	Visits	13,480	18,420
4.	Average No. of Requests per visit	6:03	4.2
5.	Average Visit Duration (in Minutes)	00:05:03	00:04:39

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	3,362
2	Yahoo	135
3	MSN	55
4	AskJeeves	10
5	Mamma	2
6	Netscape	2
7	Dogpile	2
8	HotBot	1
9	ixquick	1
10	InfoSpace	1
11	Tiscali	1
	Total	3,572

Table 1 show that 11 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 Major Links are:

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

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 July 06 was 80. 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 July 2006

CORE Status: 45 Pages
Consumer Alert 02 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/guest/newsletter/> . At present **3860** subscribers are registered themselves for accessing CORE Centre E-newsletter. July 2006 issues of E-newsletter are enclosed as **Annexure – 1**.



Online Complaint Registration & Mediation Mechanism

In the month of **July 2006**, **1077** Complaints were received from various corners of the country, as against 982 for the month of June 2006.

Figure-2 shows the comparative picture of complaints received by CORE Centre from 15th March 2005 to 31st July 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 July 2006.

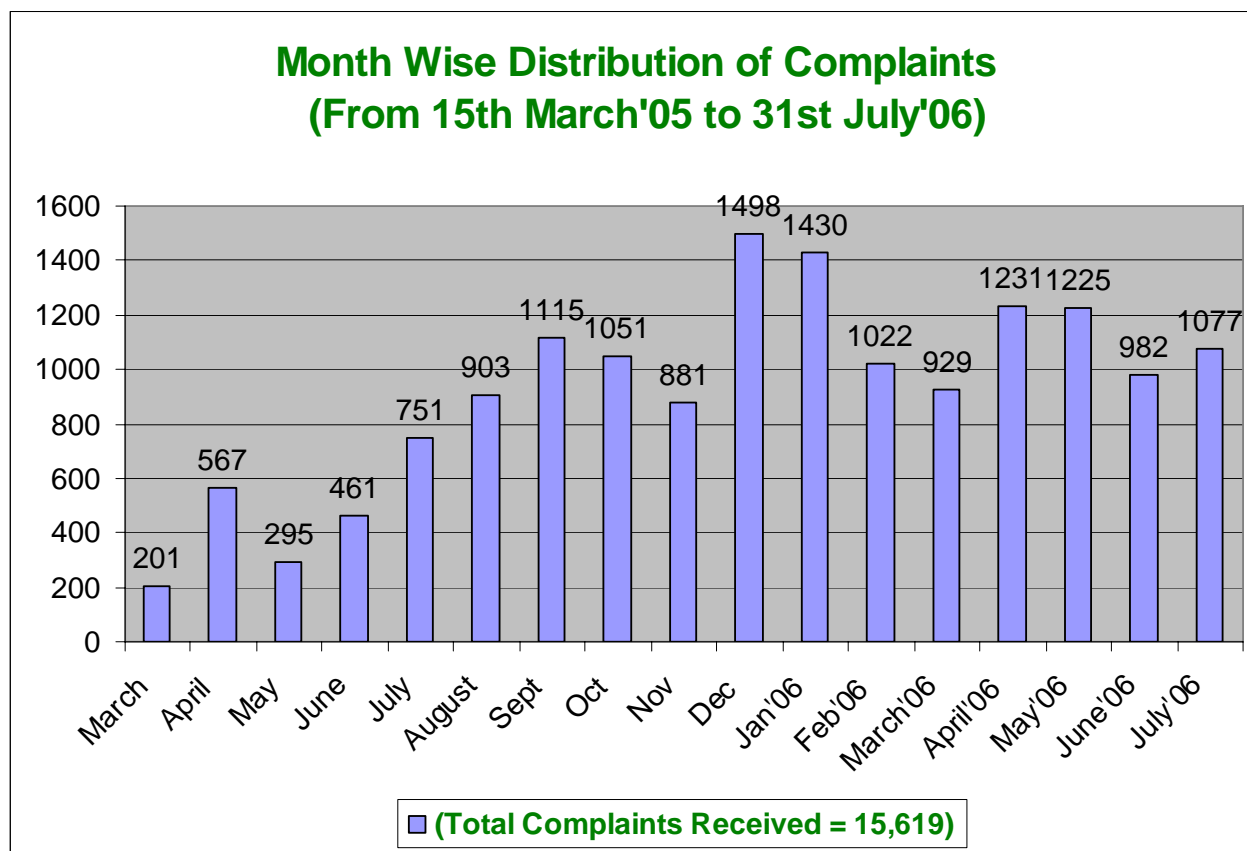


Figure-2



State wise breakup of Complaints

Total Complaints Received in July 2006 – 1077

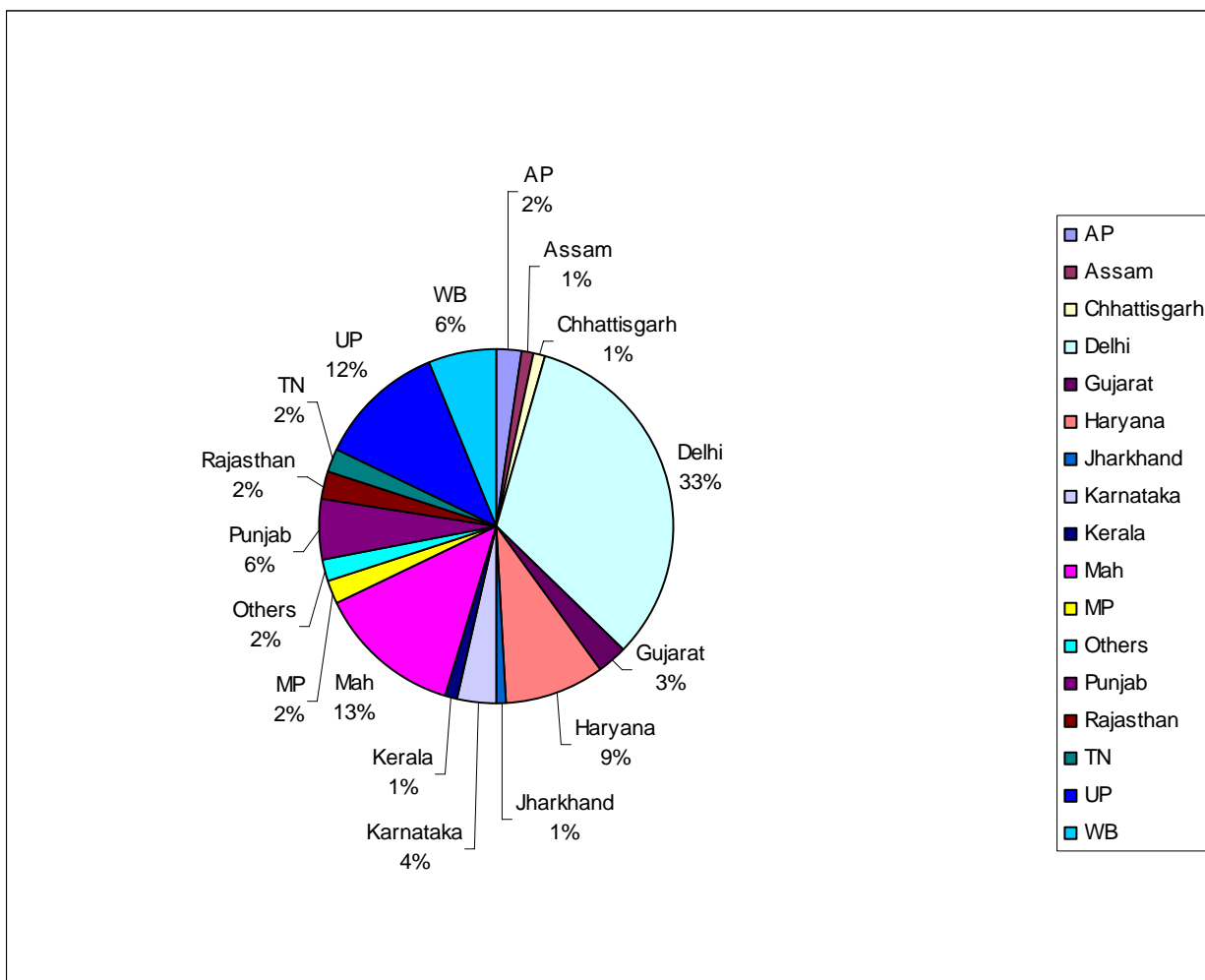


Figure-3



Analysis of Complaints remaining unresolved as on 1st August 2006

Table 2

S. No.	Details	Numbers
1.	Total no. of complaint received from 15 th March 2005 to 31 st July 2006	15619
2.	Total No. of complaints resolved till 31 st July 2006	2290
3.	Balance no. of complaints remaining unresolved as on 1 st August 2006	13329

Table 3 shows Stage wise analysis of complaints remaining unresolved as on 1st August 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 May 2006 on which Stage 3 action has already been taken, as on 1 st August 2006. If responses are still received from the opposite party, they will be dealt with appropriately)	11817
2.	Unresolved complaints which are between 31 to 45 days old (These are complaints received from 16 th June 2006 to 30 th June 2006 on which Stage 3 action has already been taken, as on 1 st August 2006, and response is awaited)	482
3.	Unresolved complaints which are between 16 to 30 days old (These are complaints received from 1 st July 2006 to 15 th July 2006 on which Stage 2 action has already been taken, as on 1 st August 2006, but are still remaining unresolved)	538
4.	Unresolved complaints which are between 1 to 15 days old (These are complaints received from 16 th July 2006 to 31 st July 2006 on which Stage 1 action has already been taken, as on 1 st August 2006, but are still remaining unresolved)	492
Total Unresolved Complaints as on 1st August 2006		13329

Table 3

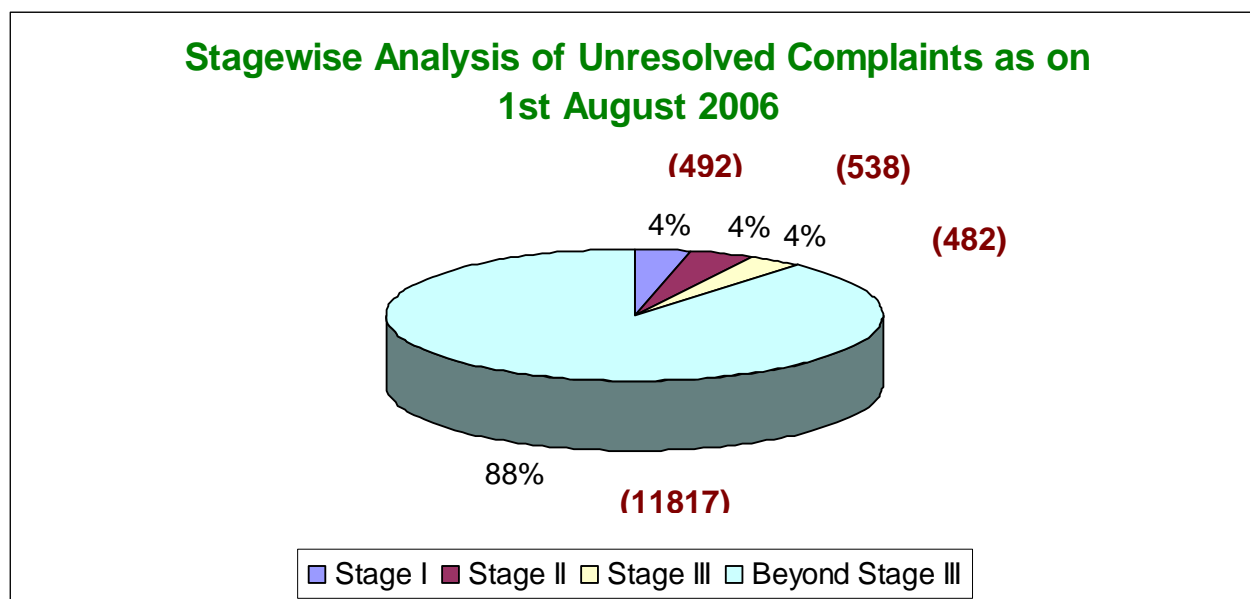


Figure-4



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

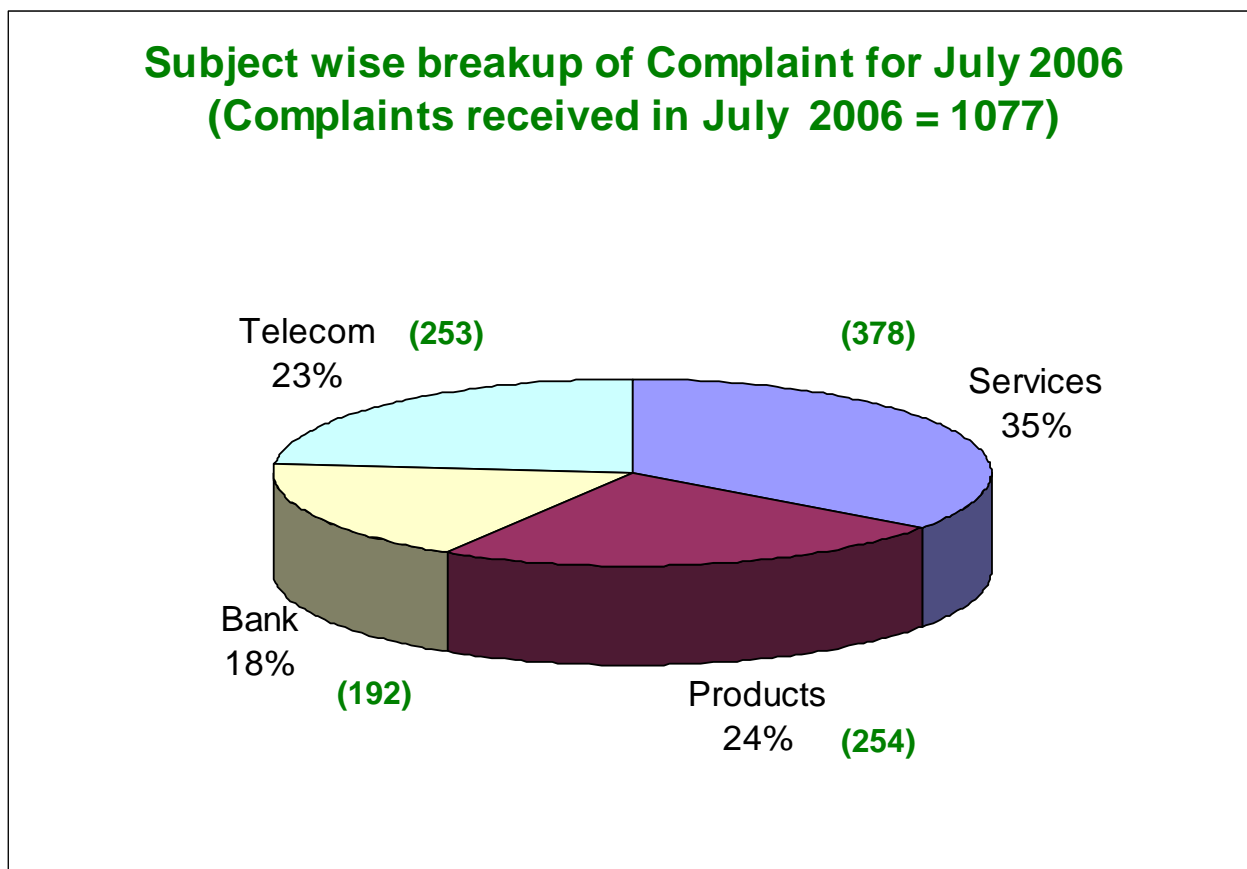


Figure-5

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

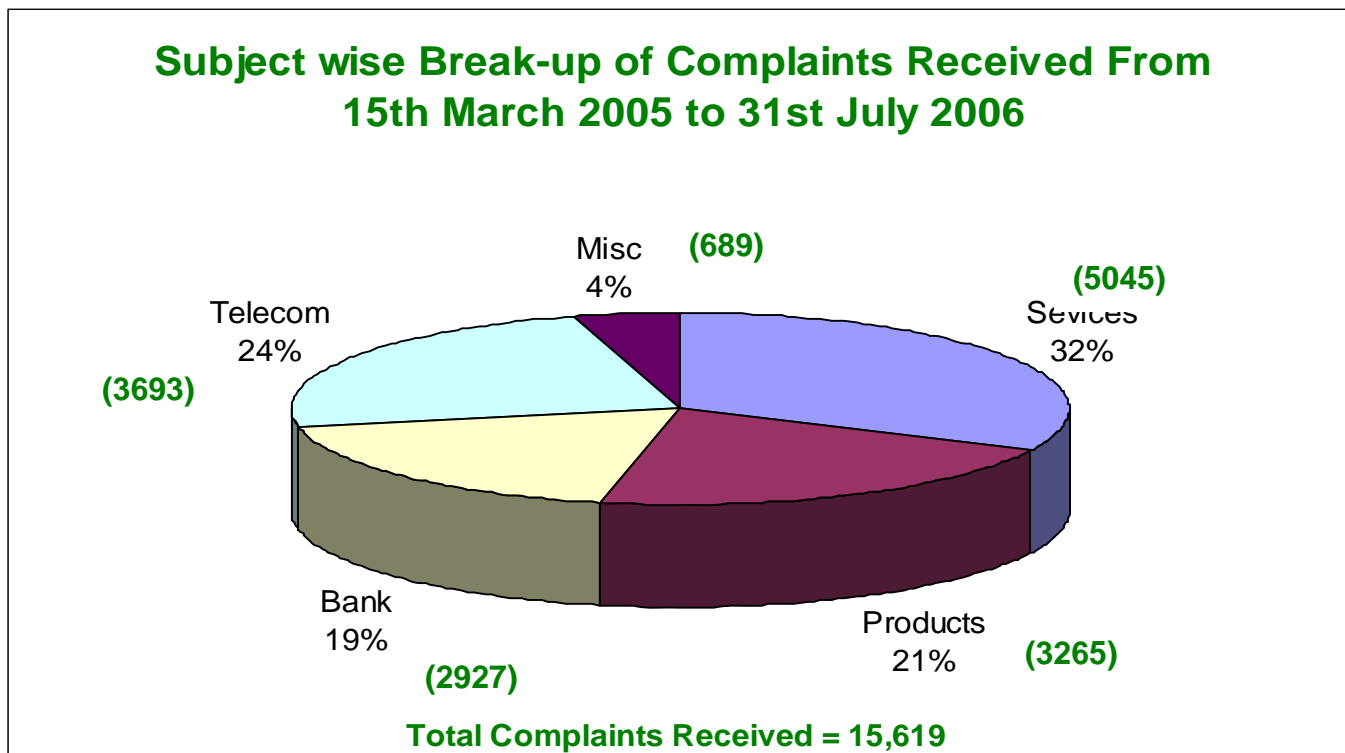


Figure-6

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

CORE Staff Strength

The total staff strength, as on 31st July 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 assistance, 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 July'06 are annexed for information. **(Annexure-2)**



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

Sl. No.	Organization	Subject of Meeting	Date	Place	Attended by
1.	NASSCOM & E-bay	Seminar on E Commerce	6 th July 2006	New Delhi	Shri Arun Kumar, Director
2.	Mobile Mantra	Regarding Agreement with Mobile Mantra	5 th July 2006	At CCC Secretariat, NOIDA	Shri Arun Kumar, Director
3.	CORE & NCH	Farewell to Jt. Secy., M/o CA	15 th July 2006	IIC, New Delhi	Shri Arun Kumar, Director & Shri Hardwari Lal, Joint Director
4.	Ministry of CA	Media Committee Meeting	July 2006	Krishi Bhawan, New Delhi	Shri Arun Kumar, Director
5.	Ministry of Consumer Affairs, New Delhi	43 rd Meeting of the Standing Committee on Consumer Welfare Fund.	17 th July 2006	New Delhi	Shri Arun Kumar, Director
6.	Ministry of Consumer Affairs, New Delhi	Executive Committee Meeting of CORE Project	21 st July 2006	New Delhi.	Shri Arun Kumar, IAS (Retd.), Director
7.	O/O The Comptroller and Auditor General of India, New Delhi	Meeting with Ms Subhashini regarding Railway Questionnaire	On 25 th July 2006	New Delhi	Shri Arun Kumar, Director & Shri Hardwari Lal, Joint Director
8.	Consumer Coordination Council, NOIDA	40 th Governing Council Meeting of CCC	29 th July 2006	CCC Secretariat, NOIDA	
9.	-do-	15 th Annual General Meeting of CCC	30 th July 2006	New Delhi	



ANNEXURE -1

(Electronic Newsletters of July 2006)

Core Centre

Consumer Online Resource & Empowerment Centre

Vol :24, July 2006

Your E-Newsletter

Dear CORE User,

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



High Prices and Government Action

The last two months witnessed the historic legal battle between the Andhra Pradesh (AP) and US seed giant, Monsanto on the issue of pricing of Bt cotton. This legal battle was unprecedented since it was probably the first time a State Government took on a Multi National Company on the pricing of a patented product. It is expected that this case would spur more and more State Governments in moving courts in furtherance of consumer interest. Read More >>>

- ▶ [Bt Cotton Seeds- Governments Seek Reduction of Prices](#)
- ▶ [State of Andhra Pradesh vs. Monsanto- A Case Study](#)
- ▶ [Power of Government to Intervene Consumer Interest.](#)

CONSUMER NEWS

▶ [Delhi Tops In Rate Of Redressal Of Consumer Grievances](#) (Saturday, June 24, 2006)

Delhi has earned the distinction of having the highest percentage of decided cases in State Consumer Commission and its nine District Consumer Forum.

▶ [Strengthen Links Between Urban And Rural Areas : Prime Minister](#) (Saturday, June 24, 2006)

The Prime Minister, Dr. Manmohan Singh emphasized the importance of strengthening road links between urban and rural areas, as well as between cities in close proximity.

▶ [Central Scheme On Consumer Awareness 2005-07](#) (Thursday, June 22, 2006)

➤ [Central Scheme On Consumer Awareness 2005-07 \(Thursday, June 22, 2006\)](#)

The Cabinet Committee on Economic Affairs today approved the implementation of the Plan Scheme for creation of consumer awareness during the X Five Year Plan.

➤ [Parliamentary Panel: Lingerin Vacancies in High Court Requires Public Debate \(Tuesday, June 13, 2006\)](#)

With more than 100 vacancies plaguing higher echelons of a judiciary already weighed down by 30 million case arrears, a parliamentary panel has called for a public debate to find a way to appoint judges instead of letting "judiciary alone" pick them.

PREVIOUS ISSUES ↓



The Department of Posts which was probably the largest government monopoly about a decade back unwittingly introduced competition by permitting courier services to operate against the state owned postal services. Because of their efficiency and consumer friendly approach, the private courier service operators have more or less captured the market from the Postal Department. Now a Bill has been proposed seeking to bar private couriers from accepting light weight letters. The [previous CORE e-newsletter](#) focused on the merits and demerits of curbing private courier companies by law and how consumer interest was affected.

CORE CENTRE ACHIEVEMENTS ↓

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

➤ [Report for the Month of May 2006](#)

CONSUMER NOTIFICATIONS & CIRCULARS ↓

[G.S.R. 355](#) (E) (06/06/2006)

Draft Rule to amend the Prevention of Food Adulteration Rules, 1955.

[G.S.R. 352](#) (E) (01/06/2006)

Drugs and Cosmetics (3rd Amendment) Rules, 2006.

[F.5\(I\)/94/2001-2002/452](#) (E) (25/05/2006)

NCT of Delhi revised the Whole sale/MRP price for sale of Kerosene oil.

CONSUMER RULES ↓

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

[Drugs \(Prices Control\) Amendment Order, 2006](#)

CONSUMER JUDGMENTS ↓

[Reliance India Mobile Limited v Hari Chand Gupta](#) 08/05/2006 (NATIONAL CONSUMER DISPUTE REDRESSAL COMMISSION)



CONSUMER DISPUTE REDRESSAL COMMISSION)

District Forum directed Petitioner to shift mobile telephone of Complainant from Chandigarh to Kurukshetra region and to pay a sum of Rs.10, 000/- as compensation for deficiency in service and costs of Rs.2, 500/- - Revision petition against - State Commission ordered for ...

Ram Parkash Pahwa v Life Insurance Corporation of India, through Zonal Office, Jeevan Bharati Connaught Circus, New Delhi and Others 08/05/2006
(NATIONAL CONSUMER DISPUTE REDRESSAL COMMISSION)

Insurance Policy - Petitioner omitted to make any payment towards premiums after paying two half yearly installments - Application for revival of policy - Despite completion of formalities, L.I.C. failed to revive lapsed policy - Complaint for compensation of pecuniary ..

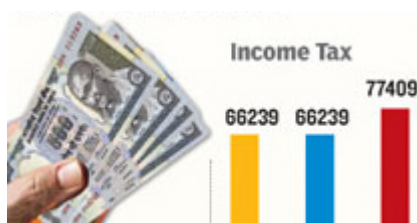
Your E-Newsletter

Dear CORE User,

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 ↓



Filing Tax Returns Hassle - Free

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 this newsletter, we provide you with essential information on filing your IT returns with peace and ease. Please note that this year, you could also file your IT returns through the post office. Read more...

- ▶ [Essential Information for Filing Returns](#)
- ▶ [Using the Right to Information Act and other FAQs](#)
- ▶ [Citizens Charter of the Income Tax Department](#)
- ▶ [File Your Returns even at Post Offices](#)

prices of wheat during the above period declined by nine per cent.

[Telecast Rights For Sports Events: No Regulatory Authority Envisaged](#)

(Tuesday, July 25, 2006)

The Government has no proposal to set up a Regulatory Authority to monitor and regulate the earnings through telecasting of sporting events.

[Striking Doctors: SC Issues Notices To Health Ministry, MCI](#)

(Monday, July 24, 2006)

The Supreme Court today issued notices to the Union Health Ministry and Medical Council of India (MCI) on a PIL seeking action against AIIMS doctors who refused to attend to emergency patients during the anti-reservation strike from May 13 to May 31.

[Amendments To The Prevention Of Food Adulteration Rules 1955](#)

(Friday, July 21, 2006)

The Government of India, Ministry of Health and Family Welfare, Department of Health has issued a draft notification proposing amendment of Rule 4, of the PFA Rules, 1955 relating to the adoption of the methods of analysis of food articles prescribed in the manual of methods brought out by Directorate General of Health Services for the Public Analysts/Directors, Central Food Laboratories and in case where the method prescribed in the manuals is not sophisticated or if the method is not available for analysis of any parameters in these manuals, the method of analysis prescribed in the AOAC/ISO/ Pearsons/ JaCOB/ IUPAC/Food Chemical Codex Method of Analysis/BIS/ Woodmen/Winton-Winton/Joslyn shall be adopted.

[Delhi HC Orders Implementation Of CAS](#)

(Thursday, July 20, 2006)

The Delhi High Court has ordered the Government to implement the Conditional Access System (CAS) in three metros-New Delhi, Kolkata and Mumbai-before December 31 this year.

PREVIOUS ISSUES



This is the time of the year when students and parents turn to consultants who call themselves education consultants or counselors for advice and assistance in getting admission to colleges in India and the West. Unfortunately, educational counselors may not be acting in your interest but acting in the interest of hefty commissions that they earn from colleges that want to solicit students for revenue for. Some could be outright frauds. [The previous CORE e-newsletter](#) focused on the issue of Education 'Counselors', Greeting-card degrees and Consumption of Higher Education

CORE CENTRE ACHIEVEMENTS

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

[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](#)

CONSUMER JUDGMENTS ↓

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